

## Guidance on How to Look After Your Employees and Business Sites During Closure or Reduced Service Offering

### Purpose

The purpose of this guide is to provide proactive guidance to our clients with the management of safety compliance during the Corona Virus pandemic and subsequent fall out of having to offer a reduced service or temporarily close their business.

### Scope

The scope of this guide includes tips on how to maintain your employees health and wellbeing and the safety of your premises during temporary closure or reduced working hours

## Employees Health and Well-being

### Self Isolation

- If your employees are self isolating make sure you check in with them at least weekly – do explain that there is no ulterior motive on checking up on them other than to find out how they are doing, especially those that are living on their own and may not have any close friends or family nearby.
- Employees maybe stressed out about salary and sick pay; ensure that they are signposted to the company policy and what they can expect in payment.
- Provide regular updates about the situation and any changes to organisational policies or procedures
- Provide information and links to relevant services should they require support
- Reiterate that staff must follow the government guidelines on when to return to work

### Working from Home – Office Staff

- Review relevant policies and procedures e.g. work related stress policies, lone working, and additional training that maybe required for those who have taken on additional duties.
- Ensure that Display Screen Self Assessments have been carried out by staff working from home. If the assessment highlights that reasonable adjustments is required or additional equipment is required then this should be provided. However, if the cost out ways the benefits then and in depth assessment must be carried out and alternative work may have to be temporarily assigned.
- Advise staff that they must not purchase any additional work items without authorisation from their Supervisors/Managers

- Regular contact should be maintained to ensure staff do not feel isolated and that they have been forgotten about. A daily phone call should be considered to maintain good working relationships

### Premises Safety – Food Businesses

If you have taken the decision to close your food business, reduce your offering, or offer an alternative food service e.g. takeaway/deliveries you should consider the following:

#### Operating a Reduced Service

- Discuss your plans with insurers before proceeding
- Maintain due diligence records e.g. opening and closing checks, temperature records
- Review food handlers health questionnaire
- Maintain fire safety checks
- Consider offering a reduced menu
- Optimise the use of single serve condiments where possible
- Items handled for customers should be regularly cleaned and disinfected
- Review your allergen management matrix, especially with a new menu offering
- Increase your cleaning, disinfection and sanitising especially on all hand contact points and in the public areas
- Be extra vigilant with staff and agency workers (if using) ensure that they are aware of and following the government guidelines
- Increase monitoring and supervision of staff to reinforce good hygiene practices
- Manage stock rotation and only order what is required
- Ensure that there is an adequate supply of effective cleaning chemicals equipment (preferably disposable cleaning equipment)
- Review your procedures for third party contractors visiting the premises
- On the job hygiene refresher training with staff
- Display hand washing on arrival signage
- Consider displaying signage reminding people of their responsibility to follow government guidelines

### Closing Your Service

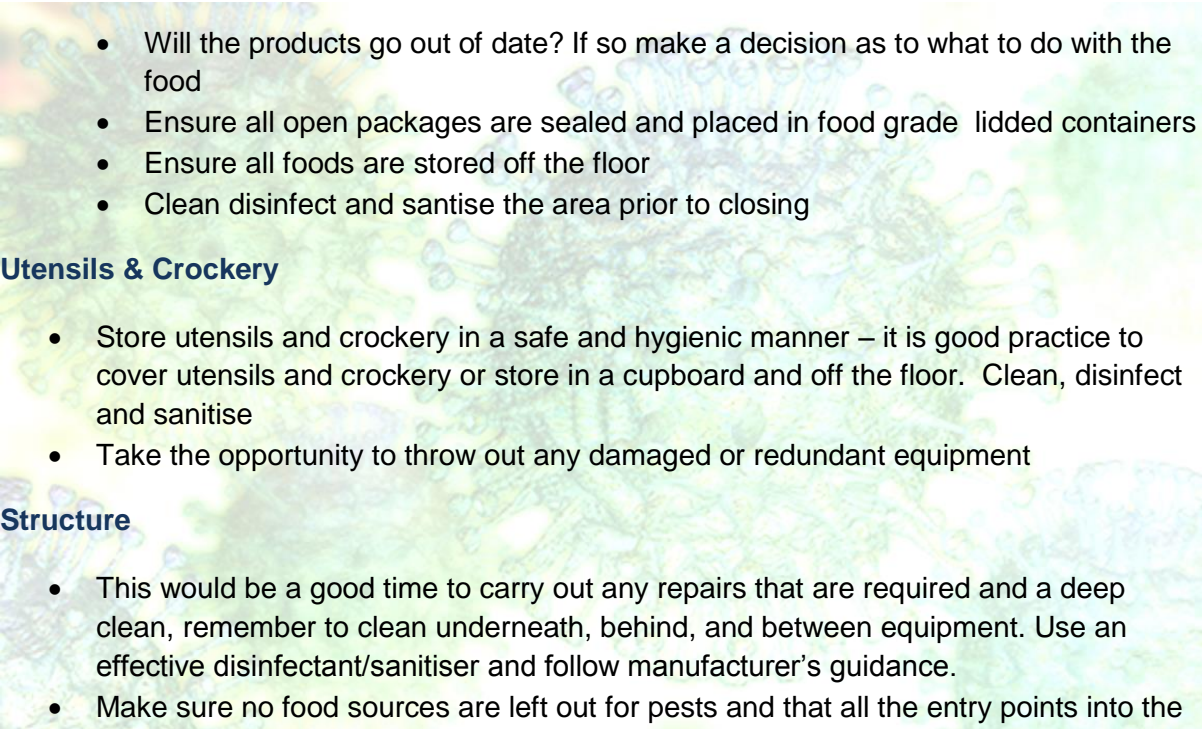
#### Documentation

- Document the last day of trading
- Maintain relevant due diligence documentation
- Take this time to review your policies and procedures

### **Chilled/Frozen Storage:**

- Will the products go out of date? If so make a decision as to what to do with the food
- Can it be frozen safely and if so how long for. It is normally recommended that a month on any in house prepared food. If closing for longer than a month then consider alternative use for the food
- Check the dates on products in your freezer; any foods that will expire during the period of closure consider alternative use for the food.
- When disposing of food make sure this is recorded in your wastage records
- Clean, disinfect and sanitise fridges/freezers and if empty turn off and leave the door slightly ajar to prevent mould growth and musty smells.

### **Ambient Storage**

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- A background image showing a microscopic view of what appears to be a complex, porous structure, possibly a biological or material surface, with various shades of green and blue.
- Will the products go out of date? If so make a decision as to what to do with the food
  - Ensure all open packages are sealed and placed in food grade lidded containers
  - Ensure all foods are stored off the floor
  - Clean, disinfect and sanitise the area prior to closing

### **Utensils & Crockery**

- Store utensils and crockery in a safe and hygienic manner – it is good practice to cover utensils and crockery or store in a cupboard and off the floor. Clean, disinfect and sanitise
- Take the opportunity to throw out any damaged or redundant equipment

### **Structure**

- This would be a good time to carry out any repairs that are required and a deep clean, remember to clean underneath, behind, and between equipment. Use an effective disinfectant/sanitiser and follow manufacturer's guidance.
- Make sure no food sources are left out for pests and that all the entry points into the building is pest proofed
- During the close down turn off water supply to reduce the risk of burst pipes or make arrangements to have water supply flushed weekly to prevent risk of legionella. Alternatively seek further advice if needed.

### **Pest Control**

- It is recommended that you do not suspend your pest control contract, but discuss the frequency of visits with your Pest Management Company. This time will be critical to ensure that you continue robust management. An empty premises may be an invitation for pests to enter and all your hard work of the past is diminished.
- If you have an ongoing problem seek advice from your Pest Management Company

### **Waste Management**

- You may want to suspend your contract for the time that you are closed, it is advisable to discuss this with your Waste Management Company, before suspending

### **Security**

- Security of your premises is key so ensure that you have measures in place to protect your premises.

### **Re-opening Your Premises**

Procedures for re-opening your premises will depend on how long your premises as been closed, and any issues that may have occurred during the closure period therefore contact Hygenisys for bespoke advice.

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