

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.

# Northampton

## TOWN CENTRE BID

Business Improvement District

JUNE 2020

Northampton Town Centre 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

1 x 500ml bottle of hand sanitiser

1 x roll of social distancing tape

1 x A4 social distancing poster

1 x business compliance poster



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:

The A4 Window Poster includes a blank box in which we are encouraging businesses to display their physical limits, for example maximum of 10 customers at any given time. This will assist with control measures to be implemented where required externally.

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 Northampton Town Centre BID [www.northamptonbid.co.uk](http://www.northamptonbid.co.uk)

*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. Northampton Town Centre 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.*

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**Special Offer**  
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The BID has secured a 20% discount on additional Covid Recovery items from Northampton town centre provider Tangerine Red. You can access this discount by visiting [www.tangerine-red.co.uk](http://www.tangerine-red.co.uk) and using code: **BIDCOVID20** at the checkout, all products within the BID Essentials category are included in the discount.

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

- A Business Support Information guide, updated weekly to include Government funding updates and opportunities
- BID Operations Manager Mark Mullen has assisted businesses with their grant funding applications, - requesting updates from the council on their behalf and also providing Business Rate reference numbers where required
- The BID has lobbied MPs to request that more retail, hospitality, and leisure businesses can access much needed grants
- A series of business support and coaching webinars, in partnership with town centre business Beyond Theory
- COVID-19 information and a Businesses Continuity Log, which is updated weekly and includes details of businesses trading in the town centre: [www.northamptonbid.co.uk/covid-19-support/](http://www.northamptonbid.co.uk/covid-19-support/)
- Twice weekly e-bulletins - packed with updates, information and signposting to further support and online events
- A social media campaign, to highlight business stories and share COVID-19 news and announcements
- A new Facebook group #PayItForwardNN - to act as an online business support hub

One of the BID's priorities now is to support businesses as they work towards reopening. From early June we will be offering COVID-19 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

Northampton Town Centre Ltd

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# 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. An assessment for all sites/premises, or parts of it, that have been closed, before restarting work.

## 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](http://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 [www.northamptonbid.co.uk/2020/05/14/ppe-suppliers-in-the-uk/](http://www.northamptonbid.co.uk/2020/05/14/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](http://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](http://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 sanitizer 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

