



REOPENING YOUR BUSINESS SAFELY

A GUIDE FOR HOSPITALITY BUSINESSES IN THE WAKEFIELD DISTRICT



#WorkingTogetherStayingSafe



European Union
European Regional
Development Fund



HM Government

wakefieldcouncil

Foreword

This document gives guidance on safely reopening more businesses across the Wakefield district.

It is one of a series of guides the Council have produced to welcome back businesses within the hospitality sector (including restaurants, pubs and cafes) as well as hairdressers and retail businesses.

As part of this, we know that the safety of customers and staff alike will be on everyone's minds and we hope that this document will help businesses keep everyone safe.

This pack follows UK Government guidance current at the time of printing, which can be found online here. The Government may update regulations and advice as the situation changes.

It is the responsibility of all business owners and operators to follow Government guidance and to operate safely and responsibly. If not, enforcement action may be taken.

It is great to see our local businesses continuing to reopen successfully and safely and providing services to residents, workers and visitors across our district. I'm looking forward to working with them to help give all our places and communities a successful and prosperous future.



Cllr Denise Jeffery, Leader, Wakefield Council



Dear Business Owner

The guidance included in this pack is to assist you with the restart of your business in line with safety requirements for managing the Covid-19 pandemic, but is not exhaustive.

Follow our @Wakefieldfirst Twitter account for all the latest updates on Government guidelines and at <https://wakefieldfirst.com/business-recovery> for links to all current local guidance.

Key messages from Wakefield Council

It is your responsibility to make yourself familiar with the Government guidance materials available to help make your business Covid-19 secure. Read and keep up to date with Government guidance for businesses here:

<https://www.gov.uk/coronavirus>

- Business with close contact between customers and staff, or who have traditionally had large numbers of customers in an enclosed space, will need to take particular care with cleaning, social distancing and other safety measures.
- Please be mindful of the space inside and outside your business and be considerate of neighbouring premises.
- Please consider how you can effectively communicate with your customers. This will involve informing them of opening hours, how to access your business, the use of personal protective equipment, alternative provision e.g. telephone ordering or click and collect services, respecting queues and social distancing. You might be able to make use of social media or other measures like virtual consultations.
- To assist the NHS Test and Trace service deal with outbreaks, you will need to keep staff rotas, and a temporary record of your customers and visitors, for 21 days.
- Please ensure your business practises safe and considerate disposal of personal protective equipment, and encourages this amongst your customers where they choose to use it.
- Due to the potential for increased risk of transmission, particularly from airborne transmission, all premises should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes, but is not limited to, refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult.
- Government guidance on face masks and face coverings can be found here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- At the present time, use of public transport is discouraged. Please bear this in mind and encourage staff and customers to use alternative forms of transport where they can. Where use of public transport is needed, it will be running at reduced capacity - please consider this if your staff use public transport.
- You cannot currently use public transport without a face covering - please make all staff who use public transport aware of this.
- Environmental health, food hygiene and similar regulations still apply. It remains your responsibility to ensure all existing Health and Safety legislation and procedures are followed.
- The Council wishes to work with businesses to ensure safe reopening, however we will consider enforcement action against businesses that do not comply with published regulations either by opening before they are permitted or not taking appropriate Covid-19 secure measures.
- It is your responsibility to ensure that your premises operate safely, and take immediate action when this is not the case, up to and including closure.

Reopening your business safely - a guide for the hospitality sector

This document is one of a number of sector-specific guidance documents we have released as part of the second phase of re-openings. It covers a range of business types in the hospitality sector, including:

Restaurants; pubs; bars; takeaway services; social clubs operating as bars and restaurants; mobile catering; contract catering.

Note - nightclubs are not allowed to reopen at this time. Venues where people are likely to be very close to each other, such as nightclubs, will remain closed as they pose a higher risk to the public.

When can I reopen?

The above businesses in the hospitality sector are able to reopen from Saturday 4 July 2020 provided appropriate safety measures are in place. You can check if your business must remain closed here: <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance>

Guidance contained in this document applies to both indoor and outdoor operations.

Business operators should always refer to Government guidance specific for their business type as this can change. Guidance for this sector is available at: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

A list of other guidance published from a range of bodies (some of which may be useful to you) is on page 8 of this document.

What do I need to do before reopening?

- You must complete a risk assessment (see guidance on undertaking a risk assessment on page 8) and put necessary controls in place to minimise risks to staff and customers.
- A template risk assessment form can be found at: <https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>
- There is no legal requirement to write down your risk assessment if you have less than 5 employees. We would, however, recommend that you document your thoughts.
- With many premises having been shut for some time, please follow guidance on managing legionella risks which can be found at: <https://www.hse.gov.uk/coronavirus/legionella-risks-during-coronavirus-outbreak.htm>

Other actions to undertake:

- Carry out any other Health and Safety related checks (see page 7 for a checklist).
- Ensure all staff are aware of any changes to ways of working and have the information and personal protective equipment they need to adapt safely where this need has been identified through your risk assessment.
- Calculate the maximum number of people (staff and clients) that can be allowed inside your premises safely. You will need to take into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas. You may find it useful to display the maximum capacity suggested by your risk assessment.



-
- Ensure risk assessments, maximum number of customers and other guidance are prominently posted in the premises, including at entrance points. Posters you can sign and display are available from: <https://assets.publishing.service.gov.uk/media/5eb959f5e90e0708370f97f9/staying-covid-19-secure-accessible.pdf>
 - Add floor markings and one way systems where possible to help people stay a safe distance apart while in your premises.
 - Undertake a full deep clean of the premises - paying special attention to areas that customers and/or staff might frequently touch. Specific guidance on cleaning can be found here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>
 - Update and enhance your cleaning schedules (see an example on page 6).
 - Review delivery processes and contractor visits. Undertaking these outside opening hours will help reduce interactions between people on your premises and limit risk.
 - Put steps in place to limit unnecessary contacts associated with deliveries. Can the courier leave equipment in an agreed location for your staff to collect?
 - Talk to neighbouring businesses about how queues outside premises will be managed.
 - If necessary ensure a member of staff is available and trained to manage a queue, particularly during peak business hours.
 - Remind customers about the rules on group gatherings and that children are the responsibility of their parents.
 - Promote travel by staff and customers other than by public transport – make car parking or cycle racks available if possible.
 - Put in place a system that allows you to keep records of staff rotas and customers for at least 21 days in order to support the NHS Test & Trace system.

What hours can I reopen?

- Once the measures above are in place, premises can reopen for their normal operating hours.
- To enable social distancing and meet regulations, businesses may need to consider alternative methods for delivering their service e.g. changing trading hours, offering a 'click and collect' service and/or an appointments service.
- Any changes to trading hours or operating procedures should be effectively communicated to customers, including through social media if appropriate. You must also consider if you need to apply to change your licence conditions.

What will happen if I am unable to operate safely?

It is the responsibility of the business to ensure that the premises operate safely, and take immediate action when this is not the case, up to and including closure.

If premises do not operate safely, including meeting social distancing and cleaning regulations, enforcement action may have to be taken. This could include the forced closure of premises.

It might be necessary to temporarily close in order to safely correct any problems you, your staff or officials have identified.

Where can I get further advice and guidance if I need it?

- Government advice for businesses during Covid-19 is available at: <https://www.gov.uk/coronavirus/business-support>
- Latest Government advice on social distancing is available at: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>
- Advice and guidance from Wakefield Council is available at: <https://www.wakefield.gov.uk/about-the-council/coronavirus-information>
- The Wakefield Council contact centre is available by phone on 0345 8 506 506 or by email to: customerservices@wakefield.gov.uk
- Support services for Wakefield district businesses are available here: <https://www.wakefield.gov.uk/business/coronavirus---help-for-businesses>
- West Yorkshire Police Community Alert system provides free crime prevention and other advice and alerts. It can be registered for online here: <https://www.wypcommunityalert.co.uk>
- West Yorkshire Fire and Rescue - <https://www.westyorksfire.gov.uk>
- Health and Safety Executive - <https://www.hse.gov.uk/news/coronavirus>
- Business Representative Organisations and Trade Associations providing coronavirus related support for specific sectors: <https://www.gov.uk/guidance/coronavirus-support-from-business-representative-organisations-and-trade-associations>
- More information on managing risk, including a risk assessment template and some completed examples for a variety of sectors can be found at: <https://www.hse.gov.uk/simple-health-safety/risk/>
- Coronavirus advice for hotels and the hospitality industry: <https://view.publitas.com/ukh/coronavirus-advice-for-hotels-and-the-hospitality-industry-25-02-2020/page/1>
- British Beer and Pub Association: <https://beerandpub.com/policies/covid-19>
- Multi-agency advice on compliance with licence conditions: <https://www.popall.co.uk/docs/Applications/NEXSTART--Compliance-advice-Final-230620.pdf>
- Food Standards Agency 'Reopening checklist for food businesses': <https://www.food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19>
- We've also included some additional guidance and frequently asked questions in this document which hopefully deal with key elements of your business model.



Cleaning Checklist

Date	Action	Complete Y/N	Signature
	Have the premises been thoroughly cleaned before reopening?		
	Have areas which need enhanced cleaning during working hours been identified - such as door handles, workstations, counters, toilets and other touch points?		
	Has the cleaning schedule been updated to take into account the changes?		
	Are sufficient cleaning products available for enhanced cleaning during working hours?		
	Is there a requirement for personal cleaning products to be made available for customers and staff (e.g. hand sanitiser)?		
	If yes, are they easily available and clearly signposted?		
	Are procedures in place for the enhanced cleaning of premises outside of trading hours?		
	Are procedures in place to tackle any risks of increased littering outside of the premises?		
	Are all staff aware of and understand any enhanced cleaning duties?		

Health and Safety Checklist

Date	Action	Complete Y/N	Signature
	Have you undertaken a risk assessment in line with current government guidelines?		
	Are all statutory inspections up to date, including food safety and hygiene inspections, where appropriate?		
	Are all alarms in working order?		
	Are all gas and electric systems in working order and up to date?		
	Are all fire appliances in place and up to date?		
	Is first aid equipment in place and up to date?		
	Is the appropriate paperwork to demonstrate the above available on site?		
	Are staff aware of the maximum numbers permitted in internal and external areas at any one time?		
	Can customers and staff safely enter and exit the premises, with appropriate social distancing?		
	Can customers safely queue outside of the premises, with appropriate social distancing?		
	Can customers safely queue for toilet facilities with appropriate social distancing (where applicable)?		
	Are aisles, payment points and similar areas adequately spaced to allow safe shopping and appropriate social distancing?		
	Are all staff aware of and understand their health and safety duties, including alarm and evacuation procedures where appropriate?		



The Hospitality Sector - Additional guidance

Risk assessments

Before reopening, all businesses should carry out a Covid-19 specific risk assessment.

All employers have a legal responsibility to protect workers and others from risk to their health and safety. This means thinking about the risks they face and doing everything reasonably practicable to minimise them. It is important to recognise that the risks associated with the virus cannot be completely eliminated.

You will probably have risk assessments in place already, whether or not they are written down. These should be reviewed while you think about the specific risks posed by Covid-19. You should also consider the security implications of any decisions and control measures that you intend to put in place.

All businesses must consult on the risk assessment with the Health and Safety representative selected by a recognised trade union for their workplace or, if there isn't one, a representative chosen by workers. The employer cannot decide who the representative will be.

There will be a need for the business and all staff to understand the maximum numbers allowed within indoor and outdoor areas, peak times for business, and how entry and queueing should be managed to minimise risk.

The results of the risk assessment must be shared with the workforce. If possible, businesses should publish the results on their website (and Government expects all employers with over 50 workers to do so). It is advised this is displayed in the workplace.

Social distancing and managing interactions

Customers and staff will need to maintain a safe distance from each other to minimise the risk of virus transmission.

Where possible this should be 2 metres, however with mitigations to lower risk 1 metre is permitted.

Where closer contact is needed to carry out essential business activities, all premises should assess how this can be done, and ensure that staff and customers are aware of the rules in place inside and outside the premises and follow these rules.

This could include, but is not limited to:

- Perspex or other screens between staff and customers.
- Floor markings and signs to mark out social distanced boundaries, especially at tills or other customer service points.
- Minimising customer self-service of food, cutlery and condiments.
- Providing only disposable cutlery and condiments.
- Limiting the number of surfaces handled by both staff and customers e.g. asking customers to remain at a table or not lean on counters.
- Minimising staff and multiple customer interaction e.g. reducing the number of staff visiting each table.
- Payments accepted by card, ideally contactless, wherever possible.
- A maximum number of customers inside your premises at any time.
- One way systems in place around the premises.
- Moving/removing workstations or placing barriers between them.
- Queueing systems and signage for entry into the premises marked to show queueing e.g. on the ground.

-
- Separate doors for customers to enter and exit premises.
 - Staff available, both on the door and within the premises, to offer guidance to customers on social distancing and safety measures.
 - Limiting access to the premises for those waiting for and collecting takeaways.

In particular for the hospitality sector you may want to consider safe ways of serving customers that minimises contact and movement: for instance, at seat table service, service via apps or online, staggered pick up times for takeaways, and taking payment at tables.

Social distancing and safety measures must be clearly communicated to all staff and customers. All staff should understand the social distancing measures in place on the premises and be able to communicate these to customers and ensure they are followed.

You will need a process in place to ensure that these measures are respected both by staff and customers.

It's in everyone's interest.

Thinking about space within and outside your venue

- Reconfigure your indoor and outdoor space to ensure social distancing guidelines can be complied with. This may mean utilising dancefloor and other standing areas for additional seating.
- Take additional steps to ensure the safety of the public and prevent large gatherings or mass events from taking place.
- As lots of businesses are looking to reopen, please consider the following steps to limit the cumulative impact of this on the local area:
- Further lowering capacity - even if it is possible to safely seat a number of people inside or outside a venue, it may not be safe for them all to travel or enter that venue.
- Staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas.
- Arranging one-way travel routes between transport hubs and venues.
- Advising customers to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue.



Customer toilets

- Toilets can be made available for use if this can be done safely.
- Signs can help to relay key messages such as the need to ensure handwashing lasts for 20 seconds, to avoid touching the face and to apply 'catch it, bin it, kill it'.
- Consider maximum numbers of users where toilets can be used by more than one customer at a time. Consider the potential for queues and how this will affect other distancing measures.
- Ensure frequent and proper cleaning of toilets and have a rota or schedule of toilet cleaning times displayed in a prominent location.
- Ensure there is adequate ventilation to the toilet space (this also applies to your wider premises).
- Make sure toilet areas are well stocked with supplies such as paper towels and hand soap or sanitiser for those using them.

Knowing your limitations

- Indoor gatherings should only be occurring in groups of up to two households (or support bubbles) while outdoor gatherings should only be occurring in groups of up to two households (or support bubbles), or a group of at most six people from any number of households. It is against the law to gather in groups of more than 30 people, except for the limited circumstances as set out in law.
- At this time, venues should not permit live performances, including drama, comedy and music, to take place in front of a live audience.
- Venues should also take steps to avoid people needing to raise their voices, as this can lead to the spread of the virus more easily. This means avoiding playing loud music or broadcasts (e.g. sporting events).
- Indoor and soft play areas are not allowed to open at this time. However outdoor play areas within your grounds will be able to be used, provided guidance for safe use is followed. See here for guidance on outdoor play areas: <https://www.gov.uk/government/publications/covid-19-guidance-for-managing-playgrounds-and-outdoor-gyms/covid-19-guidance-for-managing-playgrounds-and-outdoor-gyms>

Supporting Test & Trace

- Collecting and retaining customer information for 21 days after their visit will be crucial to this, as will the retention of any staff rotas. Government is working with industry and other relevant bodies to design a system for this.
- Businesses will need to consider the requirements of Data Protection legislation and to make it clear to customers why and how the information is being held.
- Information should be stored securely and destroyed when it is no longer needed.
- Support your workers to heed any notifications to self-isolate and provide support to these individuals when in isolation.

Equality and vulnerabilities

- When making alterations to your workplace, you will also need to consider Equality legislation. It is illegal to discriminate against a person because of their age, sex, disability, race or ethnicity. Employers also have specific responsibilities towards new or expectant mothers.
- It will be important to consider how these requirements are affected by measures to support social distancing as part of your risk assessment.

Frequently Asked Questions

Do I have to undertake a risk assessment?

- Yes. Failure to complete a risk assessment which takes account of Covid-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of Covid-19, could constitute a breach of Health and Safety law.
- Government has warned that regulators are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.

How can I keep my customers safe?

- Carry out a full risk assessment before reopening.
- Make hand sanitiser etc. available for customers and visitors.
- Set up an appointment system where appropriate.
- Install an app for at table or delivery of products where appropriate.
- Ensure waiting areas, and areas around tills, counters, entrances and exits are suitably marked to enable social distancing.
- Frequently clean all areas, counters etc. which customers and staff can come into contact with.
- Ensure a social distancing queueing system outside the premises, with staff available and trained to manage queues where necessary.
- If you can, inform your customers in advance of the arrangements in place at your business.
- Ensure social distancing measures are adhered to, by staff and customers, and take action where it becomes apparent this is not possible/not happening.
- Minimise background noise so that staff and customers do not need to raise their voices to be heard.

How can I support social distancing within my premises?

- Identify the number of customers that can reasonably follow social distancing inside and outside as appropriate. Take into account total floor space as well as likely pinch points and busy areas.
- Make sure workstations and service points can handle socially distanced customers, by installing queueing systems, and making sure workstations or service points are suitably distanced within premises.
- Limit the number of customers in the premises, overall and in any particular congestion areas, for example doorways between outside and inside spaces, using floor tape or paint to mark areas within the premises to help people keep to a safe distance.
- Review incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Look at how people walk through the premises and how you could adjust this to reduce congestion and contact between customers.



How should I set out any queueing signs/markers outside my premises?

- Where the queueing is on the public highway, barriers, physical queueing systems, physical signage units, A-Boards etc. should not be used. The queueing area should be no more than 0.5m from the building frontage, where the overall width is 3m or more. If less space is available then no markings should be provided and queueing should be managed by your staff.
- The queueing area marked out should only be directly in front of the property owned or rented by your business.
- If you think that you require an area wider than your frontage, then this should be done in agreement with your neighbouring businesses.
- Any 'markings' must be temporary and removable, such as tape, vinyls or chalk spray.
- Where possible, use a colleague to meet customers, explain the social distancing requirements within the venue and control the number of customers entering at any one time.

What actions should I take with vulnerable customers?

- Ensure hand sanitising products etc. are within reach of disabled customers.
- Ensuring lifts etc. are still available for disabled customers and that those with guide dogs can still access the premises.
- Ensure disabled visitors can safely access toilet facilities.
- Ensure staff are briefed to support customers with issues around queueing and/or social distancing within the premises.

What actions should I take to keep staff safe?

- As a starting point, make every reasonable effort to enable working from home as a first option.
 - Review layouts to allow workers to work further apart from each other.
 - Install Perspex screens up at tills/service and information points.
 - Install facilities to permit increased frequency of hand washing and sanitising by staff, and surface cleaning, during trading hours.
 - Use screens or barriers to separate people from each other.
 - Use back-to-back or side-to-side working (rather than face-to-face) whenever possible.
 - Reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
 - Reduce movement by discouraging non-essential trips within buildings, for example restricting access to some areas, encouraging use of radios or telephones where permitted (these items will require cleaning between users if multi-use).
 - Minimise contacts around transactions, for example considering using contactless payments instead of cash handling.
 - Stagger break times to reduce pressure on the staff break rooms or places to eat.
 - Use safe outside areas for breaks.
 - When managing the risk of Covid-19, additional PPE beyond what you usually wear is not beneficial. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it.
 - More information on keeping staff safe and more general staff support can be found here: <https://www.gov.uk/coronavirus/worker-support>
-

Do staff need to wear face masks/coverings?

- Not unless your risk assessment identifies a need for this. However, customers and workers who want to wear a face covering should be allowed to do so.
- Employers should support their workers in using face coverings safely if they choose to wear one. Further guidance on this is available within the following document: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery> and also here: <https://www.hse.gov.uk/news/using-ppe-at-work-coronavirus.htm>

What are the cleaning guidelines for my premises?

- Government guidelines for hospitality specific settings are available here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>
- Frequently clean all workstations, counters, work areas and equipment between uses, using your usual cleaning products.
- Frequently cleaning objects and surfaces that are touched regularly.
- Make sure there are adequate disposal arrangements for cleaning products.
- Clear workspaces and remove all waste and belongings from the work area at the end of a shift. If you are cleaning after a known or suspected case of Covid-19 then refer to the specific guidance: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

What if my venue does not have adequate seating available?

- Government advice remains that indoors, customers should be seated. For bars with dancefloors, the guidance suggests that venues should seek to repurpose those spaces, for example with appropriate seating.

Can I utilise extra space and place extra tables and chairs outside of my premises?

- Potentially, although there are no guarantees. Where possible, space will be made available to businesses to operate a pavement café and benefit from adding outdoor furniture for use by customers. Note, there is an application process. You can find out more here: <http://www.wakefield.gov.uk/business/licensing-and-trading/pavement-cafes>

Can I hire out my venue for large gatherings such as parties, weddings or events?

- If your venue has a licence to hold a wedding ceremony, small weddings for up to 30 people are permitted. <https://www.gov.uk/government/publications/covid-19-guidance-for-small-marriages-and-civil-partnerships/covid-19-guidance-for-small-marriages-and-civil-partnerships>
- A risk assessment specifically related to this use can be found here: <https://www.wakefield.gov.uk/about-the-council/staying-safe/supporting-business>
- All other gatherings (including parties) of more than two households indoors and 6 people from different households outdoors are not currently permitted under the social distancing restrictions. Entertainment events are also not currently permitted.



What if a member of my staff or a customer develops symptoms of Covid-19?

- It would be useful for you to familiarise yourself with the guidance around test and trace, and keep up to date with any changes. The guidance can be found here: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>
- If anyone develops symptoms of Coronavirus in the business or workplace they should be sent home and advised to follow the Government's stay at home guidance and order a test.
- If there is more than one case of Coronavirus associated with a workplace, employers should contact their local health protection team to report the suspected outbreak. You can find your local health protection team here: <https://www.gov.uk/health-protection-team>
- All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including: objects which are visibly contaminated with body fluids; all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells. Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings.
- It is not necessary to close the business or workplace or send any staff home unless Government policy changes, or unless you are advised to do so in the event of an outbreak.
- Remember that you may get approached by the NHS Test and Trace service for details of staff and customers to help contain clusters and outbreaks of the virus. Keeping temporary records of customers and visitors will assist should this information be needed.

UK Government advice for businesses by type and sector

Outdoor working guidance

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>

Factories and warehouses

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses>

Restaurants, pubs, bars and takeaway services

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

Food businesses

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

Hotels and other guest accommodation

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

Heritage locations

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations>

Offices and contact centres

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

Working in, visiting or delivering to other people's homes

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

Shops, branches or stores

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Close contact services

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

People who work in or from vehicles, including couriers, mobile workers and lorry drivers

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

Indoor and outdoor attractions, and business events and consumer shows

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

Labs and research facilities:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/labs-and-research-facilities>



Travel guidance for passengers

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

- You should wear a face covering while travelling.
- Some people may not be able to wear a face covering, for example young children, people with breathing difficulties and people whose disabilities makes it difficult for them to wear a face covering.
- Where possible, book travel online through a ticketing app or website. Consider contactless payment to buy tickets.
- Wait for passengers to get off first before you board.
- Ensure you maintain social distancing, where possible, including at busy entrances, exits, under canopies, bus stops, platforms or outside of stations.
- Be prepared to queue or take a different entrance or exit at stations.
- Wait for the next service if you cannot safely keep your distance on board a train, bus or coach.
- Respect other people's space while travelling.
- Avoid consuming food and drink on public transport, where possible
- Be aware of pregnant, older and disabled people who may require a seat or extra space.
- Be aware that some individuals may have hidden disabilities.



