

COVID-19

Warwickshire click and collect services

Advice for high street retailer
premises

Introduction

The Government has updated the Coronavirus Business Closure Regulations. From 13th May, shops and retail businesses that remain closed, can now provide a click and collect service.

On the 1st June, the Government will look to ease the business closure regulations, as long as it is safe to do so and there is not an increase in the rate of infection. This guidance aims to provide businesses information that can help them operate a click and collect service in the safest, responsible way.

Running a click and collect service in a busy high street is very different compared to supermarkets and retail parks. The followed guide provides businesses with simple advice and information on what to consider in running click and collect, that

- Keeps staff and customers safe,
- Maintains social distancing and
- Helps reduce the impact and anxieties that may arise from customers from a number of shops, competing for public space.

What does the legislation say?

Until the 1st June businesses that are not exempt under the regulations must remained closed to the public. A list of exempt businesses can be found via the following link:- www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance

As a business owner you can run your business, by telephone, mail services and delivery. Where you can, we would encourage you to continue to do so.

The regulations now allow a person to leave their home to collect goods which they have ordered from a business. However, the business must remain closed to the public.

In Summary, a business that must remain closed at this time, can run a click and collect service as long as the customer DOES NOT enter the premises for any part of the transaction.

What do you need to consider to run a click and collect service successfully?

The following guidance is aimed at supporting you to run a successful click and collect service in Warwickshire.

Maintaining Social distancing

As a business you still must ensure that your staff and customers maintain the social distancing rules. This includes how goods are paid for, planning for collections, minimising customers waiting time which creates queues and how goods are handed over. We recommend you consider the following

Pre-collection

- Orders should only be received online over the phone or by mail.
- Ensure payments are taken on-line, over the phone or bank transfer, cash payments should not be taken. Remember all payment details are personal data and should be processed and disposed of in a secure manner.
- Consider when you will run a click and collect service. Click and collect can be time consuming. Smaller retailers have organised click and collect so that it only operates for part of the day, allowing the business owner and staff the time to manage orders and other types of delivery.
- Organise time slots for collection, with a sufficient gap between each collection, taking into account any delays between the time a person arrives for collection and handing over the items. This will help reduce queues forming and help maintain social distancing.
- Where you can, take a mobile number for the customer and consider sending them a message in advance of the collection time.
- Plan ahead, so that items for collection are set out so that staff and customers are not delayed. Consider clearly marking items them with order numbers so staff members can find the order quickly and reduce the time customers are waiting.
- Not all items are suitable for click and collect – If you are selling large or bulky items which are heavy or more difficult to manage by the customer, you may wish to consider other methods of delivery.
- We all still need to do what we can to reduce the spread of coronavirus. By asking the customer if they or anyone in their household has tested COVID positive or have underlying health conditions, you can look at other options to click and collect and prevent people taking unnecessary risks.

Collection

- Remember social distancing is vital. If you can, identify a way that the goods can be collected without the customer and staff coming into contact with each other during the transaction. Key areas to consider include:-

Queue Control Taking steps to reduce a queue forming is important. Liaise with your local authority and neighbouring businesses to help identify the best way to manage queues so they have minimal impact

Signage Be clear with customers where to queue and place 2m markings with instructions/visual aids explaining the collection process

Door Control Ensuring there is door control can prevent customers stepping forward to pick up items until staff have stepped away from the collection point

- Ensure your staff have suitable PPE in situations where they may be working closely alongside other employees or customers, such as gloves and face coverings.
- Ensure hand washing facilities or hand sanitisers are made available to staff to use between customer collections and frequently throughout the day.
- Ensure any area where goods are left can be cleaned between each collection using an appropriate disinfectant that meets the requirement of British Standards BS EN 1276 or BS EN 13697 (the numbers will be on the bottle) and follow the manufacturer's instructions including how long the disinfectant should stay on before being wiped off.
- If a customer has not arrived for their slot, contact them and be prepared to cancel and reschedule the appointment. Allowing them to just come later could impact on other customers and increase queues in public spaces.
- If you have the necessary space, you may wish to consider the use of combination coded lock boxes for customer collections

Post collections

- Ensure that areas including contact surfaces are thoroughly cleaned using disinfectants (as above) at the end of each day.
- Consider how you will address a returns policy whilst your business is closed to customers. This may need to operate in a similar manner to collections, reducing contact through contactless refunds, when, where and how customers take and return goods.
- Keep returned items separate from other merchandise or stock to reduce the likelihood of transmission through touch.
- Review how the click and collect service is operated each day and make adjustments when needed and that can help make it safer for all
- If you are able, get feedback from your customers on your service. This will help

you plan ahead as the lockdown for businesses eases.

How to work collaboratively with neighbouring businesses?

Remember you will not be the only business in your area considering running a click and collect service. We would encourage you to contact the businesses around you so that you can work together to minimise disruption in the public spaces that could arise if several premises run a click and collect service at the same time.

The impact of COVID-19 has seen people's behaviour change, as the importance of personal space and maintaining social distance has become the new norm.

It is important that you and your staff are aware that people will act very differently and have different concerns and expectations to each other. We advise you take the opportunity to consider the steps you can put in place to reduce any anxieties that may arise from a click and collect service

What happens if a business does not comply with the regulations?

We want to work with businesses and support them to provide a safe environment for the business, their staff and customers to operate in. By working together we can help achieve this.

However, where businesses fail to follow the regulation's they could be served a Prohibition Notice and Fixed Penalty Notice or Prosecuted.

Where can you get more advice

Further helpful advice for shops and branches can be found <https://assets.publishing.service.gov.uk/media/5eb9703de90e07082fa57ce0/working-safely-during-covid-19-shops-branches-110520.pdf>

and on **Working Safely During Coronavirus (COVID-19) – 8 Guides by workplace** <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>