

Revised guidance on businesses that can operate in line with the public health directions

Effective from 25 April 2020

The Bailiwick's public health objective has not changed: to minimise contacts between households as far as possible so that we can reduce the rate of transmission of the virus and the number of COVID-19 cases, ensuring that our health care system is not overwhelmed.

The core instruction to our community has not changed – “STAY AT HOME”. You should not leave your home except to exercise, to buy necessary food and supplies, for medical appointments or to work – either where that work is essential, and/or where the States has decided that that certain types of business can operate in line with the public health directions.

This approach is consistent with the cautious approach adopted to date. It presents a series of limited extensions to permitted activities which will gradually allow people back into the workplace in a controlled way. However, if the public health scientific assessments indicate that this approach should be reversed to protect the community, that will be done.

The guidance below sets out the following:

- The retail outlets that are considered essential (this list has not changed) – [section A](#)
- In order to support the “STAY AT HOME” strategy, home deliveries of goods by retailers will continue to be permitted as long as (a) ordering is online or over the telephone, and (b) delivery complies with the strict rules set out previously and below (this guidance has not changed) – [section B](#)
- The types of workers that are considered essential – [section C](#) (this list has not changed)
- The types of businesses that can operate from 25 April 2020 if they can provide assurance that they can and will meet the public health directions approved by the Committee for Health & Social Care – [section D](#) (this is a NEW list). These businesses will need to meet the public health requirements set out in that section and notify the Office of Environmental Health and Pollution Regulation (‘Environmental Health’) on what basis they are resuming operations (see details that are part of section D).
- Changes in relation to the numbers of employees allowed to carry out non-essential work on office premises, subject to meeting social distancing and hygiene requirements (this is NEW guidance) – [section E](#)
- Business activities that are NOT permitted (this is NEW guidance) – [section F](#)
- Supporting vulnerable employees (this is a NEW section) – [section G](#)

Introduction – please read

- On 24 March 2020 the States of Guernsey announced new measures to ensure that transmission of the Covid-19 virus was restricted as far as possible. This was for an initial period of two weeks and has commonly been referred to as a 'lockdown'.
- The Committee for Health & Social Care ("the Committee") approved Direction No. 1 on 25 March 2020 and Direction No. 2 on 29 March 2020, made under its emergency powers, which included provisions relating to essential services and essential workers.
- On 8 April 2020 the period of 'lockdown' was further extended as the Committee approved Direction No. 3 which was in force until 18 April 2020. Direction No. 4 was subsequently approved by the Committee which will remain in force until 24 April 2020. These Directions additionally permitted deliveries to be made by essential workers if specified social distancing and hygiene requirements were met.
- A further Direction has been approved by the Committee which will be in force from 25 April 2020. This guidance has been prepared on the basis of that Direction.
- The public health strategy remains unchanged – restrictions on contact between members of different households will continue as before. Social gathering with anyone outside your household, whether in a public place or within a private residence is not permitted except where this is necessary to perform essential work activity.
- The public health advice remains that the 'stay at home' objective can continue to be supported by allowing a greater range of home deliveries to individuals and families. This will also support mental health and well-being in the community, through enabling access to goods that will help maintain quality of life during this challenging period. It will also assist a number of businesses in the Bailiwick to resume some level of activity.
- The Committee *for* Health & Social Care acknowledges that economic well-being is an integral part of community well-being. It has therefore agreed to make it possible for a number of different types of businesses to resume full or partial operation from 25 April 2020 on two bases: (1) that they meet social distancing and hygiene requirements; and (2) that they are subject to oversight from Environmental Health, who will advise the States of Guernsey to stop those businesses operating if they do not meet social distancing and hygiene requirements. All businesses resuming or changing their operations on or after 25 April 2020 must notify Environmental Health via www.gov.gg/covid19businessnotification
- This phased release is consistent with the cautious approach adopted to date. It represents a series of limited extensions to permitted activities which will gradually allow people back into the workplace in a controlled way. However, if the public health scientific assessments indicate that this approach should be reversed in order to protect the community, that will be done.

SECTION A: Retail outlets

Retailers – [please note the advice for essential retailers has not changed](#)

If you are an essential retailer, you must **abide by the strict social distancing requirements in place (people should be spaced more than two metres apart) and ensure sale of only products that are usually provided from the premises or the types of businesses described below.**

In all cases, the items listed as essential must be the only items sold, either individually or combined.

The following is a list of retail and wholesale premises and types of businesses that are considered essential retail outlets:

- Retail and wholesale sale of food, beverages and newspapers in non-specialised and specialised stores, including off-licences;
- Retail sale of household consumer products necessary to maintain the safety and sanitation of residences and businesses;
- Pharmacies/chemists and retailers providing pharmaceuticals, pharmaceutical or dispensing services;
- Opticians and ophthalmologists;
- Fuel stations and heating fuel providers;
- Online or telephone sale and delivery of essential items for the health and welfare of animals, including animal feed and medicines, animal food, pet food and animal supplies including bedding. Prescriptions for animals can be collected but must be done in a way that does not involve social contact;
- Laundries; and
- Banks, loan agencies, post offices, insurance agencies.

PLEASE REFER TO THE GUIDANCE IN SECTION B FOR GUIDANCE ON HOME DELIVERIES BY RETAILERS.

SECTION B: Home delivery of goods

Home deliveries - **this advice has not changed.**

Businesses are able to deliver goods to families and individuals in the Bailiwick. This is in addition to unprepared food and drink deliveries, which continue to be permitted. Please note, however, that **take-away food deliveries are still not permitted.**

The following rules apply to the delivery of all goods:

- The goods must be sold/bought online, and/or over the telephone or by other means which do not require physically visiting the place where the goods are sold. Other than essential retail outlets, shops are not to open to in-person callers, and only one or two people may work on the premises to take and fulfil orders. Social distancing and hygiene requirements must be in place.
- Businesses may use couriers to deliver items – couriers are designated as essential service providers. Couriers must follow the delivery rules set out below.
- If a business has its own delivery facility, this may be used as long as it follows the delivery rules set out below, which will be enforced.
- Delivery rules:
 1. Goods **must** be packed for delivery by no more than two people in line with social distancing and hygiene requirements, including the wearing of gloves;
 2. The deliveries **must** take place as part of a planned itinerary, and goods must not be sold by delivery drivers to other parties;
 3. The deliveries **must** be undertaken by no more than **one** individual wearing gloves;
 4. An alcohol hand gel with a minimum content of 70% should be rubbed on the gloves between deliveries; and
 5. The goods **must** be left on the doorstep of premises or in an agreed outside place – there must be **no** direct customer interaction.
- There is no obligation for retail outlets to offer a home delivery service. Outlets can only offer this service if they meet the rules and criteria set out above and ensure the health and well-being of employees and customers.
- The decision to allow non-essential retail businesses to carry out home deliveries is first and foremost to assist the community in staying at home, by giving them access to a wider range of goods and equipment, supporting mental health and wellbeing and facilitating home-working, and particular consideration has been given to the challenges for households in light of the 'lock down' being extended. If it is felt that businesses are intentionally disregarding the 'spirit' of this guidance, it will be reviewed further.

SECTION C: Essential Workers

Types of workers classed as essential – [this list has not changed](#)

The following is a list of what are considered **essential workers**:

Private sector

Private sector employers falling within the below categories should determine which roles are essential to the ability to maintain critical services. This list has been revised from the previous guidance and horticultural workers have been removed.

Workers **ESSENTIAL** to the functioning of any activity necessary to:

- Ensuring the continuing supply and accessibility of food and other essential goods including
 - Supermarkets and grocery stores
 - Air and sea freight transport
 - Stevedores and other necessary port management activities
 - Freight operators
- Ensuring continuing health and community care services including
 - GP surgeries/medical practices/dental practices
 - Opticians/audiologists
 - Pharmacies
 - Residential and nursing homes
 - Private and third sector agencies providing care services in a home or other setting (including the care of animals)
- Those essential to law and order
 - Advocates and staff
- Those providing private school services and daytime childcare
 - Private primary and secondary schools
 - Nurseries and day-care services
- Those maintaining critical national infrastructure (essential staff)
 - Utilities (water, electricity, gas, oil, post)
 - Telecoms providers (essential staff required to deliver mobile and fixed line telecommunication services)
- Those maintaining public transport
 - Bus operators and school transport providers
- Public service broadcasters and other mainstream news media
- Banking services

- Staff that are critical to providing branch-based services to enable cash and other financial transactions
 - Staff involved in maintaining critical economic infrastructure that requires on-site systems access
- Services that ensure the cleanliness and hygiene of working environments that can be undertaken while adhering to social distancing requirements.
 - Plumbers, electricians, roofers, scaffolders and all others (repair and maintenance personnel) **who reasonably and necessarily provide essential emergency home and building repair and maintenance services.**

Public service

Workers **ESSENTIAL** to the functioning of:

- Courts and Judicial Services
- Health and Social Care
- Education
- Emergency Services (Law Enforcement, Ambulance, Fire and Coastguard)
- Prison
- Law Officers
- States Works
- Guernsey Waste
- Ports
- Regulatory roles directly related to financial stability and banking supervision
- Treasury
- Social Security
- Ancillary staff from the private or public sectors who are essential to supporting the States of Guernsey's response to COVID-19, or civil servants or office holders specified by the Policy and Finance Committee of the States of Alderney, or the Policy and Finance Committee of the Chief Pleas of Sark, as the case may be.

SECTION D: Other business activities that can operate subject to meeting the public health requirements

The types of businesses than can operate from 25 April 2020 if they can provide assurance that they can and will meet the public health directions – [this is a new list](#)

This approach marks a phased and proportionate approach to restoring some types of business activity. This will be permitted as long as it supports the overall public health strategy and can operate within the ‘lockdown’ provisions.

Notification and Compliance

- All businesses in the Bailiwick (Guernsey, Alderney and Sark) resuming operation from 25 April 2020 must notify the Environmental Health team by completing an online form at www.gov.gg/covid19businessnotification
- The name of the business, the type of activity it will be undertaking and where it will occur must be provided. Businesses operating during this time will be required to maintain employee records, setting out the periods of time worked by employees along with their contact details. This information may be requested and accessed by Environmental Health to ensure compliance with social distancing and hygiene standards; and/or by Public Health in the event that it assists contact tracing of the virus.
- Businesses must also advise on the social distancing and hygiene measures that they will be putting in place from the resumption of operation. Businesses should develop a statement setting out how they will comply with these requirements. Examples of such statements can provided, if requested.
- The Environmental Health team will ensure compliance with social distancing and hygiene requirements (see below). Businesses that do not demonstrably meet those requirements will not benefit from the resumption of operations of the type described below and will not be allowed to operate.
- A telephone line is available to receive any comments or questions from employees or others in the community about their employers’ adherence to the social distancing and hygiene requirements. Any reports of businesses operating outside of the Public Health directions should be reported at <https://www.gov.gg/covid19businessnoncompliance> or by calling the non-clinical helpline 01481 717118. Complaints will be investigated to ensure that businesses are operating safely and complying with the requirements.

Types of business that may resume full or partial operation – subject to using the social distancing and hygiene requirements below

1. Gardening, building and other trades with no household contact

Business activities involving outside work, such as gardening and window cleaning can resume only where there is no contact with the public or householders and where social distancing can be maintained.

Limited small-scale construction activity (for example on existing houses or buildings) will be permitted where outdoor or indoor trades can be carried out with no contact with the public or householders. Such work should normally be conducted with a maximum of two persons per site (who are observing socially distancing) but further employees may be on site provided that:

- All persons working on a site are members of the same household; or
- The site can be arranged in such a way as to ensure operators can work safely while maintaining social distancing of co-workers of at least 2m at all times with a maximum of five people on the entire site.

Adequate handwashing facilities and/or hand sanitiser must be available for all employees

Shared facilities such as kitchens, site offices and toilets are used by no more than one person at a time and must be regularly cleaned and disinfected in accordance with public health requirements.

Those operating sites reliant on temporary toilet facilities should contact Environmental Health for further advice.

Internal work is not permitted on properties where there is a household in residence – the only exceptions are if the work is undertaken by members of that household OR if there is an emergency which requires the work to be undertaken.

Internal work on an unoccupied premise will be permitted where operators can work safely while maintaining social distancing of co-workers of at least 2m at all times with a maximum of five people on the entire site.

NOTE: The green waste facility will be open for the use of gardening and related outdoor businesses.

2. Building wholesale and supply

Businesses that supply the building trade and domestic needs will be able to operate within the following social distancing restrictions:

- All persons working on a site are members of the same household; or

- The site can be divided in such a way as to ensure staff can work safely while maintaining social distancing of co-workers of at least 2m at all times with a maximum of five people on the entire site including staff and trade customers.

Adequate handwashing facilities and/or hand sanitiser must be available for all employees.

Shared facilities such as kitchens, site offices and toilets are used by no more than one person at a time and must be regularly cleaned and disinfected in accordance with public health requirements.

Goods may be delivered by contactless delivery or by contactless collection in accordance with the guidelines for home deliveries that are set out in section B of this guidance document (see above).

Access for trade customers only to the site should be strictly limited to ensure contact is minimised by:

- Allowing access by appointment only;
- Strictly limiting the number of customers on site at any one time to ensure social distancing can be maintained; and
- Ensuring payment is made by contactless means.

3. Vehicle servicing, maintenance and repairs (including cars, bikes and marine)

Vehicle servicing, maintenance and repairs may resume where it can be conducted by a single individual or where strict social distancing can be maintained. All vehicles should follow disinfection procedures on arrival at and before departure from servicing sites.

Marine servicing, maintenance and repairs may be resumed ashore whether on vessels laid up on quays at marinas or on owners' properties.

Adequate handwashing facilities and/or hand sanitiser must be available for all employees.

Shared facilities such as kitchens, site offices and toilets are used by no more than one person at a time and must be regularly cleaned and disinfected in accordance with public health requirements.

Where services are being offered on sites where multiple mechanics may operate, they must be able to comply with the same conditions as building trades regarding ensuring social distancing and maintaining distance and hygiene standards in shared facilities such as bathrooms and kitchens.

Such work should normally be conducted with a maximum of two persons per site (who are observing socially distancing) but further employees up to a maximum of five may be on site provided that:

- All persons working on a site are members of the same household; or
- The site can be divided into “work zones” in such a way as to ensure operators can work safely while maintaining social distancing of co-workers of at least 2m at all times with a maximum of five people on the entire site.

People should not share vehicles with people outside their household in order to deliver or collect vehicles.

4. Property sales, rentals and business transactions

Activities to enable listing, viewing, survey, sale and of property may be carried out under certain strict conditions limiting contact with householders, and only with the householder’s agreement. They may be carried out on condition that any visits shall be conducted:

- By either no more than one person (or two members of the same household);
- That such visits should be conducted under strict hygiene requirements, including the ventilation of the property;
- The property has been fully vacant for seven days prior to any visits; or
- If the property is inhabited that:
 - No one living in the household is symptomatic or has had symptoms in the last 48 hours, under a compulsory isolation order or awaiting results of testing for Covid-19;
 - No member of the household is considered medically vulnerable; and
 - No member of the household is present in the house during any necessary visit.

Property and estate agents are encouraged to use video facilities in order to reduce the need for in-person visits where possible.

SECTION E – Non-essential working on office premises

Revised guidance for non-essential working on office premises from 25 April 2020 - [this is new guidance](#)

All non-essential office staff should continue to work remotely where at all possible. Employers should aim to have as many staff working from home as possible in order to minimise physical contact between staff and to minimise journeys to and from work.

For those working from home, the following information may be of use:

www.gov.gg/homeworking

However, a limited staff presence (up to a maximum of five people) will be allowed in commercial office premises but only where:

- It is necessary for the functioning of the business for those staff to be present in the office premises;
- It supports the remote working of a significant number of fellow employees; and
- It is possible to achieve social distancing.

The office premises must ensure that staff can work safely while maintaining social distancing of co-workers of at least 2m at all times with a maximum of up to five people in the entire office premises.

Adequate handwashing facilities and/or hand sanitiser must be available for all employees. Shared facilities such as kitchens, site offices and toilets should be used by no more than one person at a time and must be regularly cleaned and disinfected in accordance with public health requirements.

SECTION F – Business activities which are NOT PERMITTED

Business activities which are NOT permitted at this stage – [this is new guidance](#)

The following business activities are not permitted due to the current Directions on social distancing, gatherings and hygiene:

- Services requiring personal contact - non-essential services requiring direct personal contact such as hair and beauty treatments and contact therapies will not be permitted except where such are deemed medically essential.
- Non-essential retail outlets
- Takeaway food collections and deliveries
- Public venues, restaurants, hotels, bars and clubs - public venues including gyms and sports venues, churches and community centres, theatres and cinemas, restaurants, hotels, bars and clubs will remain closed.

Business operators in these sectors are advised to consider applications for the business support measures set out <https://covid19.gov.gg/guidance/business> or to contact business.support@gov.gg for further information.

SECTION G – Supporting vulnerable employees

Protecting the health and wellbeing of all islanders, including people working in essential and low-risk businesses, remains our highest priority – [this is new guidance](#).

This means that it is essential that employers continue to operate responsibly.

Meeting the social distancing and hygiene requirements is a critical part of operating responsibly.

So too is continuing to protect the health and well-being of employees and supporting those employees who are able to return to the workplace at this stage.

Supporting vulnerable employees

Employers are reminded that individuals who are vulnerable due to age or underlying health conditions have been advised to 'shield' (remain at home, with minimal external contact) in order to protect their health. This remains the case, and employees who are following this public health advice should not be forced back to work, or sanctioned, as a consequence of doing so.

People who have been diagnosed with COVID-19, or who are close contacts of a confirmed case, must self-isolate for 14 days in accordance with Public Health guidelines and must not leave their home during the period of self-isolation. People who show symptoms of COVID-19 (but who do not have a confirmed diagnosis) must self-isolate until 48 hours after their symptoms have cleared.

People who are self-isolating in accordance with Public Health guidelines are eligible to claim Sickness Benefit.

Childcare provisions

For the avoidance of doubt the position remains that only the children of essential workers or vulnerable students can attend schools, colleges and early years' providers.

In the current situation, many working parents and families have far less flexibility in relation to childcare, due to factors such as the temporary closure of schools and family members needing to self-isolate.

Where employees cannot put in place childcare provisions to enable them to return to the workplace, employers are asked to respect that and not compel those employees to return to the workplace.