

# GETTING YOUR BUSINESS READY

## The Essentials

Here at Destination CQ BID we are committed to helping you get back up and operational as swiftly as possible. We have put together a brief overview of the essentials to assist recovery efforts and make the return to work a smooth transition.



### Key things to keep in mind:

The infection spreads by people and places  
Person to Person  
Person to Surface

### 3 elements to consider:

Physical distancing  
Surfaces  
Point of Sale

**Communication is key for a smooth process in order to keep employees, customers and providers up to date with your policies and measures in place to help provide reassurance, meet expectations, minimise anxiety and make a simple transition.**



### Review your staff policies

*Staff and schedule plan  
Risk assessments  
Internal communications*

- Review safety processes and risk assessments in place for employees in line with national government guidance on COVID Secure business
- Create a staff plan to reflect working from home, return to work, fixed teams on shift patterns, flexible working and potential support to work from home
- Consider:
  - Prioritising working from home
  - Vulnerable staff
  - Safe commuting available
- Circulate new policies, health measures and timescales with staff and across the workplace
- Devise advice on safe commuting
- Order the necessary PPE for staff to undertake their work safely
- Check if your staff can apply to be tested. <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>



### Check your venue

*Policies review  
SLA review  
Facility inspections*

- Review
- Internal policies to meet with landlord, managing agency and/or head office policies and guidance
  - Heating, ventilation, air conditioning and mechanicals ahead of re-opening
  - Fire/Life Safety systems
  - SLA cleansing services and frequency
  - Security measures for your office



### Introduce physical distancing

*Health and safety checks  
Office traffic management  
Access points*

- Identify and control access points for staff, customers and providers, consider one way systems to allow for distancing
- Work with your local authority, BID and/or managing agency/landlord regarding support managing potential issues with queuing or access
- Display health and safety policies in place across the workspace
- Provide PPE as required by the risk assessment
- Encourage increasing the frequency of hand washing
- Limit face to face meetings and use alternative technology
- Apply social distancing on:
  - Office space
  - Separation panels, alternate seating spaces
  - Communal areas
  - Reduce maximum capacity allowed and introduce flexible time slot usage
  - Customer facing areas
  - Display social distancing spaces
  - Consider protective measures for employees where necessary



### Review surfaces & point of sale

*Cleansing plan  
Sanitising availability  
Minimising risks*

- Review cleansing plan including potential new areas, hot spots, services, frequency and appropriate products recommended by [Gov.uk](https://www.gov.uk)
- Disable touchscreens, consider low-touch or no-touch switches, doors, drawers and other fittings
- Remove high-touch shared tools such as whiteboard markers and remote controls
- Consider restocking with food/beverage single-serving items
- Provide sanitizer and cleansing products
- Implement a clean desk policy
- Identify safe storage areas for personal items
- If possible, designate a specific enclosed room to isolate any person identifying themselves with symptoms

