

Six steps to protect yourself, your staff and your customers during coronavirus (COVID-19).

- 1. Complete a health and safety risk assessment that includes risks from COVID-19.** This should consider the points below in the rest of this guidance. It should also take into account any reasonable adjustments needed for staff and customers with disabilities. You should share your risk assessment with your staff. You can find more information in the section on [risk assessments](#) and [HSE guidance](#). There is additional advice for event organisers in the [section on event planning](#).
- 2. Turn people with COVID-19 symptoms away.** Staff members or customers who have symptoms of COVID-19 (a new, persistent cough; a high temperature; or loses/has changes to their sense of taste or smell) should self-isolate and take a PCR test, even if these symptoms are mild. You can find more information in the [section on reducing risk to workers](#).
- 3. Provide adequate ventilation.** You should make sure there is a supply of fresh air to enclosed spaces where there are people present. This can be natural ventilation through windows, doors and vents, mechanical ventilation using fans and ducts, or a combination of both. You should identify any poorly ventilated spaces in your premises and consider steps you can take to improve fresh air flow in these areas. In some places, a CO2 monitor can help identify if the space is poorly ventilated. Heritage locations should take into account the preservation of the building or artefacts displayed. You can find more information in the on [section on ventilation](#) and the [HSE guidance on ventilation and air conditioning during the COVID-19 pandemic](#).
- 4. Clean more often.** Increase how often you clean surfaces, especially those that are touched a lot. Heritage locations should ensure cleaning materials and schedules are appropriate for historic surfaces and materials. You should ask your staff and customers to use hand sanitiser and clean their hands frequently, and provide them with advice to promote good hygiene. You can find more information in the [section on managing your facility or event setting](#).
- 5. Enable people to check in at your venue.** You are no longer legally required to collect contact details, however doing so will help to support NHS Test and Trace to reduce the spread of the virus. You can enable people to check in by providing an [NHS QR code poster](#), though you do not have to ask customers to check in or turn them away if they refuse. If you display an NHS QR code, you should also have a system to collect (and securely store) names and contact details for those who ask to check in but do not have the app. You can find more information in the [section on reducing risk to customers](#).
- 6. Communicate and train.** Keep all your workers, contractors and visitors up-to-date on how you're using and updating safety measures.

These are the priority actions to make your business safer during coronavirus (COVID-19). You should also read the full version of the guidance below, and review the guidance for any additional facilities within your premises or event, including [hospitality venues \(such as cafes and bars\)](#), [retail and consumer services \(including shops and close contact services\)](#), [offices and indoor worksites](#), [construction and other outdoor work](#), and [hotels and guest accommodation](#). You may also want to check with relevant organisations in your sector, who may have tailored advice for specific types of facility or business.