

Re-occupancy Operational Guidance Brief

Chrisp Street Market



COVID-19 has upended the world.

Our goal is to provide you with guidance to facilitate a safe transition back into Crisp Street.

Our four step approach for re-occupancy

01

Plan

- ◆ Monitor the government advice and guidance.
- ◆ Identify your needs and requirements.
- ◆ Complete COVID-19 Risk Assessments
- ◆ Engage with all service providers.
- ◆ Gain knowledge from worldwide sources to effectively manage the epidemic.

02

Implement

- ◆ Distribute guidance to management teams, suppliers and occupiers
- ◆ Roll out H&S social distancing measures.
- ◆ Report on any high risk developments

03

Monitor

- ◆ Monitor the measures in place are working and practical.
- ◆ Maintain social distancing throughout the entire area.
- ◆ Log non-compliance and report consistent offenders.

04

Review

- ◆ Use the WhatsApp group to obtain feedback on the current status
- ◆ Circulate any changes to the management teams, suppliers and occupiers.
- ◆ Provide updates when needed to keep all occupiers and suppliers up to date on the property requirements.

General

Public Health England (PHE) has advised maintaining 2 meters (6ft) distance from others (outside of your immediate household) to reduce the risk of transmission of coronavirus. Links to further guidance are provided in this document.

WCs

The public toilets will be closed until further notice. A water supply for hand washing is available on the external wall of the toilet block

Service Roads & Parking

Social distancing measures will apply in all areas. Please be mindful of others when moving around the service areas.

Signage

There will be social distancing signage installed strategically within the communal areas,

Crowd Management

Whilst every effort will be made to ensure continuous movement, there may be times when this proves difficult particularly in areas of limited space.

We suggest that you consider peak times for the estate when planning deliveries and large movement of staff to avoid queuing/ general disruption to business.

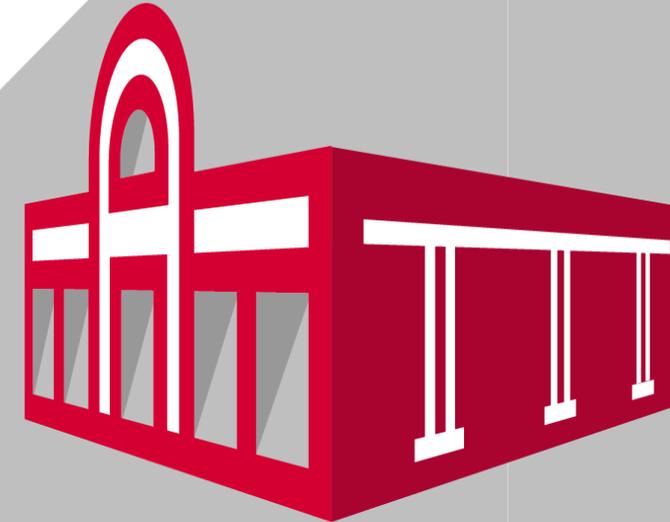
Queuing

Where customers are required to queue outside of your premises you must ensure social distancing is maintained at all times while allowing safe routes through the estate for all other visitors.

Market Square & Stalls

Social Distancing measures will apply throughout Crisp Street Market.

Social distancing should be adhered to in all areas.



Face coverings

The Government has produced updated guidance on 'Staying Safe Outside Your Home'

The guidance recommends that if you can, wear a face covering in an enclosed space where social distancing isn't possible and where you will come into contact with people you do not normally meet.

This is most relevant for short periods indoors in crowded areas, for example, on public transport or in some shops. Evidence suggests that wearing a face covering does not protect you. However, if you are infected but have not yet developed symptoms, it may provide some protection for others you come into close contact with.

Face coverings DO NOT replace social distancing.

If you have symptoms of COVID-19 (cough and/or high temperature), you and your household must isolate at home: wearing a face covering does not change this. A face covering is not the same as the surgical masks or respirators used by healthcare and other workers as part of personal protective equipment.

Face coverings should not be used by children under the age of 2 or those who may find it difficult to manage them correctly. For example, primary age children unassisted, or those with respiratory conditions. It is important to use face coverings properly and wash your hands before putting them on and after taking them off.

Further information is available on [SFG20](#) and [CIBSE](#)

Contact Surfaces

There will be a strong focus on the cleaning of contact surfaces and surfaces that have the most use such as handrails. Where resources allow we have increased the frequency of cleaning in these areas and will continue to monitor this.

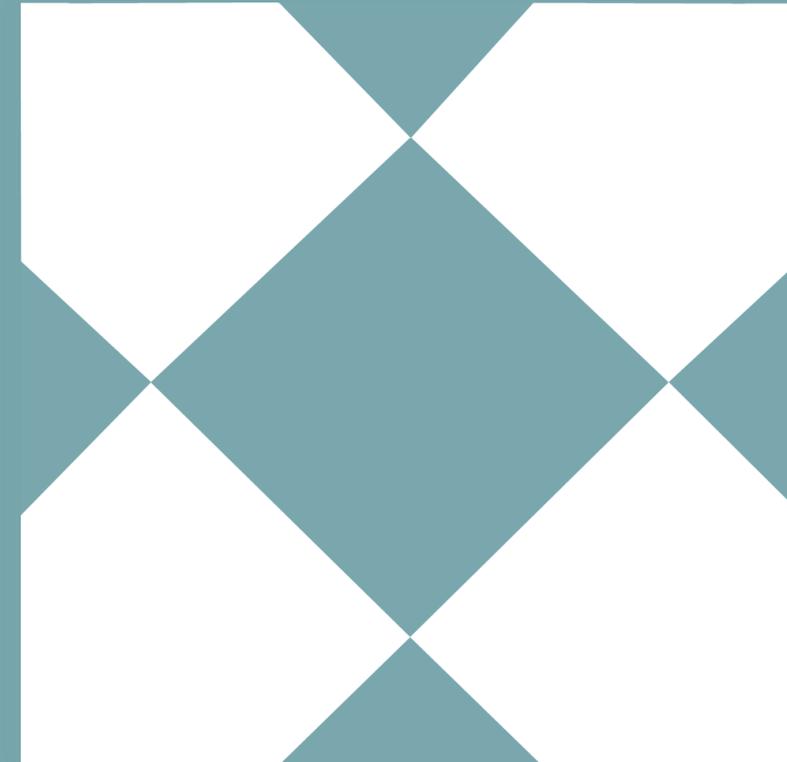
Deep Cleaning & Sanitisation

Occupiers are advised to implement cleaning protocols to limit coronavirus transmission in public places. It is advised that touch points should be particular areas of focus for increased cleaning. We will be carrying out continual cleaning in the common areas and the Crisp Street Management office.

Clinical Waste

Waste such as gloves, face masks, sanitisation cloths etc. should be collected in clinical waste sacks and sealed before being transferred to a bin store.

Your waste management contractor will be able to provide you with suitable waste sacks or containers.





Keep 2 metres
apart



We are social distancing

Please respect this and
adhere to the guidelines



Signage

Keep 2 metres
apart



We are social distancing

Please respect this and
adhere to the guidelines



Note: Branding on signage may vary on sites where clients request specific branding. The narrative within the signage will remain consistent.



Crowd and Queue Management

Social distancing needs to be enforced not only inside your premises but outside if customers need to queue prior to entry.

To assist with managing customers waiting to enter your premises we propose to place temporary markings on the pavement. These will be placed 2 meters apart and clearly identify safe social distancing and help organise queues into your premises.

Government Guidance for workplaces

- To protect your staff, you should remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.
- Wash your hands more often - with soap and water for at least 20 seconds or use a hand sanitiser when you get home or into work, when you blow your nose, sneeze or cough, eat or handle food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who have symptoms.
- Cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands.
- Make regular announcements to remind staff and/or customers to follow social distancing advice and wash their hands regularly.
- Provide additional pop-up handwashing stations or facilities if possible, providing soap, water, hand sanitiser and tissues and encourage staff to use them.
- Where it is not possible to remain 2 metres apart, staff should work side by side, or facing away from each other, rather than face-to-face if possible.
- Use additional signage to ask visitors not to enter the premises if they have symptoms.



Useful Information

Further information on the various support measures available can be found on the UK Government, Bank of England and HMRC websites.

For ease we have provided a number of the most useful links below.

- [Guidance for employers and businesses](#)
- [Coronavirus Business Support Hub](#)
- [Job Retention Scheme](#)
- [Business Interruption Loan Scheme](#)
- [Large Business Interruption Loan Scheme](#)
- [Covid-19 Corporate Financing Facility](#)
- [Small business, retail, hospitality & leisure grants](#)
- [Business rates holiday for retail, hospitality and leisure sector](#)
- [VAT Deferral](#)



How can I enforce social distancing

Social distancing needs to be enforced not only inside your premises but outside if customers need to queue prior to entry. This can be done with verbal instruction, signage or physical barriers if required.

If you are having issues with maintaining social distancing please report this to the management team in the Management Office at 19 Market Square.

How long will these measures stay in place?

According to Chris Whitty (the UK Government's Chief Medical Officer) the social distancing measure could stay in place until the end of the year but until we receive further information from the government on the containment of COVID19 we really don't know.

What actions will be taken for anyone not following social distancing on site?

The local authority and police have already placed restrictions on operators who are not complying with the guidance. They can impose fines and force businesses to close if efforts are not being made to enforce social distancing and safe working standards.



**We look forward to welcoming
you back**

Chrisp Street Market

