

We recognise that this has been an extremely difficult time for businesses and wish to support you wherever possible to enable you to continue to operate successfully moving forward.

As such, Luton BID have put together this Business COVID Recovery Starter Pack for your business. Within the pack you will find the following items:

3 x social distancing floor graphics

3 x washable face coverings

1 x social distancing window vinyl

1 x social distancing poster

1 x handwashing guideline poster

1 x business compliance poster

1 x roll of social distancing tape

1 x 500ml bottle of hand sanitiser



As a business, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about these risks carefully and do everything reasonably practicable to minimise them, recognising you cannot eliminate the risk of COVID-19:

This pack is designed to help your business to manage the risks associated with COVID-19. It does not provide an exhaustive list of contents; each business is different, and you will need to plan for your business accordingly. We therefore recommend you follow the latest guidance issued by the UK Government.

For the latest information on COVID-19, including links to the Government guidance documents, please visit the Luton BID website: [lutonbid.org/coronavirus-updates/](https://www.lutonbid.org/coronavirus-updates/)

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Disclaimer

Businesses remain responsible for protecting workers and others from risk to their health and safety and for continued compliance with the latest government guidelines. Materials supplied by the BID are provided in good faith and should not necessarily be considered comprehensive; their use, installation, application, and maintenance are the responsibility of individual Businesses. Luton BID cannot be held responsible or liable in any way whether directly, indirectly, or otherwise, for any injury, loss or damage arising out of or in any way connected with the use of the materials provided.

This has been and continues to be an extremely difficult time for businesses so the BID is here to offer support wherever we can

We have been enormously impressed by the resilience and determination of businesses – many of whom are working in different and innovative ways to keep trading.

Here are a few ways in which the BID has been supporting BID levy paying businesses since COVID-19 struck

- All BID staff not furloughed are working remotely, contacting businesses, and offering advice and support
- Representation on the Luton Taskforce established to lead Luton's economic recovery from the effects of the coronavirus crisis. The BID also leads the Communications Sub-Group and is a member of the Operational Sub-Group
- Working with industry bodies such as the BID Foundation, Institute of Place Management (IPM) and Association of Town & City Management (ATCM) to review the latest advice and guidelines, ensure compliance and implement best practice
- Assisting businesses with their grant funding applications – chasing the council on their behalf and providing Business Rate reference numbers where required
- A continually updated COVID-19 page on the BID website, which includes detailed coronavirus information and a Businesses Continuity Log, which is updated weekly and includes details of businesses trading in the town centre: [lutonbid.org/coronavirus-updates/](https://www.lutonbid.org/coronavirus-updates/)
- Lobbying MPs to request that more retail, hospitality, and leisure businesses can access much needed grants
- Twice weekly e-bulletins - packed with updates, information and signposting to further support and online events
- Business crime updates advising businesses on cyber security and crime prevention
- A social media campaign, to highlight business stories and share COVID-19 news and announcements

One of the BID's priorities now is to support businesses as they work towards reopening. From early June we will be offering Business COVID Recovery Starter Packs to all town centre BID levy paying businesses – which will include social distancing floor graphics, posters, social distancing tape and hand sanitiser. Turn to the back page.

Getting your business ready – top tips

Preparation is vital for a smooth transition from lockdown so here is some advice to get your business and team ready. All planning on the reopening must unfortunately include scenarios planning that includes the process that needs to be undertaken to go back into lockdown

Review your staff policies

- Review your safety processes and risk assessments in line with national government guidance:
www.gov.uk/guidance/working-safely-during-coronavirus-covid-19
- Provide clear, consistent and regular communication to improve understanding and consistency of ways of working for employees
- Produce a plan together that considers the fact your staff may need to work from home, be returning to work after a break or need a flexible working arrangement
- Order the necessary PPE for staff to undertake their work safely - our recommended suppliers can be found on <https://lutonbid.org/ppe-suppliers-in-the-uk/> (this BID Business COVID Recovery Pack will get you started)
- Check if your staff can apply to be tested:
www.gov.uk/guidance/coronavirus-covid-19-getting-tested



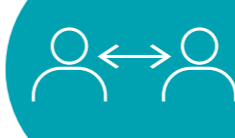
Check your business premises

- Carry out an assessment for all sites/premises, or parts of it, that have been closed, before restarting work
- Establish a provision for hand sanitiser and display handwashing posters
- Carry out a deep clean of all areas and surfaces
- Review communal areas and shared entrances/exits and liaise with your Landlord to understand how they will be managing these areas
- Check your fire alarms are working
- Run taps to flush through standing water to prevent Legionnaires Disease
- Complete a risk assessment and record actions by downloading template on: www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm



Introduce physical distancing

- Review access and exit points to allow distancing
- Consider one way flow around premises
- Provide floor markings and signage to remind people to keep at a distance
- Use screens or barriers to separate people
- Erect screens at pay points/ reception areas and between desks
- Use back to back or side by side working as opposed to face to face
- Display posters with regard to hand washing and surface cleaning
- Provide hand sanitiser at entry and exit points
- Review how your communal areas such as canteens/kitchens are used to enable distancing
- Consider varying opening hours, staggered shifts and fixed teams/ partnering so each person works with only a few others
- Use remote working tools to avoid in person meetings
- Avoid sharing of equipment



Cleaning & reducing transmission

- Use signs and posters to encourage hand washing and maintain hygiene standards
- Provide hand sanitiser in multiple locations
- Provide increased waste facilities and rubbish collection
- Limit customer handling of merchandise
- Frequent cleaning of objects and surfaces that are touched regularly
- Cleaning touchpoints after each customer use
- Encourage contactless payments/refunds
- Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible
- Wipe down all work stations at end of each day or shift
- Display your Health and Safety policies

