

**Helping your  
hospitality business  
to reopen safely**

# Hello

Scotland's timetable for the easing of lockdown restrictions is now underway. The nationwide lockdown has been instrumental in helping to suppress coronavirus to the lower levels we now see today, and we'd like to thank each and every business in Scotland for the sacrifices they've made to help the nation during this difficult time.

Like many people across Scotland, we're pleased that as restrictions ease, more workplaces and sectors are able to reopen. However, it's vital to remember that coronavirus hasn't gone away, and that we must all continue to work together to minimise the spread and contain any new outbreaks.

You can find all the latest support and advice for businesses in Scotland, including the latest workplace guidance at [findbusinesssupport.gov.scot/coronavirus](https://findbusinesssupport.gov.scot/coronavirus)

To support you and your business to reopen for both staff and customers safely, we have produced a series of resources that highlight the latest guidance and regulations, plus where to find more information.

We hope you find the resources in this toolkit useful.



## For your customers

Face covering  
Social distancing

## For your staff

FACTS in the workplace  
Car-sharing  
Staff safety - ventilation, hygiene, Test and Protect.

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## Facts



### Supporting copy

If we all play our part we can stop the spread of new infectious strains, so we can get back to work and keep moving forward. We've come too far. We're not giving in.

## Test and protect



If you haven't already, download the Protect Scotland app. If you have symptoms, or are asked to take a coronavirus test, it's vital that you do. We've come too far. We're not giving in.

## Ventilation



Letting in fresh air helps lower the likelihood of transmission, so open doors and windows where possible and practical. We've come too far. We're not giving in.

## Hygiene



Hand washing, sanitising and good cleaning protocols all minimise the risk of virus transmission. We've come too far. We're not giving in.

[Download digital assets here](#)

## Staying safe in the workplace

Day-to-day working in a pandemic presents a number of challenges, and we're hugely grateful to everyone for their efforts to help suppress the virus.

Here are some things your staff can do to help keep themselves and your customers safe, and feel confident to visit businesses as they reopen:



**Follow FACTS:** It's as important in the workplace as anywhere else. So whether your staff are on the shop floor or in the breakroom, they need to follow FACTS, including wearing a face covering and maintaining a 2m distance from both customers and colleagues, unless safety measures such as partitions are in place. Hand washing, sanitising and good cleaning protocols all minimise the risk of virus transmission also.



**Good ventilation:** Letting in fresh air is another way to help lower the likelihood of transmission, so staff should consider opening doors and windows where possible and practical. Visit [gov.scot/covid-ventilation](https://gov.scot/covid-ventilation) for more information.



**Avoid car-sharing wherever possible:** Enclosed spaces like cars can facilitate the transmission of coronavirus, so staff should avoid car-sharing to get to or from work.

It will be important for you and your staff to continue working together to ensure the workplace is safe for them and your customers. The COVID-19 Fair Work Statement provides useful advice on how you can protect the health and wellbeing of your staff. You can access the Fair Work statement at [gov.scot/covid-fair-work](https://gov.scot/covid-fair-work)

For more information on coronavirus in Scotland, you can visit:

[gov.scot/coronavirus](https://gov.scot/coronavirus)  
[nhsinform.scot](https://nhsinform.scot)  
[protect.scot](https://protect.scot)  
[findbusinesssupport.gov.scot](https://findbusinesssupport.gov.scot)



**We're not giving in.**

## What you need to know

Like many people across Scotland, we're pleased that as restrictions ease, more workplaces and sectors are able to reopen. However, it's vital to remember that coronavirus hasn't gone away, and that we must all continue to work together to minimise the spread and contain any new outbreaks.

You can find all the latest support and advice for businesses in Scotland, including the latest workplace guidance at [findbusinesssupport.gov.scot/coronavirus](https://findbusinesssupport.gov.scot/coronavirus)

## Always follow FACTS

FACTS remains vital to our strategy for minimising the spread of coronavirus.

-  **Face covering**
-  **Avoid crowded places**
-  **Clean hands and surfaces regularly**
-  **2m distance from others**
-  **Self-isolate and book a test if you have coronavirus symptoms**

For more information on booking a coronavirus test and how to self-isolate, visit [nhsinform.scot/coronavirus](https://nhsinform.scot/coronavirus) - You can find more information on face coverings at [gov.scot/covid-face-coverings](https://gov.scot/covid-face-coverings)

## Local protection levels

Though lockdown restrictions are beginning to ease, local rules remain in place to help suppress the virus to the lowest possible level and keep it there.

The rules you and your business have to follow depend on the level in your local council area. These can impact things like how many households and individuals can meet, and the rules that certain sectors like hospitality must operate to.

For more information on local protection levels, visit [gov.scot/coronavirus](https://gov.scot/coronavirus)

## Working with us to help stop the spread

The Scottish Government and other organisations like NHS Scotland have worked together to create Test and Protect, Scotland's approach to preventing the spread of coronavirus in the community.

There are a number of ways you can help Test and Protect:

We've published a compliance checklist that you can use to assess the effectiveness of coronavirus controls within your workplace. Access the checklist at [gov.scot/covid-compliance-tool](https://gov.scot/covid-compliance-tool)

If you have symptoms of coronavirus, or if you're asked to take a test, it's vital that you do so. Symptoms can include a high temperature, a new continuous cough and a loss or change to your sense of smell or taste.

If you or your staff haven't already done so, download the Protect Scotland app. Visit [protect.scot](https://protect.scot)

**Contact tracing** is another crucial part of Test and Protect. Depending on what sector you're in, you may need to collect customer contact details to allow NHS Scotland's contact tracing teams to identify and support anyone exposed to outbreaks of coronavirus.

For example, hospitality businesses like bars and restaurants are legally required to collect customer contact details, and close contact services such as barbers and beauticians should also be doing so. All data must be collected in a safe, secure and legally compliant manner. This information may then be requested by Test and Protect so they can respond to outbreaks of coronavirus.

To assist businesses in meeting their contact tracing requirements, we've created Check In Scotland, a voluntary digital service that provides a simple way to safely and securely collect customer details, that fully integrates with Test and Protect contact tracing systems. Businesses can register for this free service now at [mygov.scot/checkin](https://mygov.scot/checkin) - here you'll also find helpful user guides and posters to support you, your staff and your customers and visitors.

Please remember to always offer an alternative method for the collection of contact details for those who wish not to use digital means. This may be using pen and paper.



**Download leaflet asset here**



[\*\*Download sticker asset here\*\*](#)

**For more information on  
coronavirus in Scotland, you can visit:**

[www.gov.scot/coronavirus](http://www.gov.scot/coronavirus)

[www.nhsinform.scot](http://www.nhsinform.scot)

[www.protect.scot](http://www.protect.scot)

[www.findbusinesssupport.gov.scot](http://www.findbusinesssupport.gov.scot)



**FACE  
COVERINGS**



**AVOID  
CROWDS**



**CLEAN  
HANDS**



**TWO  
METRES**



**SELF-  
ISOLATE**