

Artful

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Risk: The spread of Covid-19 coronavirus, affecting staff, customers, delivery drivers or anyone who physically comes onto the premises (particularly those who are vulnerable or high risk).

Controls: We will implement the following controls, to mitigate against this risk:

Physical distancing	<ul style="list-style-type: none">- We will remind team members and customers (with signs & verbally) to maintain the 2 metre (6 foot) distance recommended by the Public Health Authority.- We will put a one-way system in place in the downstairs section of the shop, to control the flow of customers.- We will limit on the number of people allowed in the shop at any given time, with excess customers asked to wait before entering.- We will restrict our opening hours and offer concerned, vulnerable or high-risk customers the option to book private visits to the shop at specific times, to eliminate their exposure to other customers.- We will ask customers to pay by card rather than cash and to make contactless card payments wherever possible.- We will encourage customers to come into the shop alone, but will allow small household groups, as long as they stay together within the shop.- We will maintain a free click-and-collect service, so customers can order on our website and collect from the shop during our opening hours.
Hand washing	<ul style="list-style-type: none">- We will provide customers and team members with hand sanitiser and proactively encourage them to use it.- We will provide team members with access to hand washing facilities, including soap and hot water; and remind them about the importance of regular hand washing for at least 20 seconds.- We will remind team members about the importance of catching coughs and sneezes in tissues, disposing of them immediately, then thoroughly washing their hands.
Protective equipment	<ul style="list-style-type: none">- We will install a perspex screen on the counter, for the safety of team members and customers making a purchase.- Our team members will wear cloth face masks if they need to enter a customer area when customers are present in the shop.
Cleaning	<ul style="list-style-type: none">- We will frequently clean objects and surfaces that are touched regularly (e.g. door handles, light switches, card payment terminal, till) with appropriate cleaning products and methods.- We will clean returned items and hold them in a specific storage area for at least 72 hours before returning them to the customer area for resale.
Physical & mental health	<ul style="list-style-type: none">- If any member of our team develops symptoms of Covid-19, they will be sent home immediately and advised to follow the stay-at-home guidance.- We will continue to promote mental health and wellbeing awareness to our team and offer them any support they need to deal with the ongoing situation.
Customer communication	<ul style="list-style-type: none">- We will update our website with information about our opening hours and up-to-date rules and ensure these are published on social media.