

January 20, 2021

Dear Retailer,

Almost one year on from the first national lockdown, the retail landscape is at its most fragile, with many businesses still closed or operating at a reduced capacity.

It is essential we all take action to prevent further lockdowns and retail casualties. We must keep retailing safe in the eyes of the public and the Government. While the focus on safety may have slipped in some larger chain stores, independent retailers must lead the way, and set an example.

Whether you are open now, or are soon to reopen, there has never been a better time for a refresh of your safety protocols. We recommend this five-point plan:

**Hands** – As retailers we must return our focus to supplying sufficient hand sanitisation stations for customers. Where possible, staff or signs should encourage customers to use hand sanitizer, sanitize trolleys and baskets, and avoid touching items they do not intend to buy.

**Face** – Please encourage all customers to wear a face covering unless they are medically exempt. We recommend asking customers to comply and consider offering a complimentary mask if they do not have their own. Be aware that there is currently no law requiring the medically exempt to provide proof, and so it is best practice to accept those who claim exemption.

**Space** – The two-metre rule still applies, even when wearing a face covering; one does not replace the other.

**Revisit your risk assessment** – Situations change, regulations change, restrictions change. Now is the time to revisit your risk assessment and ensure it covers back office operations, as well as front of house staff who mix with customers. Communicate your plan with all staff.

**Work together-** Whether this means working with neighbouring retail stores to promote these safety messages or seeking advice from trade associations such as Bira, or government organisations.

It's time we all play our part in beating Covid-19 and making 2021 the year we recovered from this pandemic.

Thank you for your time.

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