

COVID-19 Toolkit

Considerations for restarting your business safely (Version 1)

Index

Your first question should be: Can I open?	1
Section 1: Risk Assessment and Action Plan	2
Section 2: Return to Work - Staff, Visitors and Customers	3
Section 3: Return to Work - Premises and Utilities	4
Section 4: Return to Work - Personal Hygiene and Cleaning	4
Section 5: Return to Work - Daily COVID-19 checks	5
Section 6: Guidance for specific types of work	5
Section 7: Managing queues at your business premises	6
Section 8: Fire and Safety advice to businesses	7
Section 9: Cleaning in a Non-Food premises	9
Section 10: Using and Providing Hand Sanitiser	13
Section 11: Food Businesses	16
Section 12: The Visitor Economy	16
Section 13: Close Contact Services	16
Section 14: Additional Guidance	17
Section 15: Trading Standards	17
Section 16: Business Support	17
Section 17: Equality, Diversity and Inclusion	18
What is Better Business for All (BBfA)?	20

The Better Business for All (BBfA) partnership has used their knowledge and expertise to bring together resources from trusted organisations to help guide you through the main considerations for restarting your business safely.

This COVID-19 Toolkit provides useful documents such as a risk assessment template and action plan, business checklists and useful guides to help you.

The Better Business for All (BBfA) partnership toolkit aims to help Lincolnshire businesses become COVID-19 secure, resume trading safely, and protect their staff and customers as lockdown is eased.

Please ensure you keep up to date with current Government guidelines relevant to the control of COVID-19 and check back often to ensure you are following the latest version. Some of the guidance may not apply to you directly, but can be adapted to suit your business.

This Toolkit has been collated from current Government guidance by staff across the BBfA partnership. Sources include:

1. [CIEH](#)
2. [Gov.uk](#)
3. [Food Standards Agency](#)

NOTE: The checklists contain examples of relevant controls based on current guidance. Although these should help give you some direction, you should amend and add controls that are relevant to your specific business having completed your risk assessment.

Your first question should be: Can I open?

[Check](#) if you are on the list of premises that should remain closed.

Prior to re-opening:

- If you cannot open yet, you should still start considering the risks and controls required to be in place once you are allowed to open.
- Conduct a risk assessment specific to your business and complete the 'COVID secure' Checklist (if you have 50 or more employees this should also be published on your website).

Business Advice and Support is available from Business Lincolnshire and Lincolnshire Regulators for businesses re-opening, diversifying or manufacturing new products during the coronavirus pandemic.

The Lincolnshire Better Business for All (BBfA) partnership toolkit aims to help businesses become COVID secure, resume trading safely, and protect their staff and customers as lockdown is eased.

These documents will be regularly updated in line with the latest Government guidelines. Please check back often to ensure you are following the latest version. Some of the guidance may not apply to you directly, but can be adapted to suit your business.

For more advice on any of the above, please contact:

Your local **Environmental Health Service**: contact details are available via your district/borough council website, [*click on the authority name below*](#)



Instruction on using this toolkit: Please use 'Ctrl' and click on the links in the tables to view the documents.

Section 1: Risk Assessment and Action Plan

Version Number	Issue Date	Document title	Purpose of document	Links to relevant guidance
V1	01/07/20	COVID-19 Risk Assessment	A template Risk Assessment form for you to complete to record the controls you have in place to prevent the spread of coronavirus at the workplace. Use in conjunction with the action plan document to record your findings and actions required.	Risk Assessment(HSE) Working Safely During Coronavirus A Short Guide (HSE) Talking with your workers about preventing coronavirus (HSE) Working Safely During Coronavirus Covid Secure Poster
V1	01/07/20	5 Steps to Working Safely	5 steps to working safely will help you consider what to focus on when carrying out your risk assessment.	
V1	01/07/20	Action Plan	A supplementary document to record all the actions you need to carry out as a result of your risk assessment. Use this alongside the risk assessment if required.	

Section 2: Return to Work - Staff, Visitors and Customers

Version Numbe	Issue Date	Document title	Purpose of document	Links to relevant guidance
V1	01/07/20	Staff Checklist	A restart checklist to help you ensure your staff remain well and fit to work. Including consultation, recognition of additional training needs and management of hygiene requirements in the workplace.	Protecting Home Workers (including Display Screen Equipment) (HSE) Mental Health (CIEH) Shielding of those most Vulnerable to COVID-19 Guidance for pregnant women
V1	01/07/20	Travel to Work	Matters requiring consideration for people who need to travel to and from work in vehicles and on public transport.	Gov UK Travel Guidance
V1	01/07/20	Staff handbook	We have started a staff handbook for you. This is to help communicate the main changes you have put in place following your COVID-19 risk assessment. It should include any new instructions staff need to follow.	NHS Guidance
V1	01/07/20	Personal Protective Equipment Overview	The personal protective equipment overview gives a summary of the government guidance of the use of PPE to protect against COVID-19 outside of health care settings. This is being constantly reviewed. Please keep up to date with the latest guidance.	BSI guide to masks and face coverings for use in the UK during the COVID-19 pandemic.pdf BSIF CE Certificate Checklist for PPE.pdf
V1	01/07/20	Customer Checklist	A restart checklist to help you ensure customer access and social distancing controls are in place.	
V1	01/07/20	Visitors Guide	We have started a visitor guide to help you communicate any controls you have put in place to contractors and visitors coming into your business.	

Section 3: Return to Work - Premises and Utilities

Version Number	Issue Date	Document title	Purpose of document	Links to relevant guidance
V1	01/07/20	Building Services and Utilities Checklist	Checklist to help identify and record checks on water, gas etc. necessary for a business that has been closed for a period of time.	
V1	01/07/20	Legionella Checklist	Checklist to record actions taken on your hot and cold water systems. NOTE: Not suitable for larger businesses.	CIEH Legionnaire's disease Guide to Legionella and Legionnaires disease
V1	01/07/20	Work Area Checklist	This checklist will help you consider the management of social distancing in your workplace.	Guidance on Social Distancing HSE <i>Posters:</i> Limiting the number of Customers Keep 2m Distance when Queuing Keep 2m Distance
V1	01/07/20	Site Plan	The aim of the site plan is to provide an overview of all the locations within the site and the movements of products, materials and people and hints and tips for safe working practices.	

Section 4: Return to Work - Personal Hygiene and Cleaning

Version Number	Issue Date	Document title	Purpose of document	Links to relevant guidance
V1	01/07/20	Cleaning and Personal Hygiene Checklist	A checklist to help identify additional cleaning and personal hygiene arrangements necessary for COVID-19 controls.	Hand washing video

Section 5: Return to Work - Daily COVID-19 checks

Version number	Issue date	Document title	Purpose of document	Links to relevant guidance
V1	01/07/20	COVID-19 Daily Control Checks	A self-audit to record measures you have identified in your risk assessment remains in place and to record any corrective actions.	Posters and Social Media messaging https://coronavirusresources.phe.gov.uk/

Section 6: Guidance for specific types of work

Visit [Working Safely During Coronavirus](#) for guidance on specific types of work to assist with your risk assessment and consideration of appropriate COVID-19 workplace controls for:

1. Construction and other outdoor work
2. Factories, plants and warehouses
3. Labs and research facilities
4. Offices and contact centres
5. Other people's homes
6. Restaurants offering takeaway or delivery
7. Shops and branches
8. Guidance for people who work in or from vehicles.

Please note there are additional web links relevant to food businesses:

- Food Standards Agency Advice: [Food.gov.uk](#) and [Food Business Re-opening Checklist](#)
- Chartered Institute of Environmental Health Advice: [Working Safely in a food business \(CIEH\)](#)
- Government Advice: [Gov.UK Guidance for Food Business during Covid 19](#)

Section 7: Managing queues at your business premises

Businesses that are currently open and trading from a public-facing shop or premises, or those that are planning to re-open soon will need to consider how they manage queues both inside and outside their premises in regards to social distancing. Businesses will need to build queuing into their risk assessment and put in place measures to reduce the risks to customers and members of the public.

When managing queues:

- Ensure you are able to maintain a distance of two meters between customers and shop assistants
- Let people enter the shop only in small numbers, to ensure that social distancing is maintained around your shop floor.
- Consider whether temporary barriers and floor markings should be utilised and may become necessary to stop people joining an outside queue.
- Consider delivering goods directly to customers' cars or provide a timed click and collect service
- Queue control may be required outside of shops and other premises; it is important to remember that 'your' queue does not get too close to another business's queue, and that the pavement is still allowed to remain substantially clear to allow other people to use it (see below)
- Consider whether security staff may be required to

support staff. If you do need security staff, please check Security Industry Authority (SIA) guidance on whether they require an SIA licence.

Where pavements are narrow, or there are lots of shops in close proximity, the following could be considered:

- Speak to nearby premises to work together to manage possible shared queuing areas
- Speak to your local council so you are aware of plans to close roads to vehicles and how additional space such as parking bays can be used e.g. for people to pass at a safe distance
- If you expect a large queue as a result of your businesses reopening, consider speaking to your local council about how to mitigate the risk

Please also see our **FAQs** and **checklists** for re-opening and trading safely, along with the Government guidance for shops and branches: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Section 8: Fire and Safety advice to businesses

Fire safety law is still applicable, namely the RR(RS)O 2005 and many premises, whether they have remained open or not, are experiencing changes in risk. In all cases, premises should be aware of these changes in risk and review their Fire Risk Assessments (FRA) accordingly, to ensure they are suitable and sufficient. Responsible Persons (RPs) should always be reminded to seek advice from a competent fire risk assessor where doubt exists.

It may also be advisable for the RP to consult with their insurers when considering risk assessment and mitigation. It should be noted that the insurer's role is not to determine compliance with the (RR(FS)O 2005, that remains with the FRS.

Closed premises

Although many premises are closed during the lockdown period, it is important that the following is considered:

- **Risk of arson** - Securing premises is important to reduce the risk of arson. This includes removing any external sources of fuel or ignition which could cause fire spread. Ensuring gates and fences are closed and locked as well as having working CCTV, security systems and external lighting may help to prevent the anti-social behaviour which can lead to arson.
- **Shared Means of Escape** - Securing a premises should not affect the means of escape from other premises which are still open, from residential buildings or where wayleave agreements are in place.
- **Maintaining Fire Safety Measures** - Some businesses are propping open fire doors to minimise contact between staff and door handles. We do not recommend propping doors open and advise Businesses to follow public health advice around regularly washing your hands for around 20 seconds or more to minimise the spread of coronavirus.



Premises about to re-open

With premises starting to re-open and operate again there are points which need to be considered regarding fire safety. On return to premises it may be necessary to review and update the premises FRA to ensure it is current and reflects the way the premises is operating. Points to be considered may include (not exhaustive):

- Where staffing and occupant levels have changed this may affect evacuation arrangements in event of fire.
- Where parts of the premises are not being used or are being used differently e.g. working and operating practices may have changed due to rearrangement of layouts, this may affect the means of escape.
- Ensuring means of escape are easily available as they may not have been used for some time or where an escape route is shared, and other premises remain closed.
- Reviewing measures implemented to increase security/reduce the risk of arson whilst the premises have not been used, as these may have adversely affected fire safety measures.
- Reviewing storage and stock levels e.g. the amount and positioning of stock.
- Where fire safety measures have not been maintained e.g. automatic fire alarm and detection systems or automatic fire suppression systems and have not received their routine servicing or testing.
- Staff training – if this has not been undertaken for some time or new staff have started, then they should be provided with appropriate fire safety.

Once the FRA has been reviewed it is important any changes or updates are relayed to staff and occupants to ensure they are aware of any changes and what to do in event of fire. We have available on our website a Fire Safety Check Sheet <https://www.lincolnshire.gov.uk/advice-support/fire-safety/1> that will help you cover the areas outlined above.

Vulnerable People

Staffing levels in care homes must be maintained to ensure emergency plans can be effectively managed and staff should constantly monitor the situation in their premises.

If staffing levels are affected by COVID-19, care homes should review their risk assessment and emergency plan. If there is not enough staff to support a care home's evacuation strategy, the care home should consult with their Fire Risk Assessor and devise a suitable means to ensure that safety of residents and staff.

Employers should continue to undertake and review their Personal Emergency Evacuation Plans (PEEPs) for their staff and where relevant residents. This is particularly crucial in the care industry where residents may rely on staff to instigate evacuation measures. In any case, procedures should be reviewed so that they accurately reflect the staff available. Such reviews must carefully weigh the risks from fire and the ability of such businesses to operate safely.

If you have concerns about Fire Safety in the workplace please e-mail: fire.safety@lincoln.fire-uk.org.

Section 9: Cleaning in a Non-Food premises

To minimise the risk of the virus spreading you should:

- Clean the site before you re-open
- Clean work areas, surfaces and equipment frequently between use
- Clean busy areas more often and more thoroughly
- Restrict the use of items that are touched often
- Provide more bins and empty them more often
- Clear workspaces and remove waste and belongings from the area at the end of a shift

Frequently touched surfaces should be cleaned and disinfected regularly such as:

- Handles and handrails
- Debit card pin pads
- Door handles
- Screens on self-service checkouts
- Light switches
- Trolley/basket handles. etc.

In order for a disinfectant to work properly the surface it must be visually clean.



Cleaning:

- Ideally use a disposable cloth (for each surface) to first clean surfaces with hot soapy water.

Disinfection:

- After cleaning use a disinfectant to kill bacteria and viruses on the surface.
- Antiviral disinfectants which have been tested to British Standard BS EN including 14476:2019 should be used.
- Alcohol solutions with at least 70% alcohol may also be used.
- If you are unable to purchase the above then diluted household bleach is also known to kill similar viruses if appropriate for the surface. A 1:4 dilution of household bleach is recommended (for example 1 cup of bleach to 4 cups of water).
- Strong bleach solutions are not suitable for

surfaces in contact with food. Bleach solutions on food contact surfaces should be no stronger than 6% (for example one tablespoon of bleach to 1 gallon of water).

- Always follow manufacturer's instructions for dilution, application and contact times for detergent and disinfectant products.
- Contact time is the time that the disinfectant/bleach solution must be in contact with the surface to work effectively. Using the correct contact time is important as wiping them off too soon may not properly disinfect it.

Safety:

Always read and follow the directions on the label to ensure safe and effective use.

- Wear skin protection and consider eye protection for potential splash hazards
- Ensure adequate ventilation
- Use no more than the amount recommended on the label

- Use water at room temperature for dilution (unless stated otherwise on the label)
- Avoid mixing chemical products
- Label diluted cleaning solutions
- Store and use chemicals out of the reach of children and pets

Cleaning Specific Items:

Soft (Porous) Surfaces:

For soft (porous) surfaces such as carpeted floor, rugs, and curtains, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:

- Launder items as appropriate in accordance with the manufacturer's instructions. Ideally wash at temperature of at least 60°C, and dry items completely.
- Otherwise, use products and that are suitable for porous surfaces.

Electronics:

For electronics such as cell phones, tablets touch screens, remote controls, and keyboards, remove visible contamination if present.

- Follow the manufacturer's instructions for all cleaning and disinfection products.
- Consider use of wipeable covers for electronics.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

Linens, clothing, and other items that go in the laundry:

Wear disposable gloves when handling dirty laundry from an ill person and then discard after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other household purposes. Clean hands immediately after gloves are removed.

- If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.
- If possible, do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air.
- Launder items as appropriate in accordance with the manufacturer's instructions. Ideally wash at temperature of at least 60 °C and dry items completely.
- Clean and disinfect laundry baskets according to guidance above for surfaces. If possible, use a bag liner that is either disposable (can be thrown away) or can be laundered.

Handling goods, equipment, merchandise and vehicles

There may be a risk of the virus coming into the workplace through goods, merchandise or vehicles. To avoid this, you should:

- make sure workers handling goods and merchandise know to wash their hands more often
- provide more handwashing facility if possible and hand sanitiser, if not
- have a process for cleaning goods and merchandise coming into the workplace or onsite
- regularly clean any vehicles that workers take home
- clean things like reusable delivery boxes regularly

Further guidance on how to clean effectively can be found via the links below

- <https://www.hse.gov.uk/coronavirus/cleaning/index.htm> Cleaning your workplace guidance
- <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings> Cleaning when someone with suspected COVID-19 has been at the premises
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> Working safely sector guides
- <https://www.food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19> Food business checklist

For further advice contact the Environmental Health Department at your local district or borough council – numbers available on the council websites.

Section 10: Using and Providing Hand Sanitiser

Is hand sanitiser a good replacement in place of washing your hands?

Hand gels should not be used as a replacement for washing your hands (using the correct technique and for at least 20 seconds) **and must not be used as a replacement in a food preparation environment.** However, hand gels can be useful in circumstances where hand washing is not possible. During the current pandemic you must ensure the hand gel has the correct content as outlined below to be effective against coronavirus and remember there are many hand gels on the market which do not meet this content requirement.

You need to use enough hand gel to completely cover the entire surface of your hands and **if your hands are heavily soiled or greasy the hand sanitiser will not be effective, and you must wash your hands with warm water and bar or liquid soap.**

Are you required to provide hand sanitiser for customers during this pandemic?

Not necessarily, but it will depend on measures you have put in place to mitigate COVID-19 as a risk. Under the Health & Safety at Work Act you have a duty to keep staff, customers and visitors safe which can be achieved by carrying out a risk assessment and placing controls required to reduce the risk of infection and transmission COVID-19. The government guidance clearly states that hand washing and keeping hand contact surfaces clean is key to reducing the spread of the virus along with social distancing. If you decide not to provide hand sanitiser for your customers your risk assessment should list alternative controls in place to keep hand contact surfaces and merchandise clean.

For further advice on risk assessments and cleaning measures please see our trading safely checklists and COVID-19 risk assessment template or contact your local environmental health department.

How does hand sanitiser work?

Active Ingredients: - how does it do what it claims to?

Most hand sanitisers are alcohol based. Public Health England advise that sanitisers should contain **more than 60% alcohol** content to be effective to protect against COVID-19. Alcohol-based hand sanitisers work in a similar way to soap, inactivating the virus by breaking down the lipid layer.

The product claims to be 'alcohol free' – will that be effective in protecting against coronavirus?

Alcohol-free hand sanitisers are usually foams. They can be gentler on the skin, but the scientific evidence varies more for alcohol-free products than it does for sanitisers containing alcohol. Alcohol-free hand sanitisers commonly contain ingredients such as benzalkonium chloride or chlorhexidine digluconate. You can ask the supplier for evidence that the product will meet the claims made and how it will protect the user. You can also contact Trading Standards for further advice on this.

The label and marketing state the hand sanitiser is made to the WHO formulation – what does that mean?

The World Health Organisation have devised hand sanitiser production formulations that can be followed by small scale manufacturers to help with the supply shortage during the pandemic.

How do I know what to look for when purchasing hand sanitiser?

Label Checks

- 1) Look for active ingredient/alcohol content is **above 60%**
- 2) Look for these alcohol based active ingredients: -
 - Propan-2-ol (also known as Isopropanol and isopropyl alcohol)
 - Propan-1-ol
 - Ethanol
- 3) The name and address of the formulation manufacturer, supplier or importer in the UK
- 4) Warnings/red diamond pictograms – highlighting chemical risks and hazards
- 5) Weight mark – e.g. 500g
- 6) Date of manufacture and Batch/Lot number
- 7) The following statements: -
 - A. For external use only
 - B. Avoid contact with eyes
 - C. Keep out of the reach of children
 - D. Use: Apply a palmful of alcohol-based hand rub and cover all surfaces of the hands. Rub hands until dry

Further advice or support

If you are unsure of a product that has been offered for supply to you, Lincolnshire Businesses can obtain further advice by contacting Lincolnshire Trading Standards Business Development Team – 01522 552490 or by email to TSBusiness@lincolnshire.gov.uk

Hygiene reminders:

- Use signs and posters with instructions for employees to wash their hands for 20 seconds as often as possible, to avoid touching their faces and to catch coughs and sneezes in tissues
- Remind employees to wash their hands regularly, especially if they handle goods and merchandise
- Provide handwashing facilities (or hand sanitiser where this is not possible) where people handle goods and merchandise
- Make sure toilets are kept clean at all times
- Provide paper towels or electric dryers
- Close changing rooms and showers, if you can

Section 11: Food Businesses

Guidance for all workplaces involved in the manufacturing, processing, warehousing, picking, packaging and retailing of food.

This also includes important information about the risk of community dissemination of coronavirus (COVID-19) from circumstances or activities related to the workplace such as transportation and accommodation arrangements.

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

Section 13: Close Contact Services

Guidance for people who provide close contact services, including hairdressers, barbers, beauticians, tattooists, sports and massage therapists, dress fitters, tailors and fashion designers. <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

Section 12: The Visitor Economy

Guidance for people who work in hotels and guest accommodation, indoor and outdoor attractions, and business events and consumer shows.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

Businesses can now apply for a free UK-wide industry standard and consumer mark to reassure your customers that your business adheres to Government and Public Health guidance.

To support you as you work towards re-opening and welcoming customers, the 'We're Good To Go' COVID-19 industry standard and consumer mark is now available to provide a 'ring of confidence' for businesses, attractions and destinations as well as reassurance to local residents and visitors that clear processes are in place and that as a business you are good to go.

<https://www.visitbritain.org/business-advice/were-good-go-industry-standard>

Section 14: Additional Guidance

Additional guidance for re-opening has been produced by the **Chartered Trading Standards Institute** for the home improvement, travel and food sectors, on subjects including consumer rights, allergen controls, food business diversification and more <https://www.businesscompanion.info/coronavirus>

Section 15: Trading Standards

For further information or to request business advice from Lincolnshire Trading Standards call their Business Advice Line on 01522 552490 or email tsbusiness@lincolnshire.gov.uk

Section 16: Business Support

Business Advice and Support is available from Business Lincolnshire and Lincolnshire Regulators for businesses re-opening, diversifying or manufacturing new products during the coronavirus pandemic.

The Business Lincolnshire Growth Hub Team can help businesses on the road to recovery. Their Survive and Thrive campaign is filled with handy guides, informative webinars, funding advice and more.

Growth Hub advisers offer fully-funded advice and support during this unprecedented time. To speak to an adviser, email : businesslincolnshire@lincolnshire.gov.uk. Or, call the COVID-19 advice line for support: **01522 782189 (select option 3)**.

For the latest news and guidance for businesses, please visit our website: www.businesslincolnshire.com.

Business Lincolnshire supports Greater Lincolnshire based businesses and further information regarding the COVID-19 Funding and Support for Businesses can be found by viewing the latest Business Lincolnshire guidance:

<https://www.businesslincolnshire.com/explore/building-business-resilience/resources-for-coronavirus-support/covid-19-funding-and-support-for-businesses/>

Section 17: Equality, Diversity and Inclusion

The coronavirus pandemic has highlighted a number of issues for different groups. Disabled people, in particular, have been affected by changes to how services are delivered:

- A shift to online ordering but some websites are not accessible and some businesses do not provide alternative methods of ordering for those without internet access (such as telephone)
- Long queues which some disabled people find difficult
- One-person only admissions disadvantage people who need a carer to attend with them
- Closure of toilets
- Changes to layouts which make spaces difficult to navigate, particularly for Blind/Visually Impaired people
- Face coverings prevent the ability for hearing impaired people to lip read

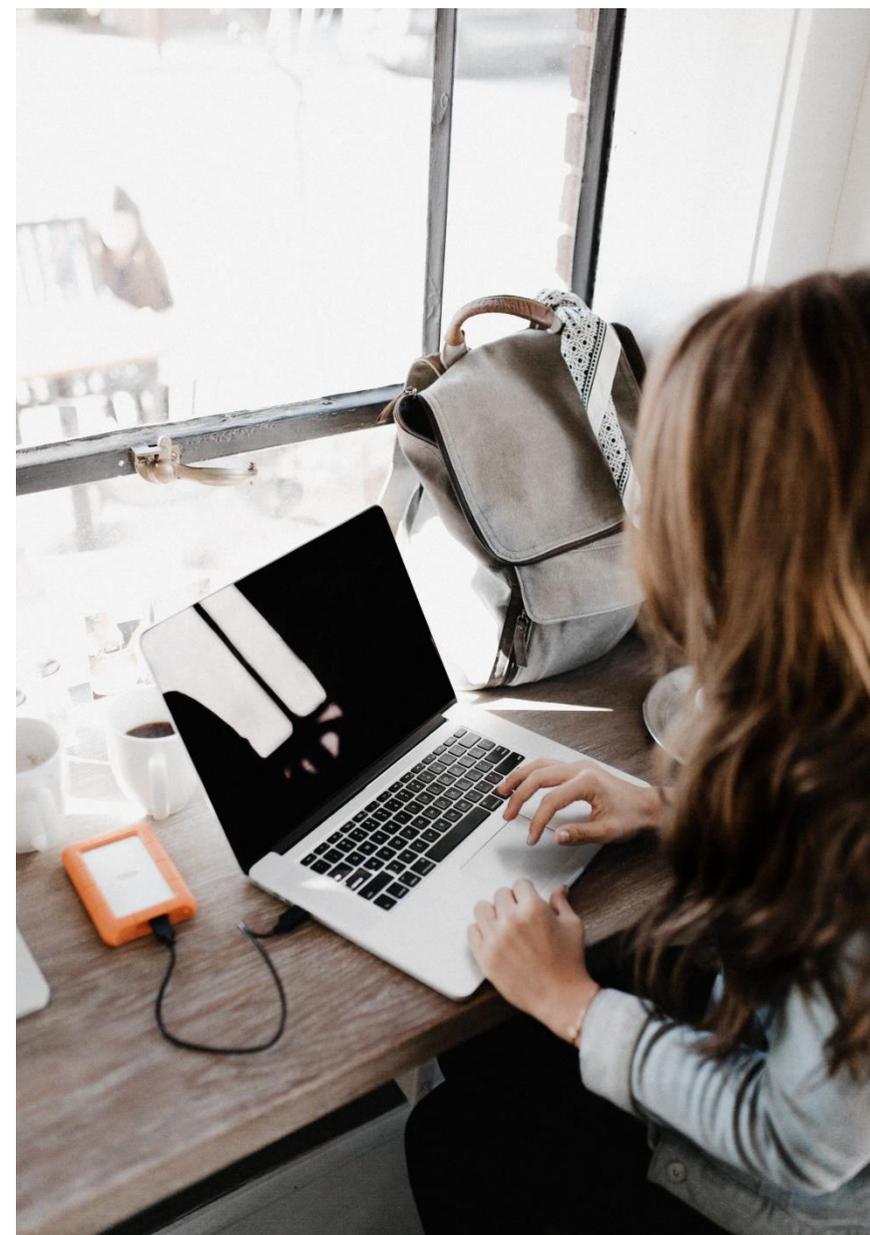


A lack of up to date information in Easy Read (simple words and pictures/symbols), British Sign Language and foreign languages has meant that some communities do not know what to do. Easy Read information can help people whose first language is not English. Statistics show that 20% of the population is disabled. Disability covers a wide range of impairments and health conditions including physical and sensory disability, learning disability, neurodiversity (autism, ADHD), mental health conditions and long-term illnesses such as cancer, diabetes or MS. Providing access to disabled people is important not only for the customer, but for businesses too. If your business is not accessible, you are missing out on 20% of UK custom known as 'the Purple Pound'.

The [Equality Act 2010](#) places a duty on service providers to anticipate and make reasonable adjustments for customers and staff. The duty allows you to 'positively discriminate' disabled people – this means you can lawfully 'treat a disabled person more favourably' than someone who does not have a disability.

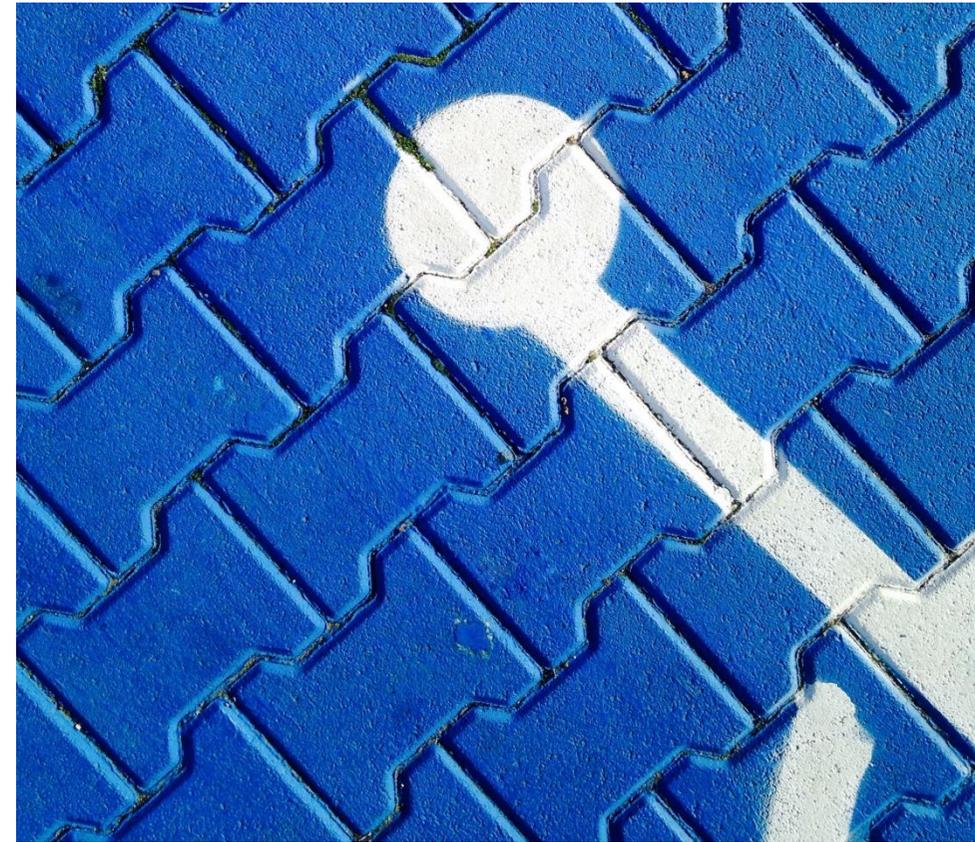
When re-opening your business, some steps you can take to ensure it is accessible include:

- Providing a priority service to disabled customers. This could include fast-tracking in a queue, booking by appointment, providing a 'personal shopper' experience, seating areas
- Ensuring your website follows accessibility standards
- Ensuring there are a number of ways that customers can contact you to place an order or ask a question such as email, SMS and telephone
- Checking any layouts and temporary changes do not block wheelchairs and larger mobility scooters. If you have regular customers who have Guide Dogs, contact the local Guide Dogs group because the dog will probably need re-training to navigate a change of layout. Try to keep changes infrequent
- Provision of clear face masks or screens so that people who are hard of hearing can lip-read
- Allowing more than one-person admission if they are accompanied by a carer
- Being patient with people with autism, dementia or learning disabilities etc. if they are struggling to observe any rules
- Making sure any 'street furniture' does not cause a hazard or obstruction for wheelchair users, pushchairs and visually impaired people including their Guide Dogs
- If unsure, consult with local disability organisations



You will probably have additional considerations to make with regards to staff, bearing in mind that they are also covered by equality legislation to prevent unlawful discrimination (including dismissal because of a characteristic), for example:

- Protection of pregnant employees and maintaining contact with employees on maternity leave
- Disabled staff and reasonable adjustments in safe working practice
- Black, Asian and Minority Ethnic staff: if you employ a number of foreign workers you may have to provide information in foreign languages – for simple information, Easy Read may be sufficient. Black and Asian people are also showing to be disproportionately affected by coronavirus and may want to discuss concerns about their safety at work
- Older workers may want to discuss the risk of severe ill health from coronavirus which increases with age
- Staff with caring responsibilities may want to discuss concerns about increased risks for those they care for when they return to work.



What is Better Business for All (BBfA)?

Better Business for All (BBfA) is a new local partnership between Lincolnshire businesses, Business Lincolnshire and local regulators to promote local economic prosperity, whilst maintaining public protection. BBfA aims to improve how regulatory services are delivered in Lincolnshire and to show how working with Business Lincolnshire and your local regulators can save you time and money, improve your competitiveness and help you grow your business.