

# COVID-19 Checklist for customer facing businesses

Below are some of the very basic measures that all customer facing businesses should implement in their premises (where appropriate) to help stop the spread of COVID-19 and to protect employees, customers and visitors.

We recommend that businesses look at and keep up to date with the government's latest working safely guidance.

**You'll find more specific guidance for your business type:**

[gov.uk/guidance/working-safely-during-coronavirus-covid-19](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

- Have you carried out a Covid-19 Risk Assessment?
- Have you discussed guidance and safety measures with employees?
- Are employees wearing appropriate PPE for your business type?
- Are employees monitoring customer entry, prompting the wearing of face coverings and hand sanitising?
- Do employees work socially distanced, and if not always possible have other safety measures been put in place (e.g. working back to back, barriers and screens)?
- Do staff have access to hand sanitiser and ability to wash their hands more frequently?

- Is hand sanitiser available on entry?  
This should be an antiviral hand sanitiser - 70% alcohol or 60% Isopropyl or BS EN1500
- Are signs displayed prompting social distancing and the requirement of mask wearing?
- Is your NHS Test and Trace QR code displayed and customers advised to use it?
- Are queue management measures implemented inside and outside where appropriate, such as social distancing markers, queue spots, one-way system?
- Have screens been installed at pay points where applicable?
- Have you enhanced your cleaning schedule?  
This includes shared equipment, toilet facilities, chip and pin machines, main touch points, sanitation of delivered products, trolleys, baskets where appropriate.
- Are you using the correct type of chemical cleaner?  
Anti-viral – BE EN 14476
- Is ventilation optimised in your premises?
- Have you displayed a COVID-19 Secure poster to let your customers know you have followed steps to keep them safe?

**Keep on protecting each other**