

Revised guidance on businesses, organisations and establishments that can operate in line with the Public Health Directions

Effective from 00:01 on Saturday 30th May 2020

Introduction to Phase 4

The current public health data has demonstrated clear evidence that the community is working together effectively to ease out of lockdown. In view of this, and the fact that all other criteria to move into the next phase have been met, the Committee for Health & Social Care ("the Committee") has agreed to commence Phase 4 from 30th May 2020.

Phase 4 will enable a significant majority of organisations to re-commence operations and will also allow public venues, including museums and cinemas to open. This is subject to appropriate measures being implemented to manage the ongoing risk.

Some restrictions relating to work practices, gatherings, hygiene and social distancing will remain in place. Measures to prevent infection, such as avoiding mixing when individuals are unwell and adhering to strict hygiene measures and respiratory etiquette will be of paramount importance as we increase our social connectivity.

The public health strategy remains the same: 'test, trace and quarantine', and although many types of organisations will now be able to operate, in situations where employees are able to carry out work from home, they should still be encouraged to do so.

A distinction is now made between 'controlled' and 'uncontrolled' environments, which are defined based on the ability to trace contacts quickly and effectively following a confirmed case of COVID-19.

Some businesses, organisations and establishments will meet the criteria for operating a **controlled** environment, where they may implement reduced social distancing of 1 metre or undertake activity requiring physical contact. Where this is the case, they **must** provide key contact details to controlledbusinessnotification@gov.gg from 12 noon on 29th May 2020 and before commencing operations. They must also keep the contact details of everyone working for or using their services and must be contactable to provide this information to Public Health Services, if required.

Those businesses, organisations and establishments which operate an uncontrolled environment must maintain social distancing of 2 metres with enhanced hygiene measures continuing to be observed. Those operating in this way in Phase 4 are not required to notify Environmental Health of their intention to do so.

All those operating in Phase 4 must undertake a risk assessment and make this available to the relevant authorities if requested. Compliance spot checks will take place to ensure compliance with the appropriate social distancing, hygiene and record keeping requirements.

Travel restrictions remain of vital importance in managing our response to the risk of COVID-19 as we exit from lockdown safely. We are continually reviewing border restrictions, but fully opening borders will also depend on the progress that our neighbours make in combatting community transmission of the virus. In Phase 4, an allowance is made for non-essential travel but with compulsory 14 day self-isolation when the person returns to the Bailiwick (with exceptions only for authorised Critical Worker Travel).

Full details of what has been included in Phase 4 can be found at <https://covid19.gov.gg/guidance/exit>

If the public health scientific assessments indicate that the new measures should be reversed to protect the community, this will be done in accordance with the up to date Exit Transition Framework. Conversely, if the evidence is favourable, we may be able to progress through the remaining two phases more rapidly than expected, as we have done to date thanks to the excellent community response within the Bailiwick. The adaptive triggers for both forward progression, and for reversal to an earlier phase, may be modified if appropriate when new local and international evidence is taken into consideration.

The guidance below sets out the following:

- **List of Essential Workers – [section A](#) (*this list has not changed*)**
- **Requirements for ALL organisations and establishments – [section B](#) (*this guidance has been updated*) **PLEASE READ****
- **Guidance for specific types of business activity – [section C](#) (*this guidance has been updated*)**
 - **Activities requiring physical contact**
 - **Group activities and gatherings**
 - **Public venues**
 - **Preparing and serving food and/or drinks**
 - **Work taking place within households**
 - **Rental, return, donation and shared use of goods and equipment**
- **Activities that are NOT permitted – [section D](#) (*this guidance has been updated*)**
- **Supporting vulnerable employees and customers – [section E](#) (*this guidance has been updated*)**

Background

- On 24th 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 approved Direction No. 1 on 25th March 2020 and Direction No. 2 on 29th 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 18th April 2020. Direction No. 4 was subsequently approved by the Committee and remained in force until 24th April 2020. These Directions additionally permitted deliveries to be made by essential workers if specified social distancing and hygiene requirements were met.
- The Committee subsequently approved Direction No. 5, which came into force on 25th April 2020 and enabled a number of different types of businesses to resume full or partial operation on two bases: (1) that they met social distancing and hygiene requirements; and (2) that they were subject to oversight from the Office of Environmental Health & Pollution Regulation, who would advise the States of Guernsey to stop those businesses operating if they did not meet social distancing and hygiene requirements.
- Direction No.7, in effect from 16th May 2020 to 29th May 2020, enabled some limited non-essential retail activity to take place and eased some of the earlier restrictions for the operation of other workplaces. Direction No.8 subsequently addressed a point of clarification in Direction No.7.
- **Direction No.9 has since been approved by the Committee. This has effect from 30th May 2020 and supersedes the previous Directions. This guidance has been prepared on the basis of that Direction.**
- The public health strategy remains unchanged – there will continue to be restrictions on the number of people permitted to gather in a household or public place, and social distancing and hygiene measures must still be adhered to. However, a distinction has now been made between controlled and uncontrolled environments, based on the ability to contact trace quickly and effectively in the event of a confirmed case of COVID-19. Details of this are set out within the guidance.
- The Committee acknowledges that economic well-being is an integral part of community well-being. It has therefore agreed to make it possible for most businesses to open under controls to show that they are able to maintain strict hygiene precautions and appropriate social distancing.
- All businesses, organisations and establishments must undertake a risk assessment and make this available to the relevant authority if requested.

- Further, those operating a **controlled environment** with reduced social distancing must email controlledbusinessnotification@gov.gg, with the name of the organisation or establishment, contact name, and a telephone number which can be used in and outside of working hours. This can be done from 12 noon on 29th May 2020 and must be undertaken before commencing operations. This is to enable contact tracing if required.
- Those businesses, organisations and establishments operating an uncontrolled environment must maintain social distancing of 2 metres with enhanced hygiene measures continuing to be observed. Those operating in this way in Phase 4 are not required to notify Environmental Health of their intention to do so.
- Compliance spot checks will take place to ensure businesses, organisations and establishments are complying with these requirements, as well as social distancing and other cleaning and hygiene requirements.
- This is consistent with the cautious approach adopted to date. However, if the public health scientific assessments indicate that these measures should be reversed in order to protect the community, that will be done.

SECTION A: List of Essential Workers

This section sets out the 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.

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 supply and accessibility of veterinary and animal health and husbandry services
- 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)
 - Volunteers that provide services to those in need (Meals on Wheels, Samaritans etc)
 - Those responsible for management of the deceased
- 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)
 - Coastal defences

- 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 B: Requirements for ALL businesses, organisations and establishments

This section provides details of social distancing and hygiene requirements which apply to all businesses, organisations and establishments – [this guidance has been updated](#)

Phase 4 enables most business activities to take place, subject to social distancing where possible and adhering to enhanced hygiene requirements. Where employees are able to carry out aspects of work from home, they should still be encouraged to do so.

The following guidance applies to any businesses, organisations and establishments in the Bailiwick (Guernsey, Alderney, Sark and Herm) operating on or after 30th May 2020. These are set out as a minimum and should be read in conjunction with any additional requirements relating to specific business activities and environments.

All those resuming operations on or after 30th May 2020 must undertake a risk assessment, which must be made available to the relevant authority if required. Further, those operating a controlled environment with reduced social distancing must provide their contact details as set out in this section.

Social distancing

- With regard to social distancing, a differentiation may now be made between controlled and uncontrolled environments. This is based on the ability to trace contacts in the event of a confirmed case of COVID-19:
 - **Uncontrolled environments** – e.g. supermarkets and other retail outlets, parks, and playgrounds. In these environments, there should be at least a 2 metre distance between people who do not know each other. This is because no record of attendance can be kept. Furthermore, if a gym or other facility cannot keep a record of attendance with details of timings and use of equipment, then a 2 metre social distance should be maintained.
 - **Controlled environments** – e.g. workplaces, places of worship, clubs/groups, recreation and sports teams, **where a record of attendance is kept**. In these environments, a reduced social distance of at least 1 metre may be maintained between people who were not part of the same extended bubble in Phase 3, wherever possible.
- **Further guidance is given in [Section C](#) for establishments serving food and drink, higher risk group activities and activities where physical contact is required.**
- Restrictions on the numbers in any premises (of customers and staff) may be necessary to comply with social distancing. If so, there must be appropriate entry controls in place, which may be the use of a 'closed' sign when the premises has reached its capacity for maintaining social distance, or may require an employee to manage the entry to the premises, including queue management where necessary.

- As part of their risk assessment, establishments also need to consider areas where social distancing may not be possible and consider appropriate measures to address this, for example allowing no more than 1 person at a time or introducing a one-way system.
- In addition, where the activity constitutes a social gathering, such as an organised event (indoor and outdoor), the general limits relating to social gatherings apply (a maximum of 30 people maintaining appropriate social distance, or 50 people in the case of weddings and funerals, limited to the ceremony only).
- Where aspects of work can be undertaken from home, employees should still be encouraged to work from home if possible. A strong message of “Stay at home if you are not well” or for individuals who are shielding or particularly vulnerable should be strongly endorsed by the organisation. Employees who are continuing to shield following the advice of a medical professional should not be forced back to work, or sanctioned as a consequence of not doing so. Further guidance regarding vulnerable employees is provided in [Section E](#).
- Supermarkets have implemented clear and consistently applied measures for meeting social distancing and hygiene requirements during their operation in lockdown. These have included taped floor markings to highlight the appropriate social distance, external queuing areas, a preference for contactless card payments, and a limit of one person per household where possible. Premises that are open to the public may wish to use these examples as the basis of their approach.

Cleaning and hygiene requirements

Strict hygiene measures will be of paramount importance as we increase our social connectivity.

- Any facility opening must provide access to appropriate hand washing facilities and hand sanitisers.
- Workplaces must have evidence of rigorous daily cleaning programmes. This includes the cleaning of any equipment that is being used.
- More detailed cleaning guidance is available at <https://covid19.gov.gg/guidance/business/cleaning>. Please note this is general guidance for non-clinical settings and does not replace any enhanced hygiene requirements for clinical settings or specific hygiene requirements relating to particular professions.
- There must be strict hygiene precautions and appropriate cleaning protocols in place for toilet facilities. Those operating sites reliant on temporary toilet facilities should contact Environmental Health for further advice, to ensure compliance with the hygiene requirements.
- Businesses should liaise with Public Health in the event that a confirmed case of COVID-19 is linked to the premises. Guidance on decontamination is available at [this link](#).

Communal staff rooms and staff kitchens

- No food may be prepared in the staff room.
- Beverages can be prepared subject to strict hygiene precautions.
- Staff should only use their own utensils and wash these themselves or place in a dishwasher.
- Staff using the communal staff room should adhere to social distancing as set out above.
- The room should be well-ventilated.
- Time spent in the staff room must be limited to a maximum of 15 minutes.
- Staff should drink their beverage or eat their food at their workstation, if possible.

Record keeping

- In order for a business, organisation or establishment to operate a **controlled environment**, they must:
 - Keep a record of contact details for **all people** involved in the activity, including staff, customers and clients, delivery personnel, visitors and chaperones, as well as the details of off-site visits;
 - Email controlledbusinessnotification@gov.gg with the name of the business, contact name, and a telephone number which can be used in and outside of working hours, from 12 noon on 29th May 2020 and before commencing operations.
- Where a business, organisation or establishment is operating an **uncontrolled environment**, the same record keeping requirements apply, with the exception of a record of customers. They do not need to provide contact details before commencing operations, but may still be contacted in the event that a confirmed case of COVID-19 is linked to the establishment.
- Records of attendance must be kept for 14 days following each day of operation, after which they must be destroyed. They must be produced in the event that a confirmed case of COVID-19 is linked to the establishment in the preceding 14 day period.
- There are specific record keeping requirements for establishments serving food and drinks, for which further guidance is provided in [section C](#).

Compliance spot checks will take place to ensure businesses are complying with all the relevant requirements. Employers and organisations are responsible for ensuring that this guidance is adhered to.

Section C: Additional guidance for specific types of activity

This section provides additional guidance based on the nature of activity undertaken by a business or organisation – [this guidance has been updated](#)

It is recognised that many organisations which are now able to operate may have questions about how they can operate in the most responsible way at this time. The following guidelines provide directions based on the type of activity undertaken.

These topics reflect questions frequently raised by organisations in recent weeks, but given the diverse range of organisations which can operate in Phase 4, this document cannot seek to address every aspect of every organisation. If there is any doubt about specific aspects of your business or organisational activity, please contact the non-clinical helpline on 01481 717118 or email covid19enquiries@gov.gg who will direct your enquiry to the appropriate contact.

1. Activities requiring physical contact

It is recognised that physical contact is necessary in order for some of the activities permitted in Phase 4 to take place. Therefore, an exemption has been made for business activity which would not be possible without direct contact, for example hairdressing, subject to the business meeting the requirements for operating a **controlled environment** (see [section B](#)).

Notwithstanding, businesses and organisations should still seek to maintain appropriate social distance of at least 1 metre between individual clients and during parts of the process which do not require physical contact. This includes areas where customers may be queuing for services. Whilst a booking or appointment system is not required, this may assist in the management of social distancing on business premises, along with other measures as appropriate.

Measures to prevent infection, such as avoiding mixing when individuals are unwell and adhering to strict hygiene measures and respiratory etiquette will be of paramount importance. Businesses should adhere to their professional body's best practice for hygiene and further ensure that their hygiene processes are in accordance with the public health guidelines (see [Section B](#)).

In all cases:

- Single use equipment should be used as much as possible.
- Any items that require laundry must be washed at the highest temperature that the fabric can tolerate, ideally at least at 60°C on a long cycle, and if possible tumble dried and ironed.
- Equipment to be reused, such as scissors and beauty tools, must be sterilised between clients;
- Where a station is being used by more than one client at a time (for example during staggered hair/beauty appointments), any contact surfaces should be wiped with an appropriate cleaning solution between users.

With regard to activities such as non-invasive cosmetic procedures, tattooing and piercing, customers must consider the risks for themselves and make their own informed decision on whether these are services they wish to subscribe to during a pandemic.

Providers of private healthcare:

- Must complete the specific risk assessment form available at <https://covid19.gov.gg/guidance/business/lockdownupdate>. It is no longer necessary to submit this to the Medical Director for approval, but it must be produced if requested by the relevant authorities;
- Must adhere to enhanced cleaning standards for healthcare settings;
- Where close physical care is given to an individual who is continuing to shield in their home, the care giver is expected to wear appropriate personal protective equipment (PPE).

2. Group activities and gatherings (including classes, events, congregational services etc)

Activities involving groups are permitted, subject to restrictions.

An organisation may host a group, class, event or social gathering of up to 30 individuals at any one time, subject to implementing strict hygiene and following the appropriate social distancing and record keeping requirements set out in [Section B](#).

- Contact sports are not permitted at this time, but non-contact group training for these sports may take place, subject to the relevant requirements.
- The Medical Officer of Health has deemed some group activities to present an increased risk through respiratory droplets, including **choral, wind and brass instrumental activities**. These activities are permitted but must be carefully risk-assessed by organisers. Group activities of this nature may only take place where a record of attendance is kept and **in addition** to this, groups should maintain 2 metre social distancing.
- Extra-curricular activities are **not** permitted at this stage, where these facilitate the mixing of children from various schools and/or year groups.
- Organisations hosting groups of individuals who may be vulnerable (such as those over 65, or with underlying health conditions, or in the third trimester of pregnancy) are asked to consider the increased risks and refer to the guidance available for those individuals at <https://covid19.gov.gg/guidance>

Individuals should avoid sharing equipment, and items must be disinfected between uses in accordance with Public Health standards. Where numerous groups are using a shared space, enhanced environmental hygiene measures should also be implemented to avoid potential contamination between groups. See also 'Public venues' below.

It is the responsibility of the business or organisation organising the group activity to maintain a record of attendance, including where activities take place within a shared

facility or public venue. If a record of attendance cannot be kept, the activity must operate as an **uncontrolled environment**.

3. Public venues (including sports venues and community centres)

Public venues, including sports venues, churches and community centres, museums, theatres and cinemas are permitted to open subject to strict hygiene measures and appropriate social distancing.

- Gymnasiums/fitness studios/indoor personal training are allowed to operate (for non-contact activities), with additional hygiene requirements in place.
- Swimming pools and health suites may open with additional hygiene measures in place. Facilities should be subject to Environmental Health inspection.

High-contact surfaces such as equipment in an open gym, door handles, toilets, changing facilities etc must be cleaned on a regular basis in accordance with Public Health standards. Please refer to <https://covid19.gov.gg/guidance/business/cleaning>.

Restrictions on the numbers in any premises (of customers and staff) may be necessary to comply with social distancing, and there may be a need to manage areas where queuing may take place.

Further, where a venue is hosting groups, classes or events, the general limits relating to social gatherings will apply to each group (a maximum of 30 people social distanced, or 50 people in the case of weddings and funerals, limited to the ceremony only).

Where a venue is being used by various independent groups, the venue has responsibility for maintaining a record of the primary contact or organiser for each group. Those organising group activities have responsibility for keeping a record of attendance for their own group(s). If these records cannot be kept, the activity must operate as an **uncontrolled environment**.

Public toilets and **outdoor** children's play areas may open, subject to social distancing as set out in **Section B**. Indoor play areas may only open where they are part of Early Years Services.

Due to the diverse nature of public venues, further guidance for individual establishments may be required. For more information, please contact the non-clinical helpline on 01481 717118 or email covid19enquiries@gov.gg who will direct your enquiry to the appropriate contact.

4. Preparing and serving food and/or drinks (including cafés within other types of premises)

Restaurants, cafés, hotels, pubs serving plated food, and other outlets serving food and drinks to be consumed on the premises, may open to the public from 00:01 on 30th May 2020, **subject to meeting the following four criteria:**

- 1) The establishment must **only** operate a table service. Customers are not permitted to approach the bar;
- 2) At least 1 metre social distance is required between tables (indoor and outdoor) and if possible aim for 1 metre between people sitting at the same table;
- 3) A record must be kept of the contact details for **all customers**, together with a record of their table number and location on the premises.
- 4) Access to appropriate hand washing and/or hand sanitising facilities is required, with toilet facilities being cleaned on a regular basis in accordance with Public Health standards (see cleaning guidelines in [section B](#)).

In addition, all **licensed premises** are required to operate restricted opening hours, closing to the public no later than 10:30pm.

Furthermore, bars and pubs **not serving plated food** will be permitted to open from **00:01 on Monday 1st June 2020**, subject to meeting the four criteria above and operating the same restricted hours for licensed premises. Nightclubs will not be permitted to open during Phase 4.

Please note that any establishment serving food and/or drinks to be consumed on the premises can only open to the public in accordance with the four criteria above, and restricted hours in the case of licensed premises. They cannot serve food or drinks to be consumed on the premises if they do not meet these criteria, including keeping records of all customers.

Any **takeaway food services**, including kiosks, food vans, and takeaway services offered in addition to seated dining, may operate (for collection and/or delivery) in accordance with the requirements set out in [section B](#) and subject to maintaining appropriate social distance. Furthermore:

- For clarity, where it is not possible to keep a record of attendance for those collecting takeaways, 2 metre social distance must be maintained between individuals (this includes the operation of a takeaway service where the establishment also operates a seated dining service in accordance with the four criteria above);
- Measures should be implemented to manage any queues, including asking individuals to wait outside until their designated collection time, if appropriate;
- Pre-orders and pre-payment (or other form of contactless payment) is still the preferred approach wherever possible;

- Customers collecting takeaways should only approach the bar/till point to collect their food, or to place an order and/or make a payment **if** the preferred approach of pre-ordering and pre-payment has not been possible.

Restrictions on the numbers in any premises (of customers and staff) may be necessary to comply with reduced social distancing of 1 metre. If so, there must be appropriate entry controls in place, which may be the use of a 'closed' sign when the premises has reached its capacity for maintaining social distance, or may require an employee to manage the entry to the premises, including queue management where necessary.

The establishment cannot host individual groups of more than 30 people, in line with the general limits relating to social gatherings, but may host multiple groups of up to 30 people per group, provided that social distancing can be maintained on the premises.

Further operational guidance for premises serving food and drink is as follows:

- All fresco dining is encouraged where possible;
- Food designed for sharing (such as sharing platters, fondue or buffet style dining) must **not** be available;
- Menus must be single use or wiped with an appropriate cleaning solution between uses;
- Tables must be cleaned thoroughly between each cover during service.

In the **kitchen**, strict hygiene measures must be followed and social distance of 1 metre should be maintained, unless where physical contact is required to undertake a specific activity. Businesses should allow kitchen access to as few people as possible and minimise contact between kitchen staff and front of house workers and delivery drivers.

Spot checks will be carried out to ensure that establishments are complying with these criteria. In the event of non-compliance, legal action may be taken to close the premises.

5. Work taking place within households

Business activity may take place within households (such as building maintenance, home visits for personal appointments etc) subject to appropriate controls.

Wherever possible, appropriate social distance should be maintained between the householders and those attending the household as set out in [Section B](#). Exceptions apply only where the activity is not possible without direct contact, in which case further steps must be taken against infection (see 'Business activities requiring physical contact').

For clarity, work within occupied households will **not** be permitted where:

- Either those attending the household or anyone resident in it has or has had any symptoms consistent with of COVID-19 within the last 48 hours;

- Anyone in the household is under a compulsory isolation order;
- Anyone in the household is continuing to shield following the advice of a medical professional (*except where the organisation is a private healthcare provider giving necessary care to the individual*).

6. Rental, return, donation and shared use of goods and equipment

Where goods or equipment will be used by various members of the public (such as rental or courtesy cars, hired site equipment etc), strict hygiene procedures should be implemented between uses to reduce the risk of contamination.

Where it is not possible to disinfect items between users, single use items should be used (for example laminated menus or hymn sheets may be wiped down with an appropriate cleaning solution, but paper versions should not be used by more than one person).

Where customers are able to try on clothing in a retail store, items which are not purchased should be returned to a separate rail, container or room and stored for 72 hours before being displayed on the shop floor. Where possible, items should also be disinfected using an appropriate method. Items purchased may be returned in line with the retailer's usual returns policy, but the same storage and disinfection guidance applies.

Charity shops may accept donations where they have the ability to store donated items in a separate container or room for 72 hours, and where possible should disinfect items using an appropriate method, prior to displaying them on the shop floor. To support this, charity shops may wish to consider creating specific 'drop off points' for donations, separate to their retail facilities. In circumstances where this is not possible, charity shops are asked to discourage donations until the Bailiwick enters Phase 5.

SECTION D: Activities that are NOT permitted

Organisational activities which are NOT permitted at this stage – **this guidance has been updated**

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

- Nightclubs;
- Establishments serving food and/or drink which do not meet the specific criteria set out in this guidance;
- Indoor children's play areas (except where they are part of Early Years Services);
- Extra-curricular activities, where these facilitate the mixing of children from various schools and/or year groups;
- Contact team sports;
- Groups, classes, events or social gatherings of more than 30 people or, in the case of weddings and funerals, more than 50 people (limited to the ceremony only).

Business operators 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 E: Supporting vulnerable employees and customers

Protecting the health and wellbeing of all islanders remains our highest priority – [this guidance has been updated](#).

This means that it is essential that businesses and organisations 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 individuals.

The key message remains that if people are able to work from home, they should continue to do so. However, it is recognised that with the reopening of many types of businesses, organisations and establishments in Phase 4, it is important that support is available for employees returning to the workplace at this time.

Supporting vulnerable employees

Employers and employees need to continue to work together as we adapt to the requirements of Phase 4.

If a member of staff believes that there are reasons why they should not return to work, they should discuss this with their manager so that consideration can be given to steps which could be taken to provide additional reassurance.

A very small proportion of islanders may need to continue to shield and will not be able to attend work; these are individuals with pre-existing health conditions such that they are considered extremely vulnerable to the risks of COVID-19.

The majority of these islanders will have been contacted previously by their GP practice or another clinician involved in their normal care. If an individual has not been contacted but consider that they have a condition which may make them vulnerable, they are advised to discuss with a medical professional as well as their employer.

Where an employee is continuing to shield following the advice of a medical professional, they should not be forced back to work, or sanctioned as a consequence of not doing so. Where appropriate, homeworking may offer opportunity for those employees to continue to work at this time.

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.

Supporting vulnerable customers

Retailers may wish to continue offering a non-contact delivery service in order to support those in the community who may be shielding or who are self-isolating following travel from outside the Bailiwick.

If offering this service, the delivery driver should wear gloves and apply an alcohol hand gel with a minimum content of 70% to the gloves between deliveries. The goods should be left on the doorstep of premises or in an agreed outside place to minimise customer interaction.

While contactless payments are preferred, there may be a need to accept cash particularly from older and vulnerable individuals. Gloves are recommended when handling cash.