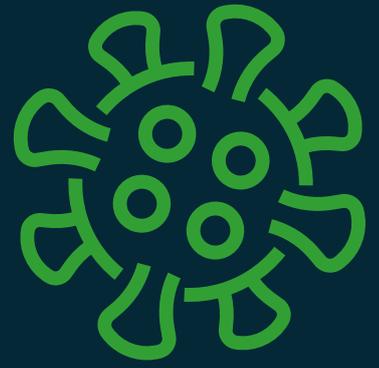

BUSINESS RE-OPENING PACK



updated April 2021



#WiltshireTogether

A photograph of a street scene. In the foreground, there's a paved road with white dashed lines. In the middle ground, a person in a wheelchair is visible near a stone archway. The archway is ornate and has a central tower-like structure. Above the archway, there are several strings of colorful bunting (blue, yellow, green, red, white) hanging across the street. The background shows green trees and a clear blue sky.

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This advice is for small and medium sized businesses across Wiltshire who operate premises open to the public, although larger businesses are welcome to use this if they find it helpful.

As a business owner or manager, you will have already given a lot of thought as to how you can re-open and continue to run your business safely. We hope our updated Business Re-opening Pack helps. It contains posters, floor stickers, public health messages and other useful material and information and is designed to complement additional signage being used across Wiltshire's high streets.

These practical measures can be implemented in your premises to help keep your staff and customers safe. Our suggested measures are by no means an exhaustive list and there may be other measures you wish to put in place in your businesses.

As we all look ahead, we can continue to work together to give confidence and reassurance to businesses and residents that Wiltshire is a safe place to visit.

WE ARE COMPLYING – WITH GOVERNMENT GUIDANCE

What does the law say?

The Health and Safety at Work etc Act 1974 covers all workplaces and requires employers to take reasonable steps to ensure the health and safety of staff whilst at work and also others who may be affected by what they do such as members of the public and visitors. COVID-19 is a risk to health that must be managed by the employer, in order to comply with the law.

What is the latest Government guidance?

Many businesses may have been closed by government regulation. Before re-opening to the public, it is important you consider the Government's 'Working Safely during COVID-19 guidance for shops and branches', which can be viewed at:

www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

This is regularly updated and has recently included a section on the stricter legal measures businesses will face to make their premises COVID-secure.

You will also need to carry out these five practical steps to ensure the safety of your premises:

1. Carrying out a COVID-19 risk assessment in consultation with your staff or trade unions: www.hse.gov.uk/simple-health-safety/risk/index.htm All businesses with over 50 members of staff are expected to publish the results of their risk assessment on their website
2. Developing cleaning, handwashing and hygiene procedures for staff and customers
3. Take all reasonable steps to help staff work safely from a COVID-19 Secure workplace or work from home
4. Take all reasonable steps to maintain a 2m distance in the workplace
5. Where people cannot keep 2m apart, ensure at least a 1m distance and do everything practical to manage the risk of transmission of COVID-19

You must display the updated Government's downloadable notice in your workplace to show your staff, customers and visitors that you have followed this guidance: <https://www.gov.uk/government/publications/staying-covid-19-secure-in-2020-notice>



WE ARE SAFE

Queuing in Wiltshire

There are many streets in Wiltshire where managing queues and social distancing measures outside premises will be a challenge.

We are working with Town Councils to develop schemes to enable social distancing. Please make us aware of any concerns you may have.

WE ARE WELCOMING

Using the public highway

When developing arrangements for customers to queue outside your premises, please consider other people using this space including:

- the rights of pedestrians using the street, especially those with limited mobility
- the needs of neighbouring businesses and others in the street which will re-open in the future

You are responsible for managing your customer queues.

It's important to note that any arrangements you make may have to change to accommodate those businesses opening at a later date, changes to Government guidance and any changes we have to make during the recovery period.

Should there be a dispute over an area which is suitable for queuing or outside trade, the council will work with all parties to find a solution.

WE ARE WELCOMING - OUTSIDE MY BUSINESS

What can I do outside my business?

This helpful checklist can help you prepare.

OUTSIDE MY BUSINESS



Have a sign to explain to customers what your social distancing measures are.

There are restrictions on the use of A-Boards in Wiltshire and you will also need to carefully position any boards so as not to obstruct people who are blind/partially sighted, in wheelchairs or using mobility scooters or pushchairs.

Our toolkit provides signs for you to use.

www.wiltshire.gov.uk/business-advice-support-covid19

Encourage customers to shop alone where possible, unless they need specific assistance. Encourage customers not to shop in groups.

Remind customers who are accompanied by children that they are responsible for supervising and making sure they follow social distancing guidelines.

Have a separate entry and exit point, if possible.

Keep entrance and exit doors open, if possible and safe to do so.

Consider alternatives to people visiting your shop such as operating a 'click and collect' service, offering appointments or home deliveries.

Assess the size of any public area at the front of your business and calculate the maximum number of customers who can safely queue while following social distancing guidelines.

Talk to your neighbouring businesses so your queuing proposals do not affect their business and customers are kept safe.

Use floor markings outside your business to assist with social distancing. Our toolkit provides signs for you to use.

If necessary, provide barriers or rope for queue waiting areas to ensure customers remain safe.

It is your responsibility to manage your customer queue so please regularly monitor the queue to ensure its safe operation.

Check to see if your business is legally required to display a QR code poster <https://faq.covid19.nhs.uk/article/KA-01183/en-us?parentid=CAT-01043&rootid=CAT-01027>

Guidance is available on how you can create a QR code for your business and download the poster <https://faq.covid19.nhs.uk/article/KA-01184/en-us?parentid=CAT-01043&rootid=CAT-01027>

WE ARE SAFE - INSIDE MY BUSINESS

What can I do inside my business?

These helpful checklists can help you prepare.

INSIDE MY BUSINESS – NHS TEST AND TRACE – DISPLAYING AN OFFICIAL NHS QR CODE POSTER



Assess the size of your premises and its layout so that you can work out the maximum number of customers in your store at any one time. This will be based on the floor area of your premises and a 2m gap between customers.

Consider where you need to position staff to help manage numbers or particularly busy areas.

Venues in hospitality, the tourism and leisure industry, close contact services, community centres and village halls must display an official NHS QR code poster at their entrance. It's quick and simple to use for both businesses and users, and enables customers and visitors to scan the NHS QR code when they arrive by using the NHS COVID-19 app. Organisations must have a system for individuals who do not have a smartphone or the NHS COVID-19 app to provide their contact details.

A full list of organisations within scope in these sectors can be found [online](#).

You must register for an official NHS QR code poster (<https://www.gov.uk/create-coronavirus-qr-poster>) and display one at every entrance to your venue. Official NHS QR code posters can be generated online: <https://www.gov.uk/create-coronavirus-qr-poster>.

Organisations can find out more about NHS Test and Trace online <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#nhs-test-and-trace>

INSIDE MY BUSINESS – CLEANING AND HYGIENE



Assess the size of your premises and its layout so that you can work out the maximum number of customers in your store at any one time. This will be based on the floor area of your premises and a 2m gap between customers (or 1m with risk mitigation where 2m is not viable). Consider where you need to position staff to help manage numbers or particularly busy areas.

If possible, provide a cleaning station at the entrance to your premises which should include:

- hand sanitiser and disinfectant wipes or
- spray and tissue for trolley/basket handles

Dispose of the waste more frequently.

Our toolkit provides a poster you can display to remind customers to be safe.

Increase the frequency of cleaning.

Think about your staff areas and follow the Government guidance on providing washrooms, hygiene and cleaning in your business www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches#shops-5-1

Provide extra non recycling bins for staff and customers to dispose of single use face coverings and personal protective equipment (PPE). You may find this guidance on how to dispose of personal or business waste useful <https://www.gov.uk/guidance/coronavirus-covid-19-disposing-of-waste>

If you are cleaning after a known or suspected case of COVID-19 then you may find this specific guidance helpful <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

INSIDE MY BUSINESS – DELIVERY/COLLECTION AREAS



When taking deliveries, ensure all social distancing guidelines are followed. Floor markings may help staff and delivery drivers do this. Our toolkit provides floor markings for you to use.

Ensure the delivery driver has been briefed on your social distancing measures.

All delivery drivers should wash their hands after entering your premises.

All existing health and safety procedures should remain in place and carried out at all times when unloading.

Ensure all staff are able to wash their hands regularly.

Consider putting in place pick-up and drop-off collection points to avoid passing goods hand-to-hand.

Consider staggering collection times for customers collecting items, with a queuing system in place that follows social distancing guidelines.

Store items that have been returned in a container or separate room for 48 hours, or cleaning such items with usual cleaning products, before displaying them on the shop floor.

INSIDE MY BUSINESS – SOCIAL DISTANCING



Increase the ventilation in your premises by opening doors and windows if possible and safe to do so.

Use floor markings to assist with social distancing, particularly in the most crowded areas.

Place signage throughout your premises to remind customers to follow your social distancing measures.

Review the layout of your premises to ensure aisles/walkways are clear to assist with social distancing, including the removal/relocation of promotional fixtures if necessary. Create a one-way system by closing off aisles and using floor signage to direct customers to follow a continuous route.

Our toolkit provides signage for you to use.

Make regular announcements, if possible, to remind customers and staff to follow social distancing measures.

Consider alternatives to people visiting your shop such as operating a 'click and collect' service, offering appointments or home deliveries.

Install physical barriers at till points using flexi-plastic to provide a barrier for those working on the tills. If this isn't feasible, consider creating a space in front of the till area with a customer notice 'Please stand behind the line while being served.'

Our toolkit provides a poster for you to use.

Consider using staff to manage the flow of customers to the tills.

Where tills are close together, consider closing every other till. This action may also be necessary for self-scan tills.

Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.

Customer order collection areas should comply with social distancing either by floor markings or by limiting the number of customers that can wait at a time.

Ensure steps are taken to avoid people needing to unduly raise their voices to each other such as refraining from playing loud music which may make normal conversation difficult.

Consider limiting the number of customers in enclosed spaces such as lifts.

Remove promotions and features where customers are likely to gather such as product demonstrations.

To minimise congestion, consider restocking only outside of business opening hours. If restocking must be done during opening hours, assess how this can be done without compromising staff or customer safety eg using barriers to close the aisle and staff to obtain products for customers and limiting the number of staff in the area to follow social distancing.

Encourage customers to pay using contactless. Our toolkit provides a poster you can use.

To regularly wipe self-checkout touch screens or keypads, ideally between each use.

Consider temporarily shutting your business if it becomes too busy.

Consider the steps your managers and staff should take if customers are not following social distancing measures.

INSIDE MY BUSINESS – CHANGING ROOMS, CUSTOMER SEATING AND SPECIAL ASSISTANCE



Consider keeping changing rooms closed.

Consider having clearly designated positions from which staff can provide advice or assistance to customers while maintaining social distance.

Remove or limit customer seating. If seating is provided, space out appropriately.

If you provide products for customers to trial prior to purchase eg TVs, computers etc, consider setting products up so that social distancing rules can be followed. These items should be wiped clean following any customer trial.

Consider whether staff can demonstrate products rather than customers touching them or provide hand sanitiser in these areas.

If your business chooses not to help customers carry large purchases to their car, make the customer aware prior to purchase. If you are providing this service provide suitable protection and advice for customers and your staff for this to be carried out safely.

Public toilets inside premises should be kept open. Use signs and posters to promote good handwashing techniques and consider using social distancing floor markings in areas where queues normally form. Also consider providing hand sanitisers and a limited entry approach, with one in one out, whilst avoiding the creation of additional bottlenecks. Regular cleaning should include areas such as door handles, flushes and taps.

Put up a cleaning schedule for the toilets in a visible place and ensure it is kept up to date.

Baby changing facilities should remain available but consider the frequency of cleaning.

Cafes and restaurants are open for outside table service only. Inside seating should be closed until further notice and should be securely closed off to ensure customers do not use them for seating.

INSIDE MY BUSINESS – STAFF AREAS



Consider staggering arrival and departure times at work to reduce crowding.

If venue has more than one door, ensure staff use separate entry and exit point.

Meetings should be kept to a minimum and carried out in a safe manner following social distancing guidelines. Ensure the room is well-ventilated and desks are cleaned after the meeting finishes. Avoid sharing pens and other objects.

Small rooms that do not allow social distancing should be limited to one person with notices displayed on the door. Ensure desks are cleaned after each use.

Avoid staff working face-to-face and assess whether they can work side-by-side or facing away from each other. Where this is not possible, consider using screens to separate people from each other.

Consider using a consistent pairing system if people have to work in close proximity to each other.

In smoking areas staff should be reminded to following social distancing guidelines. Display notices in this area. Our toolkit provides a poster for you to use.

Keep the time where social distancing cannot be followed on certain activities as short as possible. Consider redesigning this activity so social distancing can be followed, or whether this activity needs to continue for the business to operate.

Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.

Notices promoting hand hygiene and social distancing should be placed in staff areas. Our toolkit provides posters for you to use. Consider providing hand sanitiser at entry/exit points.

Consider introducing a staggered or extended break rota to avoid crowding.

Encourage staff to change into work uniforms on arrival at work. Ensure uniforms are regularly washed.

Space out chairs and tables by marking as 'do not use' or temporarily removing them.

Remove sofas from break areas.

Frequently clean and disinfect surfaces that are touched regularly.

INSIDE MY BUSINESS – MANAGING STAFF



Ensure any employee who feels unwell stays at home and does not attend the workplace. By law businesses may not require a self-isolating employee to come into work.

People who are clinically extremely vulnerable are no longer required to shield but must continue to follow the rules (<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do>) that are in place for everyone and are advised to extra precautions to protect themselves. <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#what-has-changed>

Separate government guidance has been issued on how employers can make workplaces COVID-safe, including how they can maintain social distancing and a system of risk management in your workplace. <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

The Health and Safety Executive (HSE) has also published guidance on protecting vulnerable workers (<https://www.hse.gov.uk/coronavirus/working-safely/protect-people.htm>), including advice for employers and employees on how to talk about reducing risks in the workplace. <https://www.hse.gov.uk/coronavirus/working-safely/talking-to-your-workers/index.htm>

Access to Work can provide support for the disability-related extra costs of working that are beyond standard reasonable adjustments an employer must provide. <https://www.gov.uk/access-to-work>

Ensure any employee who has symptoms of COVID-19 and those who live with others who have symptoms follow the latest Government guidance <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

Ensure any employee who has been contacted by NHS Test and Trace follows the requirement to self isolate. Those who have been in contact with, but do not live with, a person who has tested positive for COVID-19 should follow the latest Government guidance <https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person>

You should assist the test and trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed.

We have produced a helpful poster so you know what you will need to do if you have a suspected or confirmed case of COVID-19 in your business, see Appendix 3.

You must ensure that all staff wear face coverings when in areas that are open to the public and where they are likely to come into close contact with a customer, unless they have an exemption. Businesses will be expected to provide face coverings but staff will be welcome to use their own. Businesses will not be required to provide face coverings for their customers.

Keep in touch with staff working from home on their working arrangements, welfare and mental and physical health.

It is important that any measures put in place are regularly checked to ensure customer and staff understanding and compliance.

In an emergency such as an accident, provision of first aid, fire or break-in, people do not have to stay 2m apart if it is unsafe. Those individuals need to pay particular attention to sanitisation measures immediately afterwards including washing hands. You may wish to consider reviewing your incident and emergency procedures to ensure they reflect the social distancing guidelines as far as possible.

Support your staff with the new way of working to enable them to be safe, welcoming and confident in carrying out their duties.

NHS TEST AND TRACE - DISPLAYING AN OFFICIAL NHS QR CODE POSTER

Hospitality venues must display an official NHS QR code poster at their entrance. It's quick and simple to use for both businesses and users, and enables customers and visitors to scan the NHS QR code when they arrive by using the NHS COVID-19 app. Organisations must have a system for individuals who do not have a smartphone or the NHS COVID-19 app to provide their contact details.

You must register for an official NHS QR code poster www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace and display one at every entrance to your venue. Official NHS QR code posters can be generated online at www.gov.uk/create-coronavirus-qr-poster.

Organisations can find out more about NHS QR codes and how to generate them on the NHS COVID-19 app website covid19.nhs.uk.

When a customer or group enters your venue, you must ask every customer or visitor to scan the NHS QR code using their NHS COVID-19 app or provide their name and contact details, not just a lead member of the group.

This is to ensure that everyone receives the necessary public health advice in a timely manner.

Venues in hospitality must:

- ask every customer or visitor (over the age of 16) to provide their name and contact details
- keep a record of all staff working on their premises and shift times on a given day and their contact details
- keep these records of customers, visitors and staff for 21 days and provide data to NHS Test and Trace if requested
- display an official NHS QR code poster so that customers and visitors can 'check in' using the NHS COVID-19 app as an alternative to providing their contact details
- adhere to General Data Protection Regulations (GDPR)

Hospitality venues must also take reasonable steps to refuse entry to anyone who refuses to participate.

Collecting contact details and maintaining records for NHS Test and Trace is a legal requirement and failure to comply is punishable by a fine:

- first fixed penalty: £1,000
- second fixed penalty: £2,000
- third fixed penalty: £4,000
- any further penalty notice: £10,000

You can read further information on how NHS Test and Trace works at www.gov.uk/guidance/nhs-test-and-trace-how-it-works.

Registration with the ICO

Every organisation or sole trader who processes personal information, including for the purposes of contact tracing for COVID-19, must be registered with the ICO and pay a data protection fee unless they are exempt. If you are unsure whether you need to register, please contact the ICO via their helpline on 0303 123 1113, or visit the ICO website ico.org.uk

FURTHER INFORMATION AND GUIDANCE

To ensure your business premises is prepared you may want to consider the following information and guidance.

Support for businesses and employers during COVID-19 <https://www.gov.uk/coronavirus/business-support>

General Government guidance for employees during COVID-19
<https://www.gov.uk/coronavirus/worker-support>

Support and advice for employers and businesses from Wiltshire Council
www.wiltshire.gov.uk/business-advice-support-covid19

British Retail Consortium – USDAW recommended guide for non-food retailers on how to implement Government advice
www.usdaw.org.uk/BRCguide

COVID-19 information and advice from the Health and Safety Executive
www.hse.gov.uk

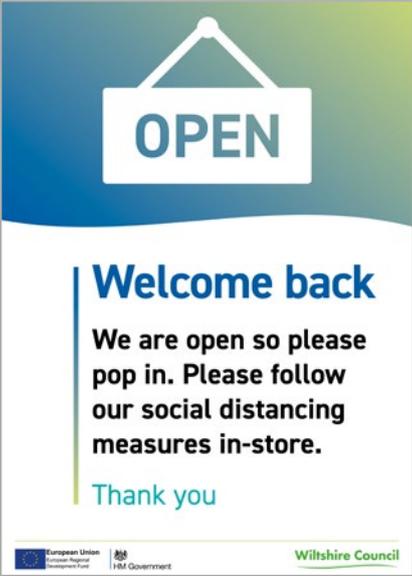
Food Standards Agency guidance for food businesses affected by COVID-19
www.food.gov.uk

Our business toolkit contains a range of floor signs and posters for you to use.
www.wiltshire.gov.uk/business-advice-support-covid19



APPENDIX 1 - A4 SIGNS AND A1 A-BOARD

These can be downloaded from our website: www.wiltshire.gov.uk/business-advice-support-covid19

 <p>OPEN</p> <p>Welcome back We are open so please pop in. Please follow our social distancing measures in-store. Thank you</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>	 <p>Please Pay using contactless where possible Thank you</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>	 <p>Please refrain from touching items unnecessarily Thank you</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>
 <p>Please ensure you are following social distancing Thank you</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>	 <p>Please stop the spread of germs and use hand sanitiser or wash your hands Thank you</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>	 <p>Please avoid shopping in groups Thank you</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>
 <p>Please follow social distancing when using this smoking area Thank you</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>	 <p>Please stand behind the line while being served Thank you</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>	 <p>Catch it Germs can spread easily. Always carry tissues and use them to catch your cough or sneeze.</p> <p>Bin it Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.</p> <p>Kill it Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.</p> <p>European Union European Regional Development Fund HM Government Wiltshire Council</p>



Please
wear a face
covering and
protect others
Thank you



Please
only one
person at
a time
Thank you



Please
only one
person at
a time
Thank you



Wiltshire Council



Wiltshire Council



Wiltshire Council

APPENDIX 2 - FLOOR SPOTS



Please
only one
person at
a time
Thank you



Wiltshire Council



APPENDIX 3 - WHAT A BUSINESS SHOULD DO WHEN A SUSPECTED OR CONFIRMED CASE OF COVID-19 IS REPORTED

We hope this leaflet is helpful in explaining what you should do in this situation. This leaflet can also be downloaded and printed from our website www.wiltshire.gov.uk/business-advice-support-covid19

What a business should do when a suspected or confirmed case of COVID-19 is reported

It's important you act quickly to help protect the customer/staff member and those around them. It is your responsibility to keep others safe.

COVID-19 SYMPTOMS:

- High temperature
- New continuous cough
- Loss/change of taste or smell

What should I do with a suspected or confirmed case

- Ensure the person is at home and self-isolating
- Call Public Health England (PHE) immediately to get advice on 0300 303 8162
- PHE will carry out a risk assessment with you and advise on the next steps
- Businesses should not close unless advised to do so by PHE following the risk assessment
- Do not send staff for testing unless they start to show symptoms
- Close contacts (as determined by PHE) need to self-isolate for 14 days, regardless of any test result

How to book a test

- visit - nhs.uk/coronavirus
- call - 119
- Remember to use current accommodation address

If your customer or staff member tests positive for COVID-19 they must:

- Stay indoors and self-isolate
- Call to inform you

CHECK

- Customer/staff member isolating
- Test has been arranged by symptomatic customer/staff member
- Phoned Public Health England and risk assessment actioned
- COVID-secure guidance being followed

gov.uk/guidance/working-safely-during-coronavirus-covid-19
gov.uk/government/publications/covid-19-stay-at-home-guidance

Wiltshire Council

APPENDIX 4 - SYMPTOMS RESPONSE POSTER FOR BUSINESSES

We hope this poster is helpful in explaining what you should do in this situation. This poster, together with one specifically created for employees, can be downloaded and printed from our website www.wiltshire.gov.uk/business-advice-support-covid19

COVID-19 information A quick guide for employees

Please follow the advice in this guide. Please remember to only get tested if you have COVID-19 symptoms.

YOU SHOULD BOOK A TEST IF YOU HAVE:

- a high temperature.** This means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- or a new continuous cough.** This means coughing a lot for more than an hour, or three or more episodes in 24 hours (if you usually have a cough it may be worse than usual)
- or a loss of or change to your sense of smell or taste.** This means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

If you DO NOT have symptoms of COVID-19 but have other cold-like symptoms, such as a runny nose, you do not need to be tested and you or members of your household do not need to self-isolate. You can attend the workplace if you are fit to do so.

What to do if...	Action needed	When can I return to the workplace?
I have COVID-19 (coronavirus) symptoms	<ul style="list-style-type: none"> You should not attend the workplace You should book a test Whole household to self-isolate You should inform your employer immediately about test results 	<p>If test is negative and you are well enough, symptom free for 48 hours and not advised to self-isolate by test and trace service.</p> <p>When you feel better, and have been without a fever for at least 48 hours</p> <p>You can return to the workplace after 10 days even if you have a cough or loss of smell/ taste. These symptoms can last for several weeks once the infection is gone.</p>
I have tested positive for COVID-19 (coronavirus)	<ul style="list-style-type: none"> You should not attend the workplace Self-isolate for at least 10 days from when symptoms started or from day of test if no symptoms Inform workplace immediately about test results Whole household to self-isolate for 14 days from day when symptoms started or from day of test if no symptoms - even if someone tests negative during those 14 days 	<p>When you feel better, and have been without a fever for at least 48 hours</p> <p>You can return to the workplace after 10 days even if you have a cough or loss of smell/ taste. These symptoms can last for several weeks once the infection is gone.</p>

Wiltshire Together

COVID-19 information A quick guide for businesses

Please follow the advice in this guide. Please remember to only get tested if you have COVID-19 symptoms.

YOUR EMPLOYEE SHOULD BOOK A TEST IF THEY HAVE:

- a high temperature.** This means they feel hot to touch on their chest or back (you do not need to measure their temperature).
- or a new continuous cough.** This means coughing a lot for more than an hour, or three or more episodes in 24 hours (if they usually have a cough it may be worse than usual)
- or a loss of or change to your sense of smell or taste.** This means they've noticed they cannot smell or taste anything, or things smell or taste different to normal.

If your employee DOES NOT have symptoms of COVID-19 but has other cold-like symptoms, such as a runny nose, they do not need to be tested and they or members of their household do not need to self-isolate. Your employee can attend the workplace if they are fit to do so.

What to do if...	Action needed	When can my employee return to the workplace?
My employee has COVID-19 (coronavirus) symptoms	<ul style="list-style-type: none"> Your employee should not attend the workplace Your employee should book a test Whole household to self-isolate The employee should inform their employer immediately about test results 	<p>If test is negative and the employee is well enough, symptom free for 48 hours and not advised to self-isolate by test and trace service.</p> <p>When the employee feels better, and has been without a fever for at least 48 hours</p> <p>They can return to workplace after 10 days even if they have a cough or loss of smell/ taste. These symptoms can last for several weeks once the infection is gone.</p>
My employee tests positive for COVID-19 (coronavirus)	<ul style="list-style-type: none"> Your employee should not attend the workplace Employee to self-isolate for at least 10 days from when symptoms started or from day of test if no symptoms Employee to inform workplace immediately about test results Whole household to self-isolate for 14 days from day when symptoms started (or from day of test if no symptoms) - even if someone tests negative during those 14 days 	<p>When the employee feels better, and has been without a fever for at least 48 hours</p> <p>They can return to workplace after 10 days even if they have a cough or loss of smell/ taste. These symptoms can last for several weeks once the infection is gone.</p>

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