



London Borough
of Hounslow

April 2021

Reopening Safely Hospitality toolkit



#ShopSafeShopLocal #KeepitLocal

For more information and support:

www.hounslow.gov.uk/ShopSafeShopLocal

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Hounslow Council's toolkit for reopening your business

Introduction

The last few months of the pandemic have been very challenging for all businesses – trading may have had to cease entirely for you or how you operate has had to change significantly. However with the Government's roadmap out of national lockdown, we have a real chance to slowly get back to normal life, and must all work together to reach that goal. As activity returns to our town and neighbourhood centres, we want to support you in reopening your business safely.

To ensure a safe and successful opening of the Hospitality sector every business must make sure they are safe, clean, can maintain social distancing and all other Government requirements.

These are vital measures which will ensure the safety of your business, staff and customers as well as the wider community and will help restore public confidence to get people to return to our town centres. This booklet will support your business to reopen safely.

As we follow the Government's roadmap out of national lockdown, the reopening of many of our hospitality businesses will begin from 12 April 2021.

This toolkit sets out guidance and advice for how you can ensure the health and safety of your staff and customers as you reopen. The successful recovery of our Borough's businesses relies on us doing this within the Government's regulations to ensure we do not risk a resurgence of Covid-19 cases. This may mean temporary changes to highways, licensing and amenities in the areas of the borough that host clusters of our hospitality industry. They will be designed to give the public confidence that it is safe to return to local restaurants, pubs, cafes, and bars.



Some businesses will not be able to commence full trading immediately and we reiterate that these measures may be updated at any time. The information was correct at the time of writing however businesses must continue to check they are following the most up to date guidance.

Current Roadmap for Hospitality businesses

- **From (no earlier than) 12th April** outdoor areas at hospitality venues (cafes, restaurants, bars, pubs, social clubs, including in member's clubs) can reopen for table service, and for takeaway alcohol.
- **From (no earlier than) 17th May** indoor areas of hospitality venues will reopen. As outdoors, table service will be required.

Re-opening will require additional measures from hospitality businesses to comply with Government regulations, including wider social contact limits in place on that date – these are estimated to be restrictions to group size of 6 people or 2 households indoors; or in a group of no more than 30 people outdoors.

For more information on the phased reopening of businesses, please visit the government's website, or type www.gov.uk/coronavirus-business-reopening in your web browser.

Working safely

Please take time to review the government's guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic. They have set out nine key steps to working safely:

- 1. Think about risk:** carry out a COVID-19 risk assessment by visiting www.hse.gov.uk/simple-health-safety/risk/index.htm
- 2. Keep your customers and visitors safe:** develop cleaning, handwashing and hygiene procedures, provide guidance for social distancing
- 3. Who needs to come to work?** Help people to work from home, especially if they are vulnerable or need to self-isolate, and keep staff safe if they are required on-site
- 4. Help keep your staff safe:** maintain social distancing where possible
- 5. Keep your premises clean:** where people cannot socially distance, manage the risk of transmission by keeping your space clean
- 6. Personal protective equipment (PPE):** ensure your staff have the correct PPE i.e. face coverings and continue to use it
- 7. Manage your workforce:** stagger shifts and breaks, enforce social distancing in communal spaces (canteens etc) and encourage responsible work-related travel
- 8. Manage deliveries:** make sure deliveries happen outside of busy periods and are socially-distanced
- 9. Tests and vaccinations:** make it as easy as possible for you and your staff to get

frequent rapid tests, and encourage them to take the vaccine. Find more information in the 'For your staff' section.

You have a duty to protect your staff, customers and others affected by your work activities from the risk of coronavirus infection. Please read and action the guidance available to make your business COVID-19 secure.

Risk assessment and enforcement

Government guidance requires you to carry out a full COVID-19 HSE risk assessment before reopening helping you implement effective controls to reduce the risk of coronavirus infection.

- The assessment should cover staff, customers and others affected by your business.
- Businesses with five or more employees must record their risk assessment and ideally share it with their staff.
- High Street Ambassadors will be visiting and checking businesses for completion of their Risk Assessments, and supporting them where needed.
- Businesses with 5 employees or less are not required to write anything down, although it might help your business and staff if you do.
- Enforcement will be the last resort but please note, a business or venue operating in contravention of the law (COVID-19 regulations) will be committing an offence.

If you would like additional advice on making your business safe, COVID-19 Secure, or general business support, including how to access

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available grants, please contact **towncentre.management@hounslow.gov.uk**.

You can also view our Useful Resources section at the end of this document.

Social distancing advice for businesses

We know that coronavirus (COVID-19) can spread from person to person but may be asymptomatic. Reducing the ways people come into close contact is essential to keep everyone safe. This is called social distancing and it is an important and effective way to slow down the spread of this virus.

Every business has a duty to protect their staff, customers and others affected by their work activities from the risk of coronavirus infection. Specifics on social distancing requirements for hospitality businesses are likely to be refined as we move closer to the reopening dates; please ensure you monitor Government requirements to ensure your business is compliant.

We're here to help you put in place social distancing measures. Your customers will want to feel confident that your business is safe and staff are practicing good guidance.

Preparing to reopen

Reopening your business after a period of closure will require additional checks alongside your daily opening checks. Ensuring your business can restart safely.

Maintain hygiene standards and recognise areas where greater attention will be required. Guests are very sensitive to hygiene so uniforms, hair, nails, and surfaces will all need to be tidy and spotless, now more than ever.

Consider all changes to your business's processes and services connected to COVID-19. This could include changes to

production, workflow management, staffing, customer interactions and any required control measures. You can find more information on these measures and other resources by visiting **www.hounslow.gov.uk/ShopSafeShopLocal**

For any businesses serving food or drinks, we suggest you review your Food Safety Management System to help you identify risks. This should be recorded in your Hazard Analysis Critical Control Point (HACCP) plan, or your Safer Food, Better Business plan.

Supporting you

Hounslow Council is here to help. It is a challenging time for businesses and we can help you in the following ways.

- **FREE** 1-1 business support and risk assessment advice. Contact us by emailing to schedule an appointment **info@saferbusinesshounslow.co.uk** or phone **07944 373 605**
- **FREE** floor stickers and posters to showcase that you're COVID-19 Secure (weblink in the Useful Resources section)
- Support in securing additional space outside premises to accommodate social distancing. For more information on how you can apply for a special outdoor license, email us at: **Licensing@hounslow.gov.uk**

For further information and to sign-up to our e-bulletin contact:

towncentre.management@hounslow.gov.uk

Before you reopen



You must complete the HSE Risk Assessment Form to ensure that you take all necessary health and safety precautions. It's important you make the following checks before you reopen:

Are you a licensed premises?

If you're considering reopening on or after 12 April 2021, please consider the following about your premises licence.

- ✓ You must display the summary copy of your premises licence. Please email licensing@hounslow.gov.uk for a copy.
- ✓ Have you checked the conditions on your licence remain appropriate for your operation? You must ensure you comply with all the premises licence conditions. If you need to vary the conditions of your licence please email licensing@hounslow.gov.uk
- ✓ Are your designated premises supervisor (DPS) details up to date? To update your DPS details please email licensing@hounslow.gov.uk
- ✓ Are the premises licence holder details still correct? To apply for a transfer of your licence please email licensing@hounslow.gov.uk
- ✓ Do you have enough personal licence holders to supervise the sale of alcohol?

If the Roadmap remains as proposed **from 12 April, alcohol licenced premises can serve customers outdoors only. We suggest you take the additional following steps before you reopen:**

- ✓ You should review your operational procedures so that customers can safely move around your facilities, and ensure that you can comply with mandatory requirements such as face coverings and customers being seated while ordering, eating and drinking.
- ✓ Consider use of a COVID NHS QR code for your venue/premises to help trace and stop the spread of coronavirus (COVID-19) - www.gov.uk/create-coronavirus-qr-poster
- ✓ Assess your staff training to ensure you have enough staff trained to the correct requirements for alcohol sales, food hygiene and any other required training.
- ✓ Consider any risks to food and drink safety caused by changes to procedures.
- ✓ Consider Legionella risks and take action in line with Legionella guidance from HSE to reduce risks, the link to HSE guidance is in the Useful Resources section.
- ✓ Review and document new procedures in relation to takeaway or delivery services e.g. allergen management, cook-chill-reheat, temperature control awaiting collection or during delivery.

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- ✓ Manage risks of cross-contamination between raw and ready-to-eat foods.
- ✓ Ensure all packaging for takeaways and delivery is food grade and appropriate for the purpose and food type
- ✓ Store all takeaway packaging hygienically. Check that the hygiene and integrity of any packaging stored through a period of closure has been maintained and dispose of unsuitable packaging.
- ✓ Check staff wear clean work clothes.
- ✓ Staff should be fit for work at all times. This means they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety. During COVID-19, staff who are displaying symptoms of the disease should follow the government's guidance to get tested or to stay at home.
- ✓ If you have team members who may struggle to communicate with a clinic in the local language, allocate a 'buddy' for them in a medical emergency.
- ✓ You must ensure staff understand your work safety policy and are aware of any updates that have been made in relation to COVID-19.
- ✓ Consider changes to your visitor questionnaires to address COVID-19 exposure risks.
- ✓ Consider video or phone calls and staff meetings ahead of reopening to assess confidence and share health and safety preparedness measures.
- ✓ Remember staff may be returning after a long time and may require retraining.
- ✓ If your business requires staff to wear PPE, check you have adequate stocks.
- ✓ Ensure your registered waste carrier services are running and available to ensure there is no build-up of waste on site.



For your staff

Your staff keep your business going and are critical to its success. Many businesses have already implemented a range of procedures to keep their staff safe, please review the following information to see if there are more steps you can take.

- ✓ Are you required to have qualified door staff? You need to be confident you can fulfil your premises licence requirements with regards to qualified door staff. Check with your supplier in good time before you reopen.
- ✓ Use plexiglass screens at serving areas or till points to help keep staff and customers safe, separated, and healthy.
- ✓ Ask staff to regularly wash their hands for at least 20 seconds
- ✓ If staff handle cash, they should wear gloves, use sanitiser or wash their hands after every cash transaction.
- ✓ Support staff to maintain social distance wherever possible. If certain activities cannot be done safely, you should consider adapting or cancelling the activity to reduce the risk of infection. Any activities taking place should only happen in open, well-ventilated spaces. This includes activities like meetings or 1:1's.
- ✓ Use back-to-back or side-to-side working whenever possible.
- ✓ Stagger the start and finish times of your staff work rota so they have reduced congestion and crowding.
- ✓ Reduce the number of people each person has contact with by using 'fixed teams or partnering.'
- ✓ Make sure staff communal areas (such as break areas/staff rooms) enable them to maintain social distancing. Minimise use of shared utensils and equipment or ask staff to bring in and clean their own supplies.
- ✓ Make sure adequate hand-washing stations are provided at all appropriate points within the food preparation and communal areas.
- ✓ Consider providing hand sanitiser in addition to hand-washing facilities at appropriate locations.
- ✓ Assess if staff need re-training on dilution rates and cleaning procedures.
- ✓ Increase frequency of cleaning and disinfection, paying particular attention to shared equipment and high traffic and touch point areas.

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Staff showing any coronavirus symptoms must not come into work. Remember you can find out more about the symptoms of the virus by visiting www.nhs.uk/conditions/coronavirus-covid-19.

Staff may be asymptomatic so make it easy for your staff to get tested regularly and keep your business healthy

- You can access quick, free and regular workplace testing for you and your staff if your employees:
 - Don't have COVID-19 symptoms
 - Cannot work from home
- All staff, getting a rapid test every few days will help to contain the spread of the virus and protect you, your loved ones, your colleagues and your customers. Please visit www.gov.uk/get-workplace-coronavirus-tests to find out more.
- Do not use this service if you or your employees have COVID-19 symptoms. Anyone with symptoms should order an individual test at www.gov.uk/get-coronavirus-test and stay at home.
- Your employees can also drop-in for free rapid tests at any of our testing sites. They can also book online www.hounslow.gov.uk/rapidtest or call 0207 084 9697.

Heston Library

**New Heston Road,
Hounslow TW5 0LW**

Open 6.30am-7.30pm
Mon-Fri, or 8.00am-
4.00pm Sat/Sun

Hounslow House

**7 Bath Road, Hounslow
TW3 3EB**

Open 8.00am-4.00pm,
Mon-Sun

Isleworth Library

**Twickenham Road,
Isleworth TW7 7EU**

Open 8.00am-4.00pm,
Mon-Sun

Staines Rugby Club

**Snakey Lane, Feltham
TW13 7NB**

Open 8.00am-4.00pm,
Mon-Sun

- For more information, contact community.testing@hounslow.gov.uk



Site checks



Sanitisation

- ✓ Have you checked that your kitchen is ready for use before your premises reopens?
www.food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19
- ✓ Check food preparation areas are clean and disinfected (this includes work surfaces, equipment and utensils).
- ✓ Carry-out a full site assessment to determine whether a professional deep clean is needed.
- ✓ Source suitable cleaning and disinfectant supplies and check existing stocks are within their use-by date. Cleaning products made-up or diluted before any closure should be disposed of as their effectiveness reduces over time. Check your water system management for legionella. As buildings may have been closed or partially closed for a period of time, consideration should be given to the effective controls to maintain water systems. www.hse.gov.uk/healthservices/legionella.htm
- ✓ Check handwashing and cleaning materials' availability (this includes soap, sanitiser and paper towels). Obtain enough of your regular cleaning consumables or source suitable alternatives if your regular products are unavailable.
- ✓ Check hot and cold running water is available at all sinks and hand wash basins.
- ✓ Good ventilation, including air conditioning, can help reduce the risk of spreading coronavirus. There are simple steps you can take to improve ventilation while maintaining a comfortable environment www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/
- ✓ Recorded maintenance of fire safety systems including fire alarm, fire extinguishers, emergency lighting, etc. might not have been continued. Contact your contractor to undertake a full review of your fire safety systems.



Pest control

- ✓ Check all areas are free from pest activity, e.g. flies, mice.
- ✓ Look for evidence of pests or infestation and take action if necessary, before restarting your operations.
- ✓ Check for:
 - signs of damage or smearing to walls and doors
 - gnawed or stained packaging
 - footprints in dust
 - animal droppings or urine smell
 - insect bodies, larvae, cocoons and egg/pupal casings
 - feathers.
- ✓ Consider resetting your pest-control schedule if necessary.
- ✓ Where necessary, contact a pest control specialist. You can also consult the HSE website for further advice: www.hse.gov.uk/coronavirus/index.htm

Equipment checks



- ✓ Check your fridges, chilled display equipment and freezers are working properly.
- ✓ Thoroughly clean equipment before restarting and restocking.
- ✓ Check required temperatures and any temperature control records, if kept during closure period.
- ✓ Review whether equipment requires servicing after a period of inaction.
- ✓ Allow sufficient time for equipment to reach required temperature before restocking.
- ✓ Remove and refresh any ice left in machines and dispensers.
- ✓ Check your other equipment (e.g. oven) is working properly.
- ✓ Thoroughly clean all equipment before reopening.
- ✓ Inspect for maintenance requirements, verify temperatures and re-calibrate where necessary for time or temperature.
- ✓ Run dishwashers and glasswashers empty on hot cycle before use.

- ✓ Flush through taps and other equipment with water systems (e.g. bain marie).
- ✓ Consider Legionella risks and take action in line with Legionella guidance from HSE to reduce risks.
- ✓ Check probe thermometers are working properly, and probe wipes are available.
- ✓ Consider whether probe thermometers need to be recalibrated

Ingredient and product checks



- ✓ Make sure all consumables are within dates for use.
- ✓ Check for any raw material and ingredients packaging which might affect safety of food or result in loss of allergen information:
 - Check for any evidence of temperature abuse which may render the food unsafe. Refer to temperature control records where available.
 - Check all raw materials and ingredients for the use-by and best before dates on existing stock, including refrigerated and frozen items. Ensure that storage has been in-line with manufacturer's instructions. For example, check that any opened or unsealed product has been stored in line with labelled instruction such as 'Once opened consume within'.
- ✓ For foods frozen by you before lockdown, check that labelling and records are sufficient to allow the safe use of the food.
 - Check that the length of storage is in-line with your assessment at point of freezing.
- ✓ Check that you can obtain your usual raw materials and ingredients so that your product specifications can be met.
- ✓ Ensure that any new suppliers are reputable and can meet your requirements.
- ✓ Check allergen information is accurate and available for all products.
- ✓ Review your allergen management system, allergen matrices and menus to account for changes of supplier and any new raw materials or products.
- ✓ Review new takeaway or delivery services to ensure risk of allergen cross-contamination is managed.
- ✓ Ensure allergen information is available to customers at time of ordering and at delivery of food.

How to share information with the public

- ✓ Let everyone know you're open!
- ✓ Update your website with the news and any changes to operations.
- ✓ Post a picture of your business on social media using #ShopSafeShopLocal
- ✓ Consider special offers to attract customers in.
- ✓ Prepare templates of comms for various scenarios that you can adapt quickly and use across all platforms.
- ✓ If you do find yourself dealing with a situation where someone on your premises has COVID-19, over-communicate with the public. It is better to reassure them with updates and share the information that you have across all your platforms than to appear to be hiding anything.
- ✓ Ensure you have capacity to answer all calls and emails in real-time, even when you are closed. Redirect phones if you need to.
- ✓ Remember, always direct your guests to the appropriate government website for further advice and protocols when they ask.

Making space for your Business

To help hospitality businesses continue trading while social distancing measures remain, we want to support you to host as many customers as possible, safely and responsibly. We have established a fast track pavement license process and are making some temporary streetspace improvements across the borough to provide more space on pavements for restaurants, cafés and similar businesses to put tables and chairs outside.

For more information on fast track pavement licenses please visit: www.hounslow.gov.uk/info/20194/street_trading_and_market_trading/2199/fast_track_pavement_licence

For the most up to date changes to licensing please visit: www.hounslow.gov.uk/homepage/182/licensing

Where streetspace improvements have been implemented we will consider licence applications as long as they allow for social distancing to take place. Where streetspace or other active travel improvements are proposed but not yet implemented, we will need to consider the implications of licence applications and may suggest changes, if changes cannot be accommodated we may refuse an application. We need to achieve a balance between helping businesses recover, providing more capacity to support cycling and walking, and protecting residents' interests.

Using outside space for business checklist

The following guidelines allow you to adapt your business space to make it safe for your staff and customers, passing pedestrians and your neighbouring businesses.

When applying for additional space outside your business:

1. The area for customers must be clearly defined on the agreed plan and the street. The area must be in front of the premises which is intending to trade, unless there is clear agreement with neighbouring businesses to use space outside other frontages. Any proposals must allow space for access to any adjoining premises or separate parts of the same building.

2. At least a clear 2m of pavement must be retained around the defined area, so that people are able to socially distance whilst passing. This area is likely to be increased in areas of high footfall, such as busy pavements in town centres, and will be reviewed on a case by case basis. Management of the defined area must ensure that customers do not encroach onto or obstruct the pavement

3. Premises must keep the area used for trading and adjacent areas free from waste during trading. At the end of trading they must sweep and wash this area to ensure the street is left in a presentable state for other users.

4. At the end time for the use of tables and chairs they must be brought inside the premises. If this is not possible, they must be folded and placed in nominated and pre-agreed places. This must be located away from noise-sensitive properties. Tables and chairs will be secured in such a way that they cannot be moved or used overnight

5. Businesses must manage the necessary social distancing measures and toilet facilities organisation themselves. Including ensuring the pavement outside of the defined area remains free from obstruction by customers, waste, etc

6. Premises must check and confirm the new area is covered by appropriate insurance, including public liability insurance, as would be the case for normal operations.

7. If we receive complaints from residents which we believe are justified on either public health or nuisance grounds, we will review any scheme.

8. The new legislation suggests that parking bays can be suspended in certain locations to provide more space for social distancing or for tables and chairs for your business. The council supports this in principle, but each case will need to be reviewed by our Transport team to ensure that road safety (including the safety of customers) is not compromised and that adequate protection is in place. We must also ensure that deliveries can still be made, including to adjoining businesses, and that visitor and blue badge holder parking can be accommodated as appropriate.

9. If you would like to investigate the possibility of suspending parking bays it is strongly advised that you contact the Transport team at traffic@hounslow.gov.uk before making a licence application to avoid the possibility of a refusal. There may be an additional cost in such cases.

Managing deliveries and services

We know many businesses receive deliveries and services throughout the day. Although your supplier may already have coronavirus safety measures in place, you should consider the following tips to keep everyone safe.

- ✓ Deliveries should be arranged to be received outside of busy periods. Please be mindful of surrounding residents and potential noise nuisance when arranging your deliveries.
- ✓ Always be clear about where deliveries can park. If parking bays are too close to one another and are being used at the same time, consider staggering deliveries or removing a parking bay to maintain social distancing.
- ✓ Drivers should avoid contact with other staff where possible and must maintain social distance.
- ✓ Encourage delivery drivers to use a hand sanitiser upon collection if it is not possible for them to access the hand wash basin.
- ✓ Make sure your cleaning services and/or commercial waste management contract is in place and has been updated.
- ✓ Use electronic prepayment where possible and avoid drivers collecting cash. Ask for digital invoices and signatures to help reduce contact.
- ✓ If you have a business that is delivering to customers, ask your delivery staff to leave food/packages on the customers' doorstep and move back 2 metres until the customer collects.

Safer streetspace

To promote more active travel, especially for shorter trips and to our town centres, we are working to improve the safety and usability of our walking and cycling networks as well as helping to create space for businesses to safely reopen in our town centres. You can read more about this at: www.hounslow.gov.uk/info/20053/transport/2171/hounslows_streetspace

For information on the results of our recent engagement on Streetspace schemes and to provide feedback on the remaining trial Streetspace measures please visit: www.hounslow.gov.uk/info/20053/transport/2171/hounslows_streetspace/7

Useful resources

Safer Business Hounslow	<p>Safer Business Hounslow is proud to help local business understand government guidelines, to operate in a COVID-19 safe environment, working with Hounslow Chamber of Commerce. Email them at info@saferbusinesshounslow.co.uk or call 07944 373 605. You can also email sallysmith@hounslowchamber.org.uk or call 07879 813817 Free 1:1 Hounslow business support to safely reopen</p> <p>https://saferbusinesshounslow.co.uk/</p>
Sign up to our business support e-bulletin	www.hounslow.gov.uk/getconnected
CV19 Business info and support	www.hounslow.gov.uk/businesses
Hounslow Food Safety and Business	www.hounslow.gov.uk/homepage/134/food_safety_and_business
Free external safe queuing stickers, social distance floor markers, and Covid-19 Secure posters	https://critiqom.printjob.com/s/storefront/site/login
Hounslow Business Licensing	www.hounslow.gov.uk/info/20005/business_licensing_and_regeneration
Temporary Street Trading License	www.hounslow.gov.uk/info/20071/licensing/1216/street_trading
Assessments to remove parking	traffic@hounslow.gov.uk
Council Business Grants	http://www.hounslow.gov.uk/info/20047/community_and_voluntary_sector_services/1200/council_grants_funding_and_commissioning
Thriving Communities Fund	www.hounslow.gov.uk/info/20047/community_and_voluntary_sector_
Government Business Support	www.gov.uk/coronavirus/business-support
UK Hospitality Covid Support	www.ukhospitality.org.uk/page/coronavirus
British Beer & Pub Association	https://beerandpub.com/policies/covid-19/
Institute of Licensing	www.instituteoflicensing.org/covid-19/
Government information on reopening of outdoor hospitality	www.gov.uk/government/publications/coronavirus-covid-19-supporting-the-reopening-of-outdoor-hospitality
Food Standards Agency reopening guidance	www.food.gov.uk/business-guidance/reopening-and-adapting-your-food-business-during-covid-19
Guidance for employees	www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees
Guidance for food businesses	www.gov.uk/government/publications/covid-19-guidance-for-food-businesses
Guidance for people who work in hotels and guest accommodation, indoor and outdoor attractions, and business events and consumer shows	www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy

Useful resources (contd.)

Guidance for people who work in or run hotels and other guest accommodation	www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation
Guidance for people who work in or run restaurants, pubs, bars, cafes or takeaways	www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery
Guidance for shops and branches	www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches
Reopening businesses and venues in England	www.gov.uk/government/publications/reopening-businesses-and-venues-in-england
Shielding	www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19
Brentford Chamber of Commerce	www.brentfordchamber.org
Fire safety	www.london-fire.gov.uk/safety/the-workplace/coronavirus-back-to-business
Hand washing	www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/
Hounslow Chamber of Commerce	www.hounslowchamber.org.uk
Invest Hounslow	www.investhounslow.com
Legionella control	www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm
London Business Hub Covid19 Support	www.businesshub.london/resource/covid-19-coronavirus-support-for-businesses-and-employers/
Coronavirus support from Business Representative Organisations and Trade Associations	www.gov.uk/guidance/coronavirus-support-from-business-representative-organisations-and-trade-associations#small-businesses
Risk Assessments	www.hse.gov.uk/simple-health-safety/risk/index.htm
Safer Business Network Covid-19	www.saferbusiness.org.uk/covid-19-portal

Produced by:
Hounslow Council
Hounslow House
7 Bath Road
Hounslow TW3 3EB
Tel: 020 8583 2000



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