

BID ACTIVITIES DURING THE COVID-19 CRISIS

Your BID levy funds BID activities and in this unprecedented time we have been working hard to adapt our services to ensure that we provide businesses and organisations with the support that they need. Below is a sample of some of the activities your BID team have been undertaking during the COVID-19 restrictions.

- All BID staff working remotely, contacting businesses, and offering advice and support
- Representation on the Derby Economic Recovery Taskforce, established to lead Derby's economic recovery from the effects of the coronavirus crisis
- 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 in making funding applications through the Council online portal
- Regular ebulletins issued providing advice and useful information on COVID-19 best practice
- Business crime updates issued advising businesses on cyber security and crime prevention for premises
- Creating a continually updated COVID-19 page on the BID website offering the latest information from the Government, NHS, Public Health and other bodies – <https://www.derbycathedralquarter.co.uk/coronavirus-advice/>
- Publishing a Business Support Guide providing advice to businesses regarding funding and other means of support
- Developing a 'Businesses Supporting Businesses' Facebook Group, offering CQ businesses the opportunity to provide support and services to each other during these difficult times
- Social media campaigns, promoting those businesses trading, either at physical stores or through alternative means
- Hosting COVID-19 support webinars for BID businesses
- Undertaking media coverage updating businesses and the public on BID activities
- Promoting the 'Raise the Bar' campaign, asking the Government to extend the grant support available for businesses
- Drafted a staged recovery plan for when the lockdown is lifted and to maximise opportunities from what will become the 'new normal'
- Ranger patrols checking on business premises, liaising with the authorities and reporting any issues to businesses



Image taken before COVID-19 social distancing measures



COVID-19 has brought unprecedented changes to towns and cities across the UK and beyond. 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, Cathedral Quarter BID have put together a COVID-19 recovery starter pack for levy-paying businesses. We will be issuing businesses with the following items – please note, some of these items may need to be supplied separately due to limited supplies and delivery timescales.

YOUR COVID-19 RECOVERY STARTER PACK

- 3 x social distancing floor graphics
- 3 x washable face coverings
- 1 x social distancing window vinyl
- 1 x handwashing guideline poster
- 1 x business compliance poster
- 1 x social distancing poster
- 1 x roll of social distancing tape
- 1 x 500ml bottle of hand sanitiser

This pack is designed to help your business to manage the risk associated with COVID-19.* It does not provide an exhaustive list of contents; each business is different, and you will need to plan accordingly. We therefore recommend you follow the latest guidance issued by the UK Government, including undertaking a full COVID-19 risk assessment. For the latest information on COVID-19, including links to the Government guidance documents, please visit the Cathedral Quarter BID website <https://www.derbycathedralquarter.co.uk/coronavirus-advice/>

We hope that you will find this pack useful. Should you require any further information on BID activities please do not hesitate to contact the Cathedral Quarter BID office, the details of which are shown below.

*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. The Cathedral Quarter 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.

GETTING YOUR BUSINESS READY

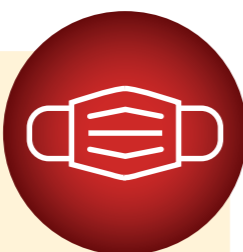
THE ESSENTIALS CHECKLIST

Preparation is vital for a smooth transition from lockdown across the UK. Cathedral Quarter BID has worked to compile this advice to help you get your business, premises and workforce ready.

Everyone needs to assess and manage the risks of COVID-19. As a business, you also have a legal responsibility for the health and safety of workers and others. This means you need to think about these risks carefully and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19. When getting your business ready for reopening, you should also make plans for any processes that need to be undertaken should restrictions or lockdown be re-introduced at any stage.

The infection spreads in the following ways: • Person to Person • Person to Surface

Review your staff policies



Staff and rotas
Risk assessments
Internal communications

- Review safety processes and risk assessments for employees in line with national government guidance on COVID Secure business
- Create a rota to reflect working from home, return to work, fixed teams on shift patterns and flexible working
- Consider:
 - Prioritising working from home
 - Vulnerable staff
 - Availability of public transport and parking
- Provide written or spoken communication of the latest guidelines to both workers and customers inside and outside the store. Consider the particular needs of those with protected characteristics
- Consider employees' commute, particularly if they travel by public transport
- Order the necessary PPE for staff to undertake their work safely
- If employees choose to wear a face covering, ensure proper use
- Check if your staff can apply to be tested
<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>
- Develop communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work
- Consider varying opening hours, staggering shifts and working with fixed teams/partnering

Check your venue



Review policies
Deep clean
Facility inspections

- Discuss internal policies with landlord, managing agency and/or head office policies and guidance
- Heating, ventilation, air conditioning and mechanicals ahead of re-opening
- Communicate approaches and operational procedures to suppliers, customers or trade bodies
- Fire/Life Safety systems
- Carry out a deep clean
- Security measures for your office
- Undertake a post-lockdown water check to protect against Legionnaires disease
- Consider communal entrances and exits
- Provide increased waste facilities and rubbish collection
- Display signs and posters to build awareness of good hygiene procedures, including handwashing

Introduce physical distancing



Health and safety checks
Movement around premises
Minimise risks

- Identify and control access points for staff, customers and providers
- Consider one way systems to allow for distancing
- Work with your local authority, BID and/or managing agency/landlord regarding queue management
- Display health and safety policies in place across the workspace
- Provide PPE as required by the risk assessment
- Limit face to face meetings and use alternative technology
- Apply social distancing to all aspects of the premises, including communal areas
- Consider separation panels and protective screens
- Reduce maximum capacity allowed
- Mark out social distancing points
- Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is promoted
- Use back to back or side by side working as opposed to face to face

Review surfaces and point of sale



Cleansing plan
Provide sanitisation facilities
Minimise risks

- Review cleansing plan including potential new areas, hot spots, services, frequency and appropriate products as recommended by Public Health England
- Disable touchscreens, consider low-touch or no-touch switches, doors, drawers and other fittings
- Remove commonly-shared tools such as whiteboard markers and remote controls
- Provide sanitiser and cleansing products for staff
- Provide hand sanitiser at entry and exit points
- Implement a clean desk policy
- Identify safe storage areas for personal items
- Do not share equipment or hot desk
- Wipe down all work stations at end of each day or shift
- Erect screens at pay points, reception areas and between desks
- Limit customer handling of merchandise
- Encourage contactless payment/refunds