

CUSTOMER SAFETY PROTOCOLS

Safer Business Network has put together this best practice guidance to assist you when developing your policies and procedures to deal with your premises, queues and potential large gathering outside of your premises.

Your Local BCRP Team

If you have any questions or want to contact your local BCRP team, you can do so via the details below.

SAFERWESTEND
BUSINESS PARTNERSHIP

westend@saferbusiness.org.uk

SOUTHWARKSAFE
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SAFERTOTTENHAM
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SAFERLAMBETH
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SAFERLEWISHAM
BUSINESS PARTNERSHIP

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SAFERSOUNDS
PARTNERSHIP

safersounds@saferbusiness.org.uk

Links

Safer Business Network COVID-19 Portal	www.saferbusiness.org.uk/covid-19-portal
Secure Intelligence System	Log into your local site at www.saferbusiness.org.uk/members
Metropolitan Police Service	www.met.police.uk/advice/advice-and-information/c19/coronavirus-covid-19/
Mayor of London's Website	www.london.gov.uk/coronavirus

NHS COVID-19 App

The NHS COVID-19 app, now available to download in England and Wales, it is the fastest way to see if you are at risk from coronavirus. The faster you know, the quicker you can alert and protect your loved ones and community.

The app has several tools to protect you, including contact tracing, local area alerts and venue check-in. It uses technology from Apple and Google, designed to protect every user's privacy.

Disclaimer This best practice is for information purposes and aims to increase your general knowledge in a particular subject area. Safer Business Network accepts no responsibility for how you use this information or actions taken by yourself based on your interpretation of this information

From December 2nd a new set of regulations are in force in England. You should ensure you always adhere to local restrictions. You can check your local tier and restrictions at www.gov.uk/find-coronavirus-local-restrictions



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Staffing & Management

Premises should be adequately staffed with prominent management present who can make decisions and be identifiable to emergency services.

	<p>Briefings Ensure that all employees are fully briefed each day on emergency procedures and working practices.</p>
	<p>Employees Vigilance All employees should remain vigilant and report any violence or suspicious activity to the police.</p>
	<p>Training Employees should be trained in your COVID-19 safety measures and how to deal with any potential conflict.</p>
	<p>Dynamic Assessments Consider positioning employees or security in areas of your premises which may become busier due to the stock on sale, or activity in that area. Ensure you can dynamically assess these situations and deploy additional resources if necessary.</p>

Security, Safety & Welfare

Your security team will have an enhanced role in assuring the safety of your customers and employees during the pandemic. It is important that they are adequately skilled and informed. It is also important that if you use a security contractor/company they provide you with their COVID risk assessment.

	<p>Visibility Ensuring your security team are visible will deter crime and encourage people to adhere to your safety measures and current regulations.</p>
	<p>Strategic Positions You may wish to consider placing security officers in key strategic locations to reduce crime and anti-social behaviour as well as manage potential flash points.</p>
	<p>CCTV Blind Spots Security patrols should take into account hot spot areas and CCTV blind spots.</p>
	<p>Licensed Security Operatives When using security operatives, you should ensure they have the appropriate and valid licence. www.sia.homeoffice.gov.uk/Pages/licensing-rolh.aspx</p>
	<p>Training Consider the level of training that security staff will receive, ensuring they are trained in your business policies and procedures including those relating to COVID-19.</p>
	<p>Booking of Security Ensure security bookings are made in advance of when you need them and consider risk assessing the security resourcing that you need.</p>
	<p>Identification of Customers If you sell age restricted products, you may need to consider how to verify someone's age if they are wearing a mask and add "removal of mask for ID verification purposes" as a condition of entry.</p>
	<p>Spotting Vulnerable Customers You may wish to consider the increased risk of vulnerability within your premises and the need to update your policies with regards to this. You can email training@saferbusiness.org.uk if you wish to have vulnerability training for your employees.</p>

Essentials & Limited Stock

You should consider how to manage essential stock items which may become limited due to customer demand.

	<p>Allocation of Stock Consider allocating an amount of stock available at certain time periods throughout the day.</p>
	<p>Limited Stock Area Consider having an area of your premises with essential or limited products in it. This area can be contained and managed by employees and by implementing queuing systems.</p>
	<p>Collection Only You may wish to consider having some products as collection only to deal with demand.</p>

Meet & Greets

Consider using Employees members to “Meet & Greet” customers on entrances which allows you to control capacity, safety measures and deter criminals.

	<p>Customer Service Having employees who greet customers gives them a positive customer experience – the first step of great customer service.</p>
	<p>Deter Criminals Having Employees at your entrances provides a visible presence which may deter potential criminals from entering your premises or committing crime in/around your premises.</p>
	<p>Ensure Compliance with Safety Measures The Employees conducting “Meet & Greet” duties can also assist with ensuring that customers are complying with your safety measures and relevant safety regulations.</p>

Entrance, Queue and Perimeter Management

It is important that you manage your entrance, queue, and perimeter effectively to reduce crime and anti-social behaviour, but also ensure compliance with current guidance in relation to capacity, social distancing, and other safety measures.

	<p>Entrance Management You may wish to consider minimising the number of entrance and exit points in your premises and implement one-way systems to control capacity and comply with social distancing guidance. You should consider the impact of this on your fire safety procedures which you may need to update.</p>
	<p>Queue Management Plan Consider a queue management plan which meets any safety considerations made in your risk assessment. You may also wish establish queueing contingency plans.</p>
	<p>Perimeter Management You may wish to consider monitoring the perimeter of your premises to ensure exits are clear and that your premises are secure. Ensure the perimeter of your premises is clear of any debris, dustbins, ladders or loose tools and equipment that could assist with entry when you are open or closed.</p>
	<p>Increased Outdoor Space If you are using an extended outdoor space, you may wish to consider how you will monitor the external environment of your premises to ensure crime and anti-social behaviour are prevented.</p>

Emergency Systems & Equipment

	<p>Emergency Systems Ensure that your emergency systems, for example fire and intruder alarms, are fully operational – especially during periods of lockdown.</p>
	<p>Emergency Equipment Ensure that emergency equipment, for example grab bags, first aid kits, and PPE, are all appropriately managed with regular stock counts. You should also regularly ensure communications systems, like radios, are operational.</p>
	<p>Policies & Procedures Ensure that your business policies and procedures are updated and consider any COVID safety measures that you have in place. You may need to update your Fire Risk Assessment.</p>

Counter Terrorism

	<p>Training Consider training your staff in ACT e-learning. This provides nationally recognised Counter Terrorism guidance to help people better understand, and mitigate against, current terrorist methodology. It can also help your staff to learn how to deal with a critical incident.</p>
	<p>Protective Security Operations London Shield App Consider asking managers or other senior staff to download the PSO London Shield app. This app is a single source of up to date and relevant Counter Terrorism information, advice, and guidance. It is available via the App Store or Google Play.</p>
	<p>Met Police Advice & Information If you feel you need specific advice or information you can contact the Protective Security Operations Counter Terrorism Security Advisors in the Metropolitan Police at PSO-CTSASupervisors@met.police.uk</p>
	<p>Display Information on Reporting Consider displaying the following information in your office: In an emergency call 999 or for non-emergencies call 101.</p>
	<p>National Anti-Terrorist Hotline Report non-urgent matters involving suspicious behaviour confidentially at 0800 789 321</p>