



Llywodraeth Cymru  
Welsh Government

GUIDANCE

# Retailers: priority actions

How to limit the spread of COVID-19 in the workplace.

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This action card should be used in conjunction with current Welsh Government guidelines.

Its purpose is to highlight those actions that are key to controlling coronavirus (COVID-19) infection in the workplace.

## Setting context

Includes small to large retail settings.

Undertaking a COVID-19 risk assessment is a pre-requisite to this guidance and the workforce/unions should be consulted.

The assessment should be regularly reviewed in particular when the alert level is changed in the area where that business operates.

The 'hierarchy of controls' principles should always be adopted in managing coronavirus in your workplace.

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If any retail premises plan to hold a sale of goods during this pandemic (bearing in mind that acting in a specific way designed or likely to attract large numbers of people is likely to constitute a breach of the duty to take those reasonable measures), along with any actions to be put in place to minimise risk, this must be specifically covered in your Coronavirus Risk Assessment. Best practice would suggest restricted and time limited access to sale areas and for those sales areas to be separated from non-sale areas.

The Betting and Gaming Council has produced specific [guidance for the safe operation of betting shops](#).

## How do I keep COVID-19 out of my workplace?

In line with the 'working safely' guidance, the key actions for you to take to be as Covid secure as possible are outlined below:

### All areas

1. Staff, customers and all other visitors who are symptomatic, have tested positive or are close or household contacts of positive cases must not come to the workplace setting. They must be following the self-isolation guidance. This should be rigorously monitored.
2. Any member of staff or contractor that is self-isolating and has received a negative test result will still be required to complete 10 days isolation. Those who receive a negative result must not return to work early.
3. Maintain rigorous staff rotas so that you can always identify close contacts of any staff member. Their number of possible contacts should be kept to a minimum.
4. Keep an up to date database of the contact numbers/e-mail addresses of all staff (permanent and agency) including contractors and regular visitors.
5. Limit the number of entry and exit points into and out of the premises. Consider having separate entrance and exit points if possible.
6. Frequent cleaning and disinfection of hand contact surfaces including shared equipment is an important control measure. This should include end of shift

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cleaning and disinfection of screens, barriers and other exposed surfaces. These practices should be strictly implemented with particular attention paid to correct contact times and suitability of chemicals used.

7. All employees should wash their hands regularly throughout the day, this can be supplemented by applying hand sanitiser. Employers should facilitate this by providing an adequate supply of hand sanitiser, liquid soap and disposable hand towels.
8. Actively encourage employees and contractors to report positive tests to you directly.
9. It is not recommended that you share a car with people who are not part of your household or support bubble: if it is necessary and there are no other alternatives employees should take steps to minimize the risk of infection – increasing physical distancing as much as possible and wearing a face covering.

## Shop floor

1. Maintain 2m social distancing, put up signs to remind workers, visitors and customers of social distancing guidance, use tape to mark 2m distance points, particularly in the areas of highest footfall and where queuing is likely. Make regular announcements to customers.
2. Manage footfall on the shop floor to prevent overcrowding, monitor customers numbers entering and leaving the premises.
3. Erect physical barriers at till points using flexi-plastic to provide a barrier between those working the tills and customers.
4. Face coverings to be worn by all staff while on the shop floor.
5. Remove promotions and features where customers are likely to congregate, such as product demonstrations.
6. Consider designating a colleague to meet customers to explain the physical distancing and other relevant measures implemented on your premises and control the number of customers entering the premises at any one time.
7. Consider keeping changing rooms closed. If this is not possible, you should have a member of staff in place at all times to ensure physical distancing is maintained. Provide alcohol-based hand sanitiser in these areas.

## Staff restricted areas

1. Ensure that the 2m rule can be maintained where it is practicable to do so. In the exceptional circumstances where people cannot be 2m apart, manage the transmission risk: wearing face masks/coverings using screens or barriers and managed floor space to separate people from each other.
2. Schedule deliveries to avoid crowding in delivery areas. Consider non-contact stock deliveries. Restrict non-essential visitors visiting sites, hubs, warehouses and offices.
3. In communal areas (stairwells, canteens, toilets, smoking shelters, rest/locker rooms etc) social distancing should be observed. It may be necessary to stagger shifts and break time to support the implementation of this.
4. If physical distancing cannot be maintained between staff in communal areas, you should, as a reasonable measure under the Coronavirus Regulations and, particularly for indoor areas, require them to wear a face covering.

## What action should I take when an employee or visitor tests positive for coronavirus?

1. You'll learn of a confirmed case at your workplace in a number of ways: from staff, a contractor, your medical centre, environmental health service or from Public Health Wales.
2. When you are informed of a positive case you will need to identify any work colleagues who had close contact with the positive individual in the 48 hours before onset of symptoms. This information is a requirement of the TTP process and will be requested.
3. Once these contacts have been identified they will need to be informed of the risk and advised and supported to self-isolate for 10 days.
4. Employers should not require any member of staff that has been required to self-isolate as a contact or a case to submit a negative test before returning to work. They can return to work after their 10 day isolation period is complete.
5. It is important that this information is collected and acted upon prior to first contact with TTP.

# How can I minimise the spread of infection in my business?

Should you have 2 or more cases from your workforce (including contractors and visitors) testing positive for coronavirus in a 14 day period you will need to consider if there are inherent risks within the workplace, you may wish to:

1. Review your Coronavirus risk assessment including working practices, number of staff on the premises, cleaning and disinfection practices, adherence to the 2m rule and wearing of face masks or coverings where recommended. Where it is impossible to reduce the risk of transmission during a work activity by 2m spacing or the use of screens/barriers you must consider whether it is necessary to provide PPE to staff, such as face masks (type IIR or FRSM) rather than face coverings. Where staff may come within 2m of others when walking around the workplace (such as corridors, stairwells etc) then cloth/reusable face coverings are sufficient. However prolonged contact within 2m of someone else at a workstation for example may require the additional protection provided by a face mask.
2. Staff and union engagement and communicating the revised plan are a critical part of this and provide the opportunity to reinforce good practice and ensure that signs and symptoms of Covid-19 are understood and acted on appropriately i.e. self-isolating and testing.
3. Any cluster in the workplace will prompt action from the local authority. They will be able to support and advise you on further actions required to mitigate ongoing risks. One of the actions they may wish you to take is to support whole testing of staff to identify asymptomatic individuals.

## Risk assessment

Health and Safety Executive: [Risk assessment during the coronavirus \(COVID-19\) pandemic](#)

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