# BEIS/DCMS Working Safely Guidance

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

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## Close contact services

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

### Priority actions to take – what businesses need to do to protect staff and clients

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 7 in steps to protect the health and safety of workers and clients: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, sanitising stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 2. Keeping your clients and visitors safe

#### 2.2.1 Before clients arrive

Add: “Discuss any reasonable adjustments that a customer with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.2.2 When clients and contractors arrive

Add: “Remind clients with a disability who are being assisted by someone to travel to your premises, that the person providing support will need to wait somewhere safe until their appointment has finished.”

#### 2.4 Client toilets

Add: “Discuss any reasonable adjustments that a customer with a disability may need to use toilets, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 3. Who should go to work

Add into steps that will usually be needed: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 3.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that an employee with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 4. Social distancing for workers

Add paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Employers should discuss with disabled employees what reasonable adjustments can be made to the workplace so they can work safely.”

#### 4.1 Coming to work and leaving work

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departure practices that are planned or are in place, that an employee with a disability may need, with them.”

#### 4.2 Moving around salons, premises and other people’s homes

Add onto the end of step 4 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

#### 4.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.4 Common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.3 Hygiene: handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 6 to read “Providing hand sanitiser in multiple accessible locations in addition to washrooms, and considering the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

## Construction and other outdoor work

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>

### Priority actions to take – what businesses need to do to protect staff and customers

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 7 in steps to protect the health and safety of workers and clients: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, sanitising stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 2. Who should go to work

Add into steps that will usually be needed: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 2.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 3. Social distancing for workers

Add paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Employers should discuss with disabled employees what reasonable adjustments can be made to the workplace so they can work safely.”

#### 3.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that an employee with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.2 Moving around salons, premises and other people’s homes

Add onto the end of step 4 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

#### 3.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.4 Meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.5 Common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 4. Managing customers, visitors and contractors

#### 4.2 Providing and explaining available guidance

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to minimise the risks of virus transmission that customers, visitors and contractors with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.3 Hygiene: handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 4 to read “Providing hand sanitiser in multiple accessible locations in addition to washrooms, and considering the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

#### 7.4 Staff canteens and restaurants

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to changes in staff canteens or restaurants that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

## Factories, plants and warehouses

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses>

### Priority actions to take – what businesses need to do to protect staff and customers

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 7 in steps to protect the health and safety of workers and clients: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, sanitising stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers or customers with disabilities.”

### 2. Who should go to work

Add into steps that will usually be needed: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 2.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 3. Social distancing for workers

Add paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Employers should discuss with disabled employees what reasonable adjustments can be made to the workplace so they can work safely.”

#### 3.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that an employee with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.2 Moving around salons, premises and other people’s homes

Add onto the end of step 5 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

#### 3.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.4 Meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.5 Common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 4. Managing customers, visitors and contractors

#### 4.2 Providing and explaining available guidance

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to minimise the risks of virus transmission that customers, visitors and contractors with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.3 Hygiene: handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 3 to read “Providing hand sanitiser in multiple accessible locations in addition to washrooms, and considering the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

#### 7.4 Staff canteens and restaurants

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to changes in staff canteens or restaurants that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

## Labs and research facilities

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/labs-and-research-facilities>

### Priority actions to take – what businesses need to do to protect staff and customers

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 7: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, sanitising stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers or customers with disabilities.”

### 2. Who should go to work

Add into steps that will usually be needed: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 2.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 3. Social distancing for workers

Add paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Employers should discuss with disabled employees what reasonable adjustments can be made to the workplace so they can work safely.”

#### 3.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that an employee with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.2 Moving around buildings and worksites

Add onto the end of step 7 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

#### 3.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.4 Meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.5 Common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 4. Managing your customers, visitors and contractors

#### 4.1 Managing contacts

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to minimise visits to offices that customers, visitors and contractors with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Providing and explaining available guidance

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain safety that customers, visitors and contractors with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.3 Hygiene: handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 3 to read “Providing hand sanitiser in multiple accessible locations in addition to washrooms, and considering the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

#### 7.4 Staff canteens and restaurants

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to changes in staff canteens or restaurants that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

## Offices and contact centres

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

### Priority actions to take – what businesses need to do to protect staff and customers

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 6: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, sanitising stations, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers or customers with disabilities.”

### 2. Who should go to work

Add into steps that will usually be needed: “Providing any additional equipment that may be needed for people with disabilities to work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 2.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 3. Social distancing for workers

Add paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Employers should discuss with disabled employees what reasonable adjustments can be made to the workplace so they can work safely.”

#### 3.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that an employee with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.2 Moving around buildings and worksites

Add onto the end of step 6 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

#### 3.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.4 Meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.5 Common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 4. Managing your customers, visitors and contractors

#### 4.1 Managing contacts

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to minimise visits to offices that customers, visitors and contractors with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Providing and explaining available guidance

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain safety that customers, visitors and contractors with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.3 Hygiene: handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 3 to read “Providing hand sanitiser in multiple accessible locations in addition to washrooms, and considering the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

#### 7.4 Staff canteens and restaurants

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to changes in staff canteens or restaurants that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

## Other people’s homes

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

### Priority actions to take – what businesses need to do to protect staff and customers

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 6: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers or customers with disabilities.”

### 2. Who should go to work

Add into of step 2 in Steps that will usually be needed, after the words “work will be carried out”: “, any reasonable adjustments required, and”

Add into Steps that will usually be needed: “Providing any additional equipment that may be needed for staff with disabilities to work or work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 2.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 3. Social distancing for workers

Add paragraph: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Employers should discuss with disabled employees what reasonable adjustments can be made to the workplace so they can work safely.”

#### 3.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that an employee with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.2 Moving around when working in a home

Add onto the end of step 1 in Steps that will usually be needed: Being aware, when working with householders with vision impairments that mean they are unable to judge a 2m distance, that workers will need to take responsibility for maintaining social distancing and risk mitigations.”

#### 3.3 Appointments in the home

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 4. Interacting with householders

#### 4.1 Providing and explaining available guidance

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain safety that householders with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.2 Hygiene

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

## Restaurants pubs, bars and takeaway services

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

### Priority actions to take – what businesses need to do to protect staff and clients

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 6 in steps to protect the health and safety of workers and clients: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 2. Keeping your customers and visitors safe

#### 2.2 Keeping customers and visitors safe

In first set of numbered steps, add step 4: “Discussing any reasonable adjustments to that customers with a disability may need, with them at the point of booking or on arrival, so that you can work out how to make them accessible. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

In Steps that will usually be needed, add additional step: “Discussing any reasonable adjustments that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.3 Managing service of food and drink at a venue

Add sentence at the end of step 2: “Some people may have vision impairments which makes following social distancing guidelines, following signage or locating hand sanitising stations more difficult. Venues should discuss with disabled customers or representative groups what reasonable adjustments can be made so they can obtain food and drink safely.”

Add new step after step 6: “Discussing any reasonable adjustments to arrangements for food and drink service that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.3.1 Takeaway or delivery

In Steps that will usually be needed, add to step 2 at the end of the sentence, ensuring that these systems are accessible [link to <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>]”

Add new step after step 5: “Discussing any reasonable adjustments to arrangements for takeaway, click and collect or delivery that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.3.2 Service at the venue

In Steps that will usually be needed, add to step 1 at the end of the sentence, ensuring that these systems are accessible [link to <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>]”

Add new step after step 6: “Discussing any reasonable adjustments to arrangements for food and drink service that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.5 Customer toilets

In Steps that will usually be needed, Step 3, add a sentence at the end: “Consider the needs of people with physical and sensory disabilities, for example placement of sanitiser dispensers that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to hygiene and toilet facilities that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.6 Providing and explaining available guidance

In Steps that will usually be needed, amend step to read “Providing written **and** spoken communication”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintaining safety that people with a disability may need, with them, or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 3. Who should go to work

Add into Steps that will usually be needed: “Providing any additional equipment that may be needed for staff with disabilities to work or work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 3.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 4. Social distancing for workers

#### 4.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, workers with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that a worker with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Moving around venues

Add onto the end of step 5 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

Add new step: “Discuss any reasonable adjustments to moving around the facility that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.3 Working areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that staff with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.4 Food preparation areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in kitchens and food preparation areas that staff with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.5 Entertainment

In Steps that will usually be needed, add to the end of step 4: “ensuring that these systems are accessible [link to <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>]”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing when providing entertainment that customers with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.6 Meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.7 Back of house and common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.4 Hygiene – handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 4 to read “Providing hand sanitiser in multiple accessible locations, in addition to washrooms. Consider the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.5 Changing rooms and showers

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to the use of changing rooms and showers that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.2.1 Cars, accommodation and visits

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

## Shops and branches

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

### Priority actions to take – what businesses need to do to protect staff and clients

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 5 in steps to protect the health and safety of workers and clients: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 2. Keeping your customers and visitors safe

#### 2.2 Managing contacts

Add to the end of step 4, in Steps that will usually be needed: “, but remember that partially sighted people may need to hold objects close to their eyes to identify them properly.”

Add to the end of step 6: “Staff should be aware that people assisting vulnerable or disabled individuals do not count towards limits on group numbers. Ensure that staff and volunteers understand how to safely assist vulnerable or disabled customers by following DHSC “Getting help with daily activities outside your home during coronavirus” [link to guidance] guidance.”

Add to the end of step 9 “, first discussing changes that you’ve made with them, or representative groups, to understand what you should be considering to make them accessible.”

#### 2.3 Providing and explaining available guidance

In Steps that will usually be needed, amend step 3 to read “Providing written **and** spoken communication”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintaining safety that people with a disability may need, with them, or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 2.5 Customer toilets

In Steps that will usually be needed, Step 3, add a sentence at the end: “Consider the needs of people with physical and sensory disabilities, for example placement of sanitiser dispensers that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to hygiene and toilet facilities that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 3. Who should go to work

Add into Steps that will usually be needed: “Providing any additional equipment that may be needed for staff with disabilities to work or work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 3.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 4. Social distancing for workers

#### 4.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, workers with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that a worker with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.2 Moving around buildings and stores

Add onto the end of step 4 in Steps that will usually be needed: “, and that staff are able to support people who are unable to see floor markings or signage, or who need assistance to navigate an unfamiliar environment.”

Add new step: “Discuss any reasonable adjustments to moving around the facility that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.3 Workplaces and workstations

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to layouts and processes to maintain social distancing that staff with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.4 Meetings

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to meeting arrangements that participants with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 4.5 Common areas

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing in common areas that employees with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.3 Hygiene – handwashing, sanitation facilities and toilets

In Steps that will usually be needed, amend Step 3 to read “Providing hand sanitiser in multiple accessible locations, in addition to washrooms. Consider the needs of people with physical and sensory disabilities, for example placement that is accessible to wheelchair users and using good colour and tonal contrast for blind and partially sighted people.”

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.4 Customer fitting rooms

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to customer fitting rooms that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.2.1 Cars, accommodation and visits

Add new step into Steps that will usually be needed: “If being supported to travel, people with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 7.4 Staff canteens and restaurants

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to changes in staff canteens or restaurants that employees or customers with a disability may need, with them, so that you can work out how to make them accessible.”

## Vehicles

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>

### Priority actions to take – what businesses need to do to protect staff and clients

Add into steps: “Consider the reasonable adjustments needed for staff and customers with disabilities, including hidden disabilities that are not immediately obvious. For example, people with vision impairments may not be able to see signs, such as one-way system arrows or queue markers, sanitising stations, or judge a 2m distance.”

### 1. Thinking about risk

#### 1.1 Managing risk

Add after step 5 in steps to protect the health and safety of workers and clients: “In your assessment you should have particular regard to reasonable adjustments for employees or customers with disabilities, who may have problems in maintaining social distancing, unable to see where clear screens are in place, signage or floor markings, and need assistance in navigating an unfamiliar environment from an assistant or a member of staff. These adjustments should be discussed beforehand with the people affected, or a representative group, to reduce the risk to themselves and those around them.”

#### 1.2 Sharing the results of the risk assessment

Add to the end of the second paragraph: “, ensuring information is available in the preferred accessible formats of workers and customers with disabilities.”

### 2. Who should go to work

Add into Steps that will usually be needed: “Providing any additional equipment that may be needed for staff with disabilities to work or work from home. It may be possible to offset the costs of necessary additional equipment through Department of Work and Pensions Access to Work funding. [link to AtW page]”

#### 2.3 Equality in the workplace

At the end of step 1, add: “, and considering any additional services and equipment funded through Access to Work that could help maintain people in work, or with a return to work”

### 3. Social distancing for workers

#### 3.1 Coming to work and leaving work

Add new step into Steps that will usually be needed: “If being supported to travel, workers with disabilities should ensure they are following “Getting support outside your home” guidance [link to <https://www.gov.uk/government/publications/supporting-people-outside-of-their-home/supporting-people-outside-of-their-home>].

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to arrival and departures from work that are planned or are in place, that a worker with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.2 Moving around buildings, worksites and destinations

Add new step: “Discuss any reasonable adjustments to travelling through the workplace that people with a disability may need, with them or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 3.3 Social distancing in vehicles

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintain social distancing that staff with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 4. Managing your customers, visitors and contractors

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to maintaining safety that people with a disability may need, with them, or a representative group. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 5. Cleaning the workplace

#### 5.2 Hygiene – handwashing, sanitation facilities and toilets

Add into Steps that will usually be needed: “Discuss any reasonable adjustments to keep good hygiene during the working day that people with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

#### 5.3 Changing rooms and showers

Add new step into Steps that will usually be needed: “Discuss any reasonable adjustments to the use of changing rooms and showers that individuals with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”

### 7. Workforce management

#### 7.3.1 Returning to work

Add to the end of step 1 in Steps that will usually be needed: “, ensuring communication is available in the preferred accessible formats of workers with disabilities.”

#### 7.3.2 Ongoing communications and signage

Add into Steps that will usually be needed: “Discussing any reasonable adjustments to communication and signage designed to keep workers up to date with safety measures that employees or customers with a disability may need, with them. Tell them about the practices you have in place, so that you can work out how to make them accessible.”