



Corona Virus for your Business

Top Tips

Employee Care

- Make sure employees are following current hygiene procedures and increasing their handwashing. Especially after handling money.
- Hand sanitiser can be useful for staff and customers but Covid19 is a virus so ensure your hand sanitiser is over 60% alcohol content to be effective. Also remind staff this is not instead of thorough handwashing but in addition to.
- If you have any staff members that have been told to self-isolate, then call Peninsula or us for advice. As of 11th March staff are entitled to Statutory Sick pay from day 1 of mandatory self-isolation and the UK govt will fund this for 14 days if you have fewer than 250 employees.
- If you have any vulnerable staff members advised on 16th March to social distance, then deal with these on a case by case basis and call us or Peninsula for advice.
- Be aware if you instruct any staff member to stay at home because you believe they may be a risk then you may be obliged to pay them in full.
- If you have staff off sick with symptoms, then your normal sick pay procedures apply.
- Call your insurance company to see if you are covered in the event you need to close your business.

Customer Care –

- If you already offer delivery service through your website then you may want to advertise this through social media, also think about increasing your offering for freezer packs.
- You may want to start to offer local deliveries to vulnerable people or those self-isolating – see our advise for more information.
- Make sure staff are aware of the current situation and the measures you have in place i.e. excellent hygiene systems, increased handwashing etc to put the customers mind at rest.
- There is no evidence that the virus is transmitted by food
- Make sure you offer contactless payments with your card machine and consider limiting cash payments at peak times.
- We advise that you refuse to let customers use their own containers where it is necessary for the container to cross the counter.