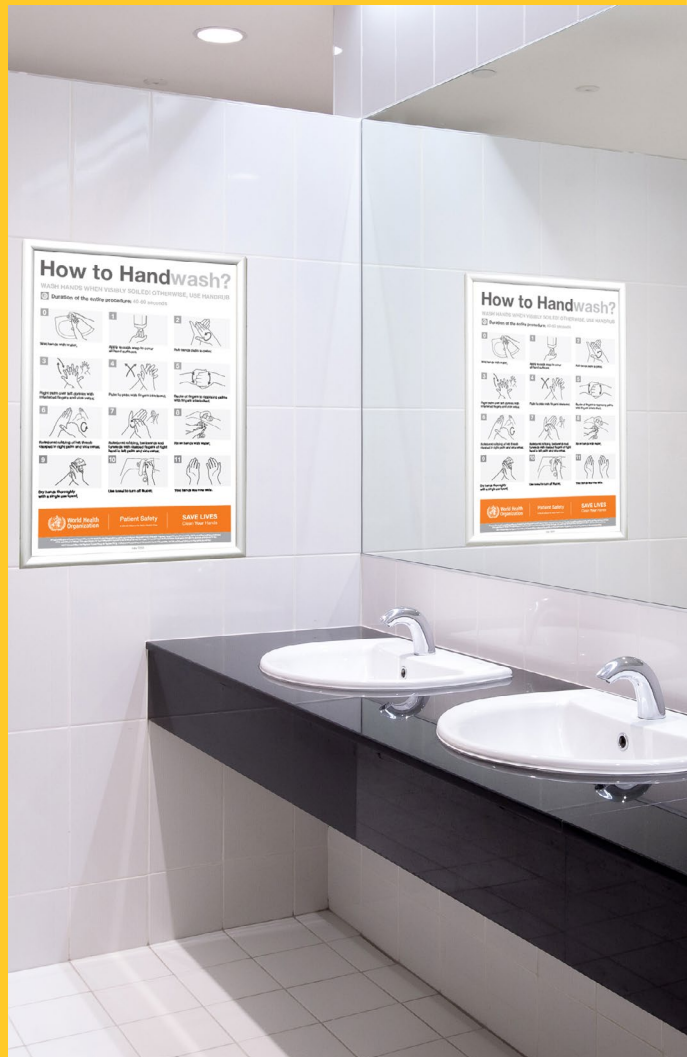


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Getting Your Business Running Safely:

Your Guide to COVID-Secure Working



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Running Your Business Safely During Coronavirus

Coronavirus has affected every business. And every business will need to alter their service and the way they manage their teams in a post-Coronavirus world.

The UK Government's plan to rebuild sets out a roadmap with re-opening businesses as a high priority. This means you, along with many employees, employers and freelancers will now be taking the first steps to making sure they're working to the new guidelines.

To make this a little easier for you, we've consolidated the key messages from these guidelines and created an essential guide to running your business safely as lockdown eases.

Having clear instructions on how to open safely, for both your customers and staff, is a focus point of the new advice. And one of their vital recommendations is to use clear signage.

So, this is a guide for businesses and organisations across all industries, with special advice on exactly what we're known for – helping you find the best ways to use posters, signage and other useful print tools to get a message across!

From effective poster placement to picking the right template and tips on managing your team in a new, socially-distanced way, we're here to guide you through these seemingly unfamiliar waters in a way that's not all that unfamiliar, so you can run your business successfully and safely.



*All products featured in this eBook are instantprint products and can be purchased on our website. All designs used are free templates you can use for your own print.

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CHAPTER 01

How to Complete a Risk Assessment

The first step to make sure you're running a COVID-secure business is completing a risk assessment.

As an employer, it's your legal duty to keep your staff safe from health and safety risks, and COVID-19 is no exception. A risk is a hazard that may cause harm to employees, customers or yourself. A Coronavirus risk assessment helps you think about the following key things:

- The additional hazard COVID-19 introduces to your business
- How you're going to take control of or eliminate these risks

This, in turn, helps you limit the spread of infection and safeguard your team.

1. Speak with Your Team

Employers have a duty to consult their people on health and safety – and it's usually the people who work in your business who have the best grasp on some of the potential hazards of the workplace, and will most likely have a view on the best ways to work safely.

“

If you have fewer than five workers, or are self-employed, you don't even have to write anything down as part of your risk assessment!

2. Start Implementing Basic Measures

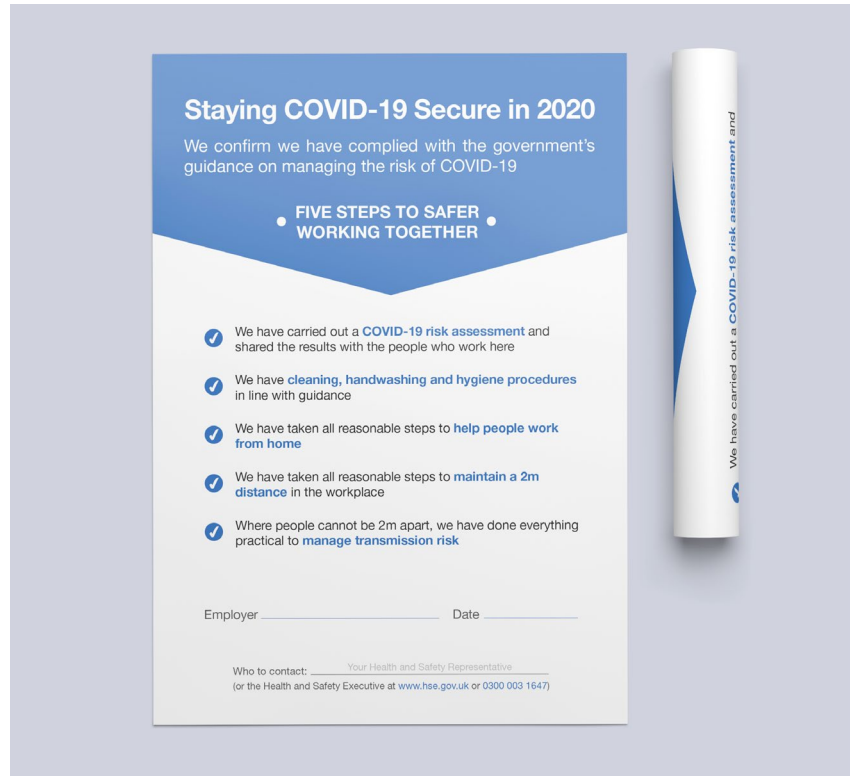
Here are a few examples of preventative measure you might want to take to combat any hazards that COVID-19 presents to your business. Don't worry, in the rest of this eBook, we'll go through the different ways you can implement these in more detail.

- Increase the frequency of handwashing and surface cleaning
- Enable working from home wherever possible
- Where social distancing isn't possible, consider whether that task is necessary for the business to operate
- Using screens and barriers to protect staff
- Back to back and side to side working instead of face to face
- Creating 'fixed teams' so the same few people work together to help prevent the spread of germs
- Acknowledge that no one is obliged to work in an unsafe work environment
- Acknowledge that some members of your team may be more vulnerable to COVID-19 than others so actions to keep them safe must be thought about
- Keep any members of the team who are working remotely engaged and monitor their wellbeing

There are interactive tools available to support you from the Health and Safety Executive (HSE) [here](#).

3. Put Up a Risk Assessment Results Notice

Risk assessment done. Now you need to display it! You'll need to display your risk assessment results notice either as a poster in your shop or office window, or posted out to customers before you start working at their residence as a flyer.



[Display these](#) in your window to confirm that you've carried out a Coronavirus risk assessment.

According to [Trading Economics](#), consumer confidence dropped drastically from -7% in March to -34% in April 2020, which is the lowest it's been since the height of the recession in 2009.

Displaying your risk assessment notice is all about building back that customer confidence for your business.



CHAPTER 02

Social Distancing

Social distancing will continue to be a key (and probably long term) official policy to help combat the spread of Coronavirus.

In this chapter, we'll look at what social distancing is, how to implement a social distancing strategy for your business and what to do in situations where social distancing isn't possible.





Social Distancing and Commuting

The Government advises to consider all forms of commuting before public transport. Haven't you always wanted to be one of those businesses that has cool cycling facilities or showers? These measures are an awesome way to help your commuting colleagues stay safe, so now's your chance!

It's inevitable that some people will need to take public transport to get to work – let's face it, cycling 40 miles a day is just not practical! For those employees, make sure they're aware of social distancing best practice. It'll be safer to travel at non-peak times, so arrange flexible working hours.

The best advice for these colleagues is to take the road less travelled (AKA a quieter route) to help keep to the Public Health's recommendation of 2 metres from others. Where this is not possible, they should spend as short a time as possible near others and avoid physical contact.

And once they get to work, make sure they can wash or sanitise their hands.



[Place these](#) around your workspace to encourage employees to stay safe while commuting to work.

Creating a Social Distancing Strategy at Work

Now, we'll run through different ways of using social distancing in the workplace. These are general strategies and therefore will be more applicable to some businesses than others.

Clear Signage

The Government has stated that one of the best ways to enforce social distancing rules and keep your team and customers safe is through using clear signage.



[Place these](#) consistently around your facility or offices to remind employees to keep their distance.



We recommend one [roller banner](#) on each main entrance to remind staff and customers to stay at a safe distance.

Floor Markings

Another clear way of setting up social distancing in the workplace is by using floor markings. Floor markings will help customers and staff abide by the rules. For example, you could set up areas in your canteen, office, or queueing area to let people know where to stand.



Use [this tape](#) to mark off 2 metre radius areas and intervals to encourage social distancing.



[These stickers](#) are perfect for stores, queuing, public transport and communal areas where people frequently gather.

One-Way Systems

Think about it – having a separate entrance and exit, and a one-way route all the way through your business, means no turning back and accidentally coming face to face with someone. Combine this with staggered clocking in times for an easy way to limit the number of people bottle-necked at exits and entrances at certain times.



One Way Signs

Place on the walls to [create a one-way flow](#) through your store, or create separate exits and entrances in your manufacturing facility, lab or office.

Limited Numbers

The fewer people in the room, the easier it is to social distance. Whether you've got an office or a shop, define how many people can be in the building and still keep a 2-metre distance. This might involve people working set shifts or having to queue outside.



Manage crowds by placing [these internal and external signs](#) in possible congestion areas.

Queue Management

We've all seen the long queues outside supermarkets and rightly so - it is an effective solution when numbers are limited. Queuing allows you to safely manage the number of people in your business at once. But this creates another area where you'll need to use social distancing strategies, like floor stickers or A-frames, to instruct customers to stand safely apart from one another while they wait to enter.



We recommend placing [one of these](#) so it is visible to the whole queue.

Think About Different Areas

It's not just the office or factory floor you need to think about – your reception area, canteen, and even elevators are all communal spaces where social distancing is necessary. Use [one of these](#) to employ social distancing techniques in a lift:



Stagger Breaks

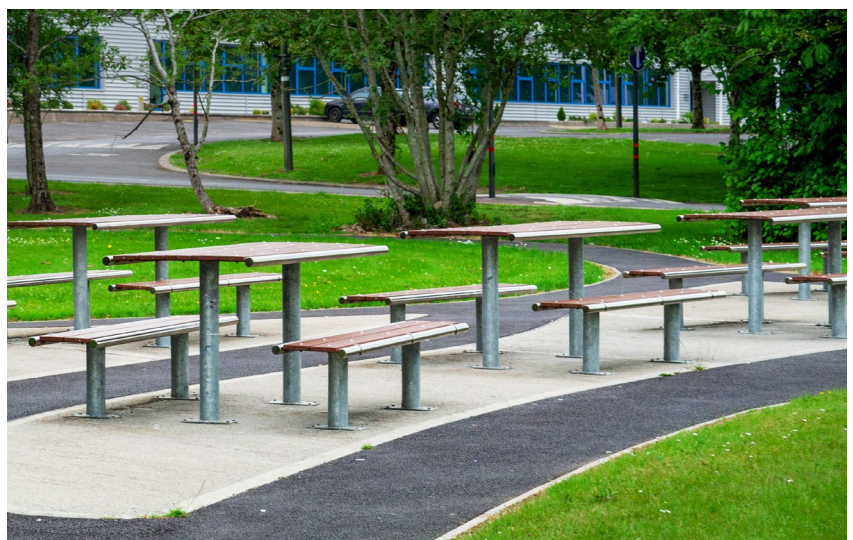
Avoid congestion – which can make social distancing difficult or even impossible – in busy areas like break and lunch rooms by staggering breaks. Come up with a rota and share this with your team so they know exactly when they can take their breaks.



[Place these](#) in and on the entrances to communal areas like kitchens, canteens and break facilities.

Set Up Picnic Benches

Coronavirus doesn't spread as easily outside. Make the most of any outdoor areas you have and do like Yogi with socially distanced picnic tables. Just remind staff that they should wipe down the surfaces when they've finished on their break ready for the next person!



Be Smart with Your Space

If some members of your team are working from home, don't let that spare space go to waste – create additional work spaces where your working-from-home team would normally go to help the ones who are in the building spread out a little more comfortably.



Use [these signs](#) to remind employees of the rules around social distancing.

Ban Indoor Meetings

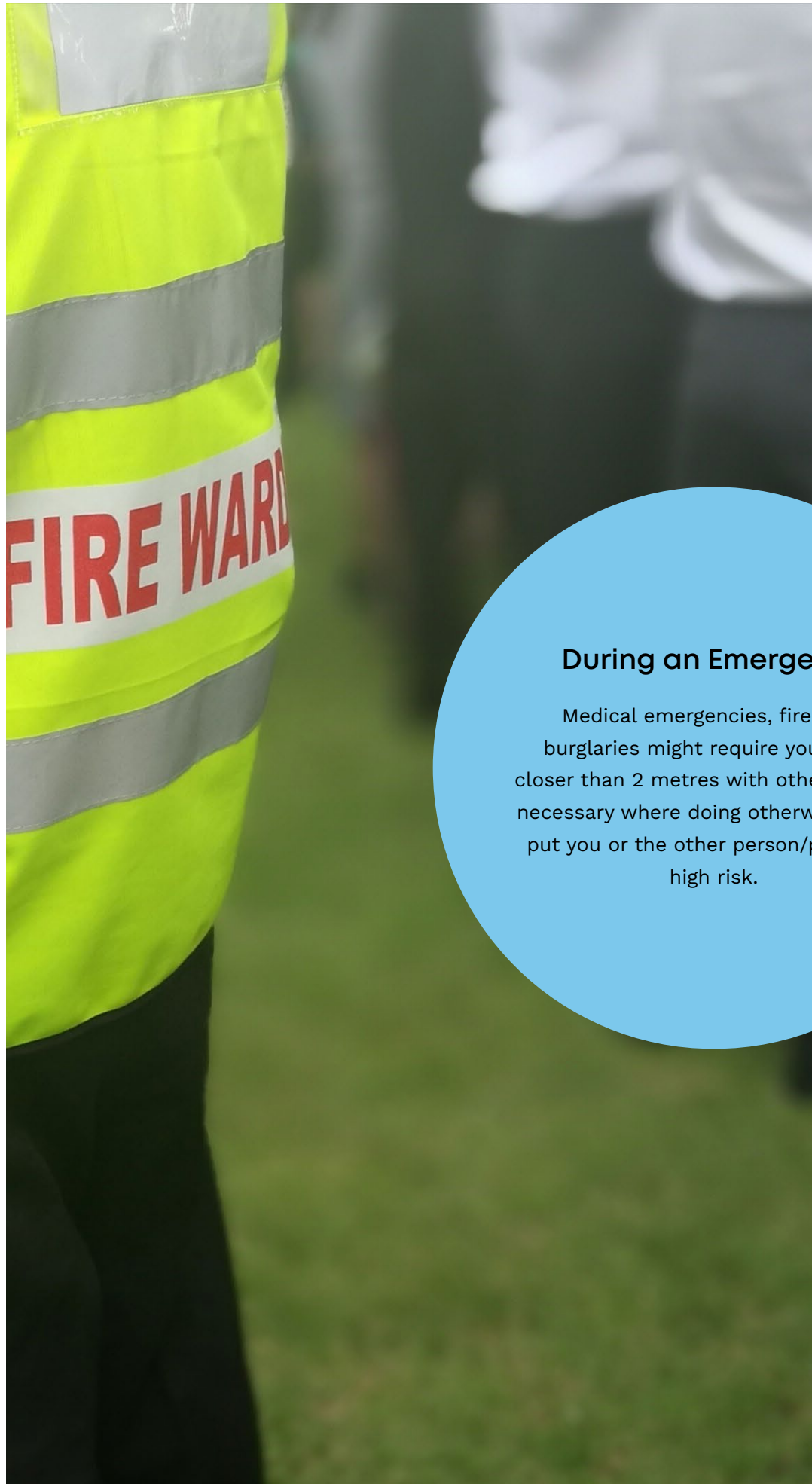
Ban indoor meetings unless they're absolutely critical – or if you're in a safe open space (i.e. not a pokey meeting room) and everyone can spread out the full 2 metres away from each other. Why not try video meetings? (You can even add a nice beach background to make your colleagues jealous!)



Where meetings must take place, [use these signs](#) to set a limit to the number of people in a room at a time.

Set Teams or Pairs

Setting up fixed teams or pairs for jobs that require more than one person working in close proximity is one way to limit exposure to any potential germs.



During an Emergency

Medical emergencies, fires and burglaries might require you to get closer than 2 metres with others. This is necessary where doing otherwise would put you or the other person/people at high risk.



CHAPTER 03

Health, Hygiene and Safety

The COVID-19 virus is transmitted through:

- Direct contact with the respiratory droplets of an infected person – through coughing and sneezing, and
- Touching surfaces that are contaminated with the virus.

So it's pretty obvious that hygiene is going to be a top priority for making your business a safe place to be. In this chapter, we'll be looking at some of the measures the Government recommend putting in place.

Coronavirus Health and Hygiene Advice for the Workplace

Encourage Good General Hygiene

Wherever possible, remind staff of the NHS's advice on maintaining good general hygiene.

This includes:

- ✓ When available, use hand sanitiser
- ✓ Wash your hands frequently using soap and water
- ✓ Cover your mouth and nose when coughing or sneezing
- ✓ If symptoms develop, isolate yourself and your family
- ✓ Ensure you maintain a 2 metre distance
- ✓ Only travel when necessary



Place one of these all-encompassing [hygiene message banners](#) at main entrances to encourage best practice.

Inform About Hand Wash Best Practice

According to the NHS, you should wash your hands with warm soapy water for 20 seconds, making sure to rub your hands together and clean between your fingers. Extra brownie points for singing the Happy Birthday song two times while you're doing this!

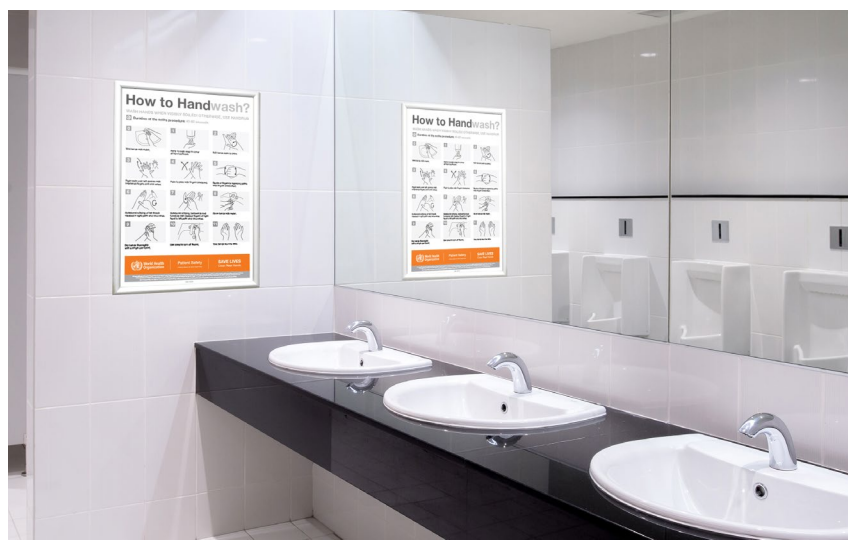
Hand Wash Sign

Place [these signs](#) around your workplace to remind employees to wash their hands frequently.



How to Hand Wash Poster

Place [these posters](#) above sinks to show the NHS-recommended way to wash your hands.



Provide Hygiene Facilities

The Government states that businesses must provide handwashing facilities to employees upon entering and exiting the workplace. Hand sanitiser is also a good alternative.

How to Hand Rub Poster

Add [one of these posters](#) above your hand sanitiser dispenser to show the proper way to hand rub.



Hand Sanitising Station

Set up a [hand sanitising station](#) at the entrance and exit of your building to ensure you are providing adequate hygiene facilities for your staff.



Clean Surfaces More Often

Cleaning surfaces doesn't just get rid of all that dust on your desk (seriously, where does it all come from?), it also helps prevent the spread of Coronavirus. Encourage employees to clean their workspaces regularly and at the end of a shift, as well as cleaning shared equipment like phones and stationery after use.

Clean Your Desk Regularly Tent Cards

Easy [pop up POS tools](#) for on-desk reminders.



Keep the Windows Open

Letting a fresh breeze of air in can prevent harmful pathogens and viruses from spreading – and there's no denying the positive effect it has on your mood. The Government recommends opening windows and doors to improve ventilation where possible.

Keep Windows Open Poster

Pop [these posters](#) near windows you want to leave open for ventilation.

Avoid Face-to-Face Working

If it's not possible to keep employees at a safe 2 metre distance from each other, avoid letting them work face to face. Instead, try back-to-back or side-to-side working.

Know When to Stay at Home

If you can, work from home – that's the long-term advice from the Government. And if you or your staff have symptoms, heading into work is a definite no-go! Use signs and window stickers reminding staff and customers not to enter if themselves or anyone in their household has displayed symptoms in the last 14 days.

Do Not Visit Sign

Place one of [these external signs](#) outside of your premises to remind staff not to enter if they or a member of their household is displaying Coronavirus symptoms.



Keep Track of Cleaning

Make sure you set a cleaning process in place and follow it. Being consistently clean is key to keeping your team safe so document when an area has been cleaned or set up a rota with your team to help manage them sharing cleaning duties.

Latest Cleaning Records Poster

Use [one of these posters](#) to keep track of how often you're cleaning an area.

Face Coverings

Another way to manage transmission risks when it's not possible to enforce a 2 metre distance is by using face coverings like face masks and visors, and sneeze guards.

Face Masks

[Visors](#) with adjustable head strap with wipeable shield and a comfortable foam option.



Sneeze Guards

Working at a customer-facing desk or counter? Free-standing [sneeze guards](#) are a simple solution to protecting yourself or your staff from airborne germs.





CHAPTER 04

Working with Customers & Visitors

Businesses that deal directly with customers and visitors have another set of Coronavirus risks to handle: you have to help protect your customers as well as your staff.

That means putting extra measures in place to manage those additional risks, bearing in mind that they might need to be enforced in a public area or even in someone else's home.



Social Distancing in Public Places and Other People's Homes

If your business involves visiting other people's homes, how do you ensure that you're running safely?

As well as keeping to 2 metre social distancing in the residence you're working in, the Government recommends clearly communicating with households about the social distancing and hygiene safety measures you'll have in place. There's also nothing wrong with asking if a member of the household is ill or showing symptoms of Coronavirus – in fact, we strongly recommend that you do!



Keep Your Distance Sign

Work in public areas will always get attention – make sure passers-by don't get too close with [these signs](#).



How to Invite Visitors to Your Business Safely

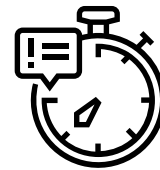
Sometimes meetings with visitors can't take place over a video call and necessary site visits from external organisations are required. These are the extra steps you should take when inviting visitors.



Make visitors aware of your site's guidance on social distancing – for example, where they should wait to be met and where they can sanitise their hands



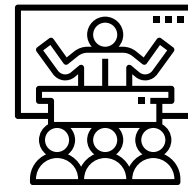
Limit the number of visitors you have at any time



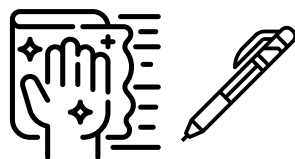
Limit visits to a set time window



See if you can schedule the visit to take place during quiet periods after work hours



Create training for your team members who will be accepting visitors so they can conduct in-house meetings or services from external organisations safely



Clean pens etc. before and after the visitor has signed in, or find a contactless way for them to sign in

Top Tip

Avoid holding meetings in small meeting rooms – hold them in large open spaces or outside where possible!

Top Tips for Restaurants and Takeaway Businesses

As lockdown lifts, many restaurants are beginning to re-open with takeaway and collection services, (a completely new territory for some of you!) If your customers are used to a dine-in experience, it's a good idea to send out flyers letting them know the drill.

Collection Only Posters

[This free design template](#) is perfect for hanging in your window to communicate the collection process for customers.



Re-Opening Flyers

Let customers know you're back and how to place an order with you with a shiny new set of flyers [using this template](#).

Preparing for Dine-In Services

Following the Government's roadmap, it's important to put measures in place for a new normal – i.e. offering dine-in services.

This will involve creating at least a 2 metre distance between tables, using floor tape for queueing areas and laminating menus so you can wipe them down after use, as well as limiting the number of people at a time in the kitchen – at this point in time, too many cooks really do spoil the broth!

No Access Unless Kitchen Staff Sign

Place [one of these signs](#) at the entrance to your kitchen.

Laminated Menus

Adding a matt or gloss finish to your [menus](#) makes them splash-proof and easy to wipe down after use.

Customer-Facing Safety Essentials

Any businesses that has a point of contact with customers will need to make changes to usual operations.

If not possible, limit the time at the point of contact as much as you can, and don't touch the other person. Only offering contactless payment options or using face coverings are both ways to limit the risk in these kinds of situations.

Contactless Only Strut Card

[Place these on counters](#) to let customers know what payment options you're accepting.



Sneeze Guards

[Use these](#) at the point of contact to protect staff from airborne droplets.



CHAPTER 05

Your Team

A confident team comes down to one thing: effective management. And if you've followed all the steps in this eBook, you'll have made some pretty big changes to how your business operates.

In this final chapter, we'll be discussing the best ways to manage your team and keep them in the loop with any of the changes you decide to make, which will make for safer working practices and will help boost their confidence in working during the Coronavirus pandemic.

Setting & Communicating New Shifts

Shift working is a great way to reduce the number of people in the workplace at one time, making it easier to apply social distancing strategies. Let your team know about their shifts by emailing a rota to them, putting it on your company website or posting it on the wall in the form of a poster.

Fixed Teams and Partnering

Not every job is a one-person job – in fact, where heavy lifting is involved, it can be dangerous not having enough people on hand to help out. If a job needs multiple people to come into contact with each other, create a set team of people or partners to minimise the number of people in contact with each other.



Avoid Sharing Equipment & Hot Desking

Shared supplies and equipment, like phones and workspaces, can increase the risk of the disease spreading. If sharing is unavoidable, limit the potential threat here by using posters to remind staff to clean surfaces and used equipment regularly and at the end of a shift.

You should also set up a pick-up and drop-off zone so people don't have to break the 2-metre distance to hand things over to each other.

No Hot Desking Poster

Place [these posters](#) around your office to remind people to stay at their set workspace.

Delivery Zones

As a manager, deliveries are another element to think about when completing your risk assessment.

Government advice suggests created dedicated drop off and pick up collection points, with clear signage and floor markings to show the way. You can also minimise the number of orders by bulk buying stock in one big single order instead of lots of little ones.

This might also be the time to say goodbye to personal deliveries at work – for now!

Delivery Zone Signs

Use [external signage](#) to guide the courier to your drop off point, and internal signage like posters to indicate exactly where your delivery zone is.





KEEP YOUR
DISTANCE

What's Next?

So, there you have it – a brief overview of official Government advice on opening your business safely during Coronavirus mixed in with a good spoonful of signage and print recommendations from yours truly!

This guide only touches on this subject briefly, so, if you haven't already, we recommend taking a look at the guidelines that the Government has created specifically for your industry – which you can find [here](#).

We'd love to help you make your next print decision, so head on over to our [Coronavirus signage collection](#) to see what we've got in store!

To use the free templates used in this eBook, simply choose your industry, pick your sign, choose which size and material you want, add your logo or customise (optional) and send it to print.

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