



Re-opening Your Framing Business

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The Framing Lot, Dawlish

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Everyone will be muted when entering the meeting



THE FRAMING LOT
bespoke framing specialists



Encouraging
and promoting
the best in art
and framing



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Introduction

What we are going to cover:

- 1. Health and Safety for you and your customers**
- 2. Practical steps**
- 3. Dealing with the “new normal”**
- 4. Looking to the future**
- 5. Q&A at the end of the session**

Restrictions and Complying with the Law

To comply with the law, always follow the latest Government Advice

England	www.gov.uk
Scotland	www.gov.scot
Wales	www.gov.wales
Northern Ireland	www.nidirect.gov.uk
Ireland	www.gov.ie

The very latest specific advice for Shops and Branches can be found here

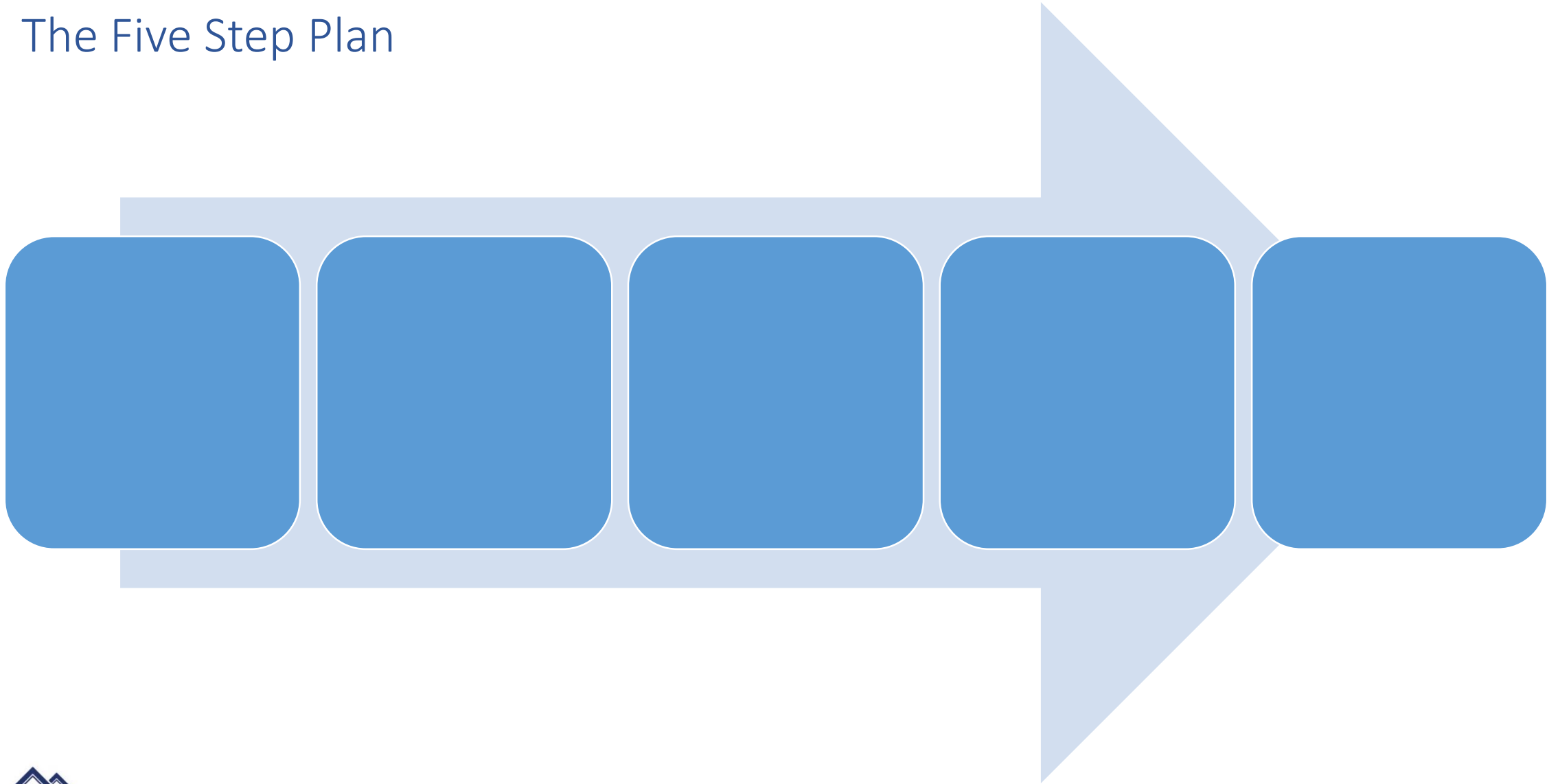
www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches

The most important message:

It is essential that anyone who visits or has to work in your premises feels safe. That includes you, your staff, your customers and any other visitors.

Work Environment

The Five Step Plan



Work Environment

Risk Assessment

- Keep it simple
- Keep it up to date
- Keep it relevant
- Take practical steps

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

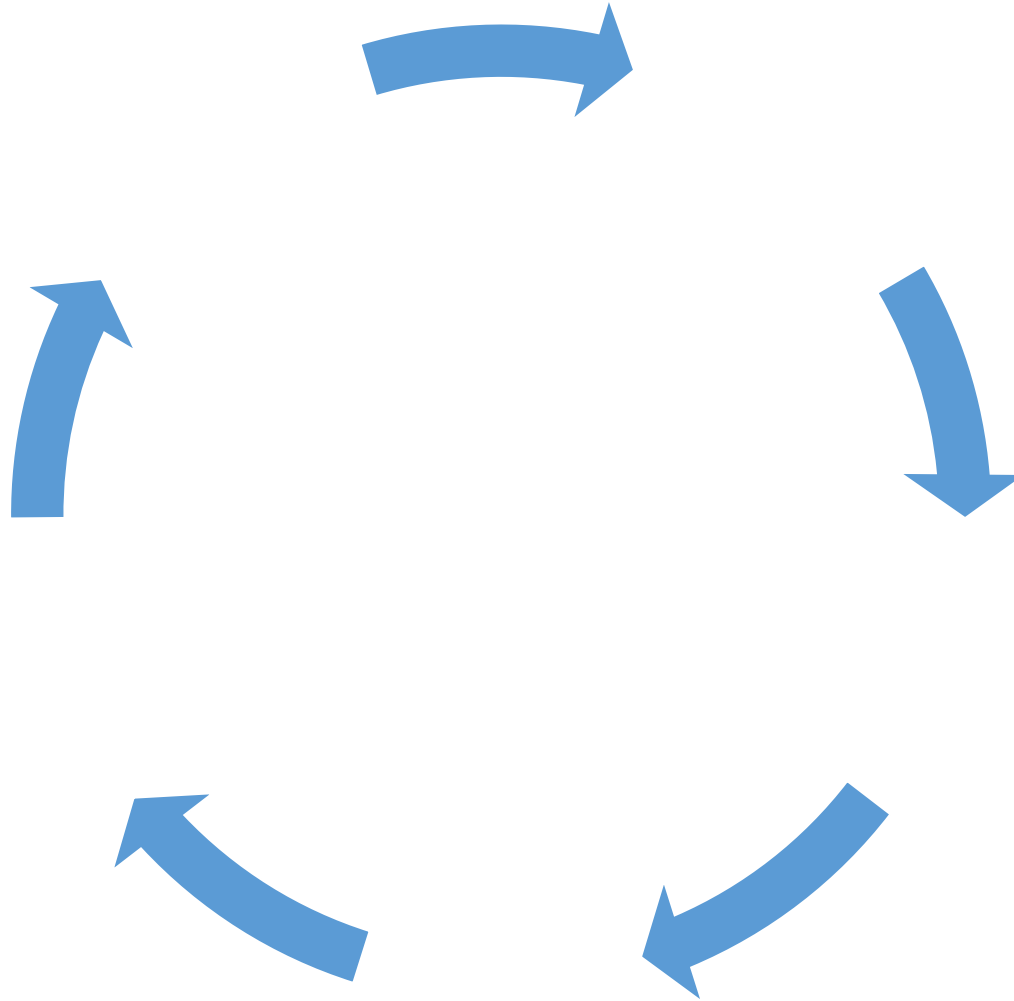
Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)



**Social distancing
measures are in
place at these
premises**

Work Environment

Hygiene



**Social distancing
measures are in
place at these
premises**

Work Environment

Screens and barriers



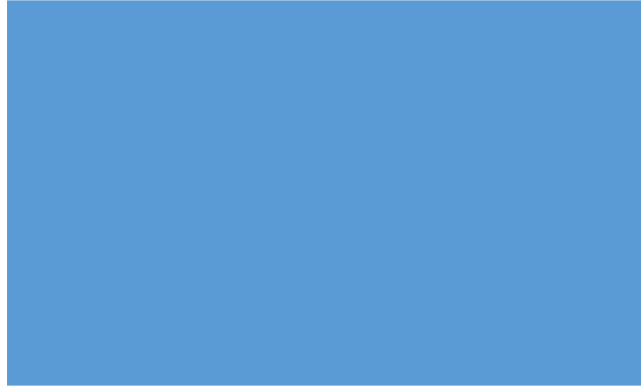
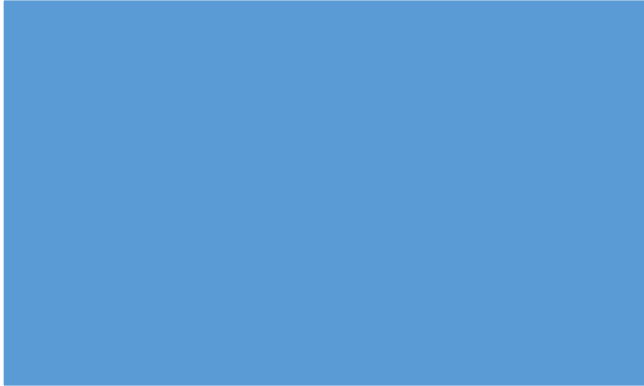
Screen guard around the till area, glazed with 4mm toughened glass on the front and side



Restricting customer access to moulding and mountboard chevrons with the use of retractable Tensabarriers and creating "social distancing" by using the 2m wide design bench as our barrier

Work Environment

Working from home to reduce contact



**Social distancing
measures are in
place at these
premises**

Work Environment

Social Distancing

- **Reduce the number of people in your shop**
- **Have an appointment system for customers**
- **Clear signs on your door**
- **Clear messaging on website and social media**
- **Markings or stickers on the floor**
- **Areas for staff separate from customers**
- **Make use of shields/screens**



**Social distancing
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premises**

Work Environment

Manage Transmission Risk



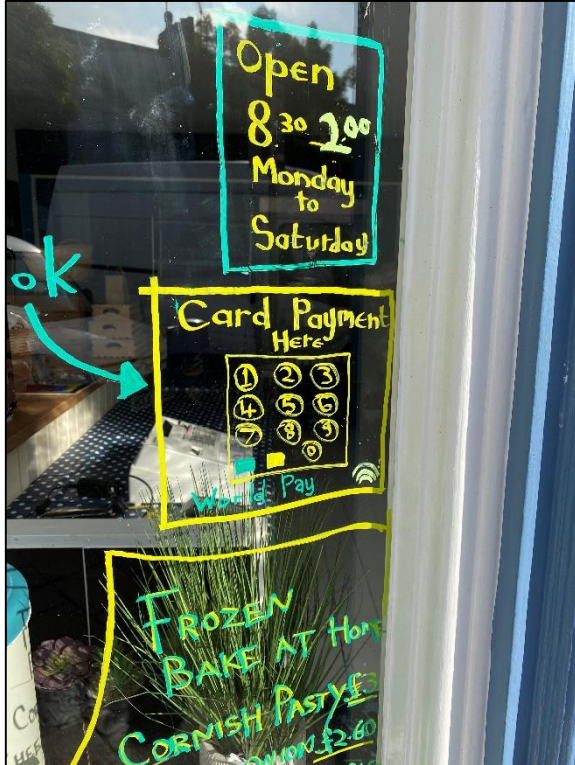
We have to do what is practical to try to mitigate the risk



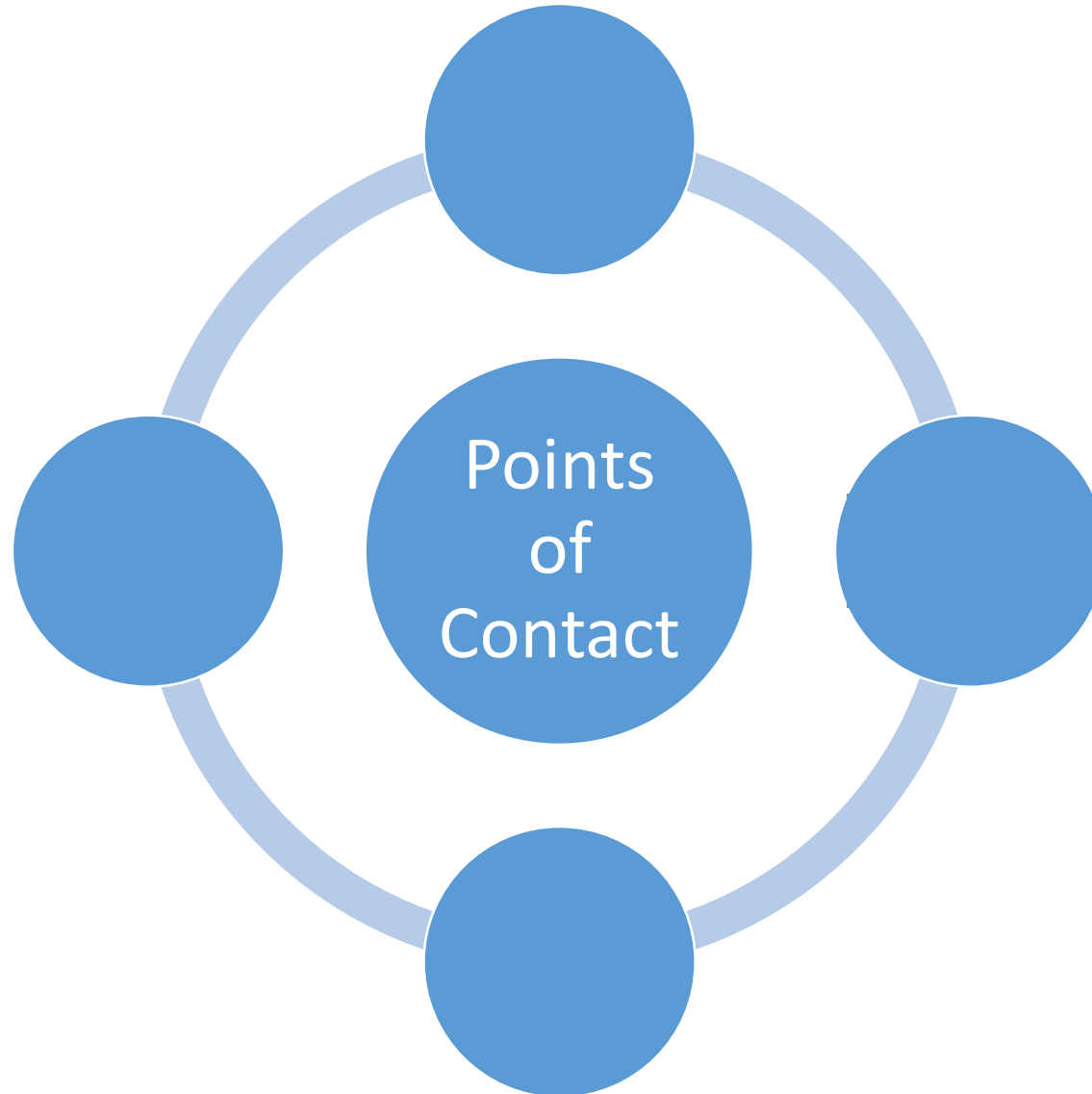
**Social distancing
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Practical Steps to Take

Manage Transmission Risk

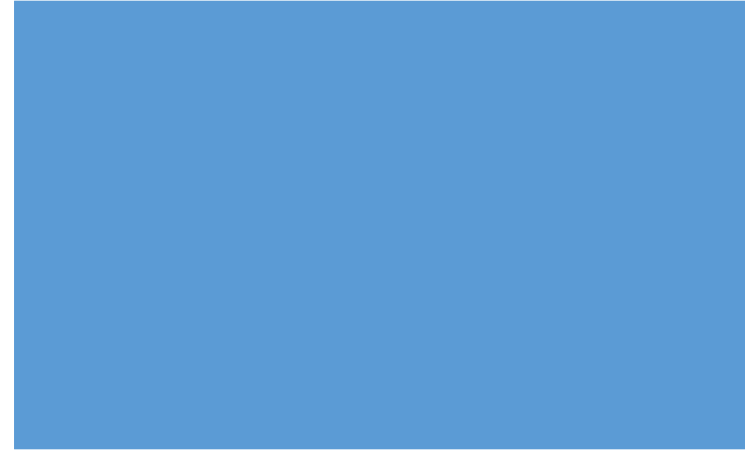
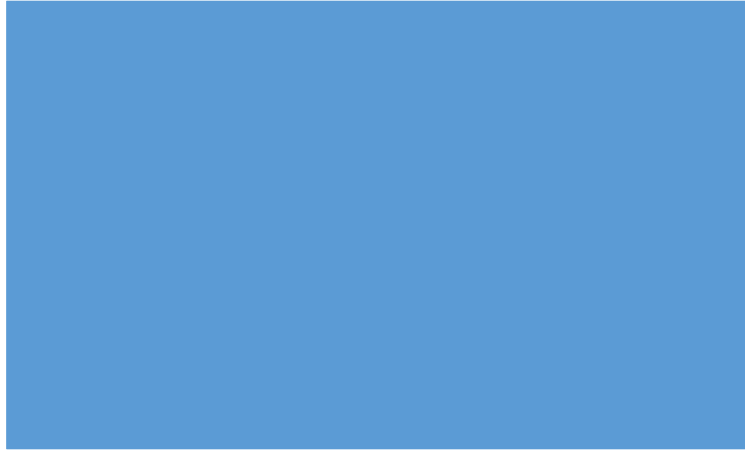


Did you know that contactless works through glass?



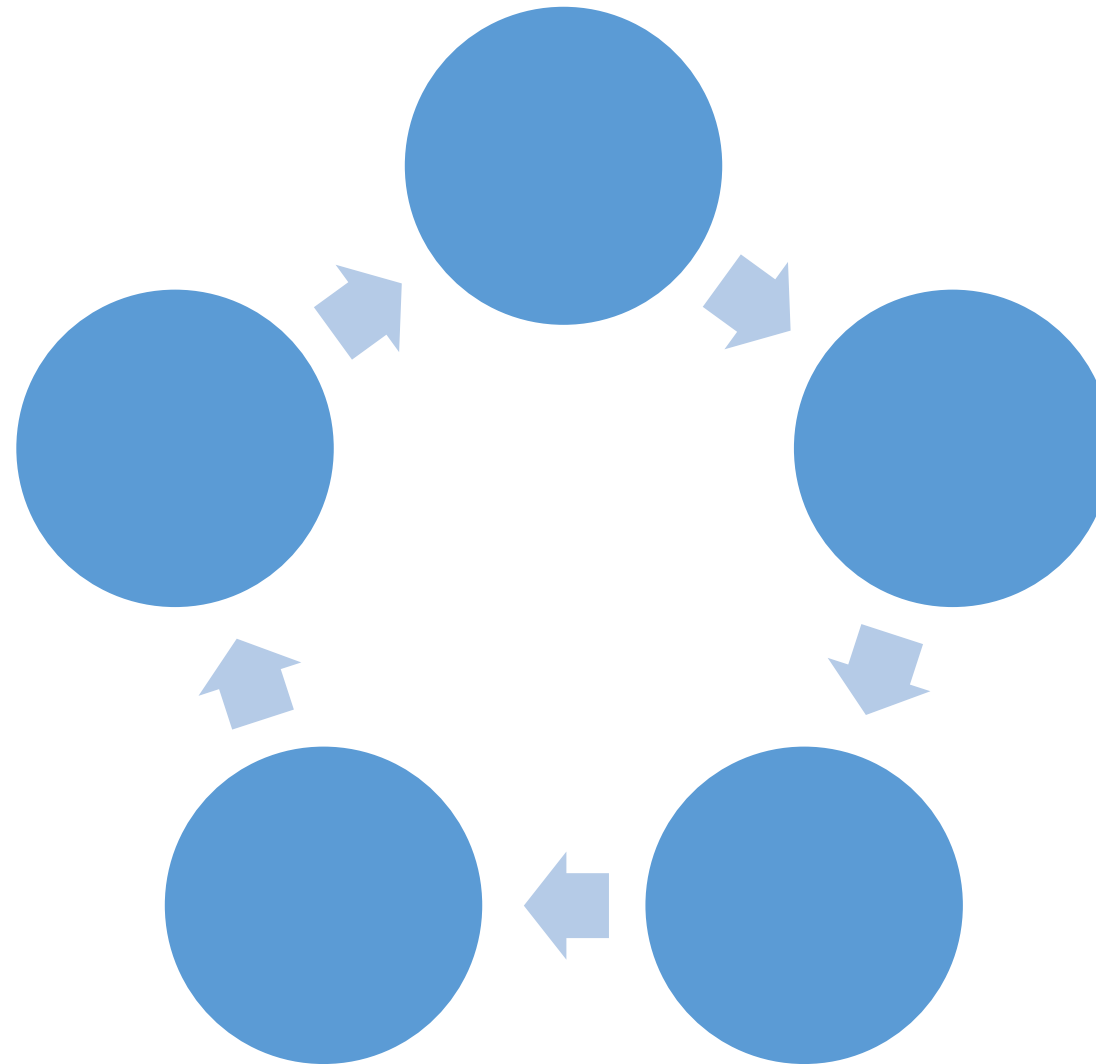
Problem Solving

Manage Transmission Risk



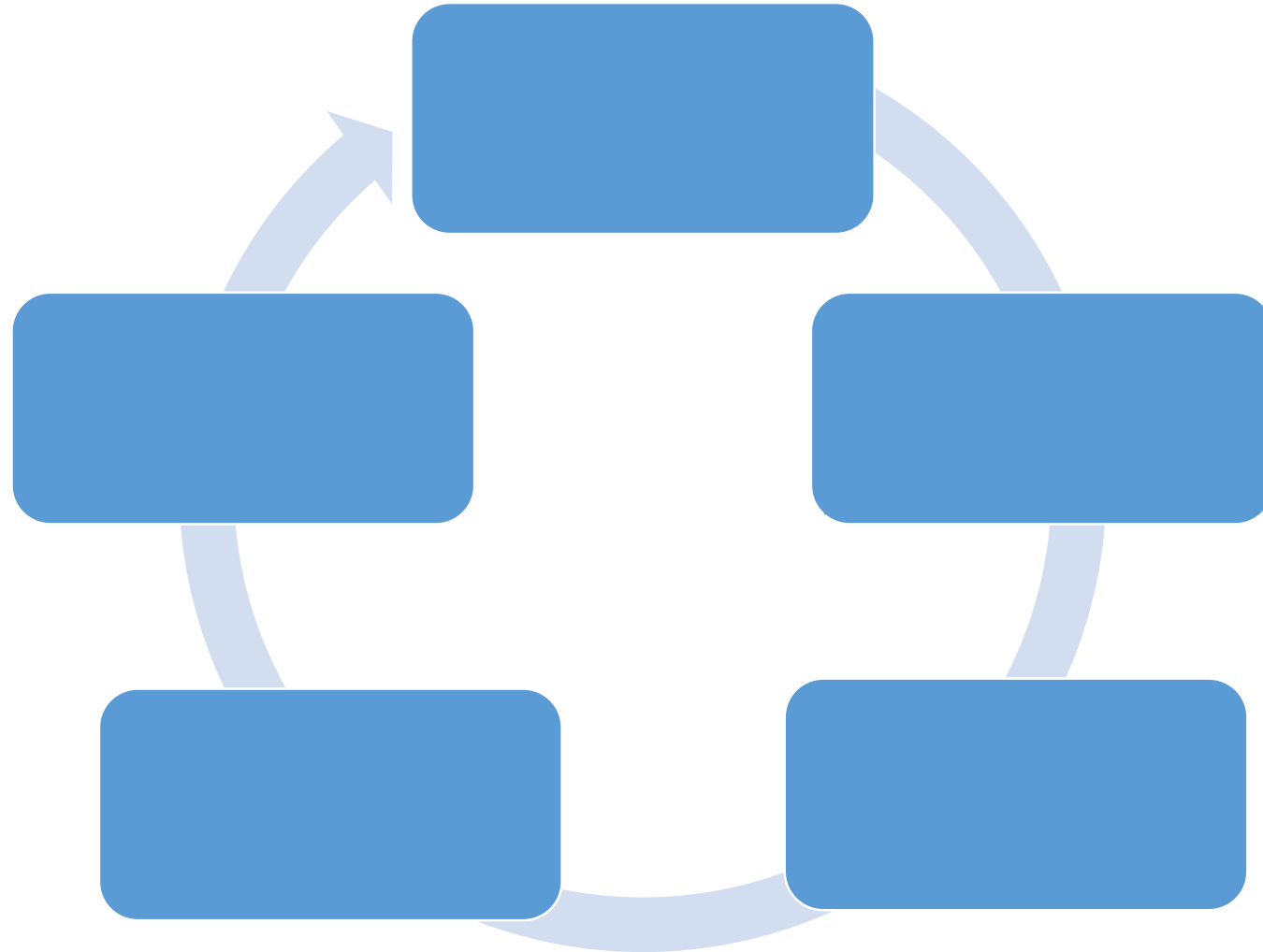
Changes to customer behaviour

"The shift to buying online has been accelerated by about five years"
Theo Paphitis, Entrepreneur



"Customers may never shop the same way again"
Steve Rowe, CEO
Marks & Spencer

Keeping Your Customers Informed



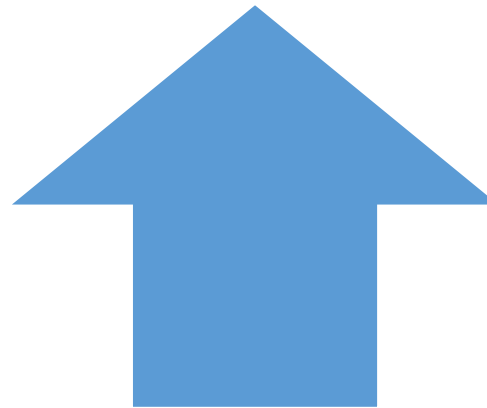
New Opportunities?



Face to
Face
Design

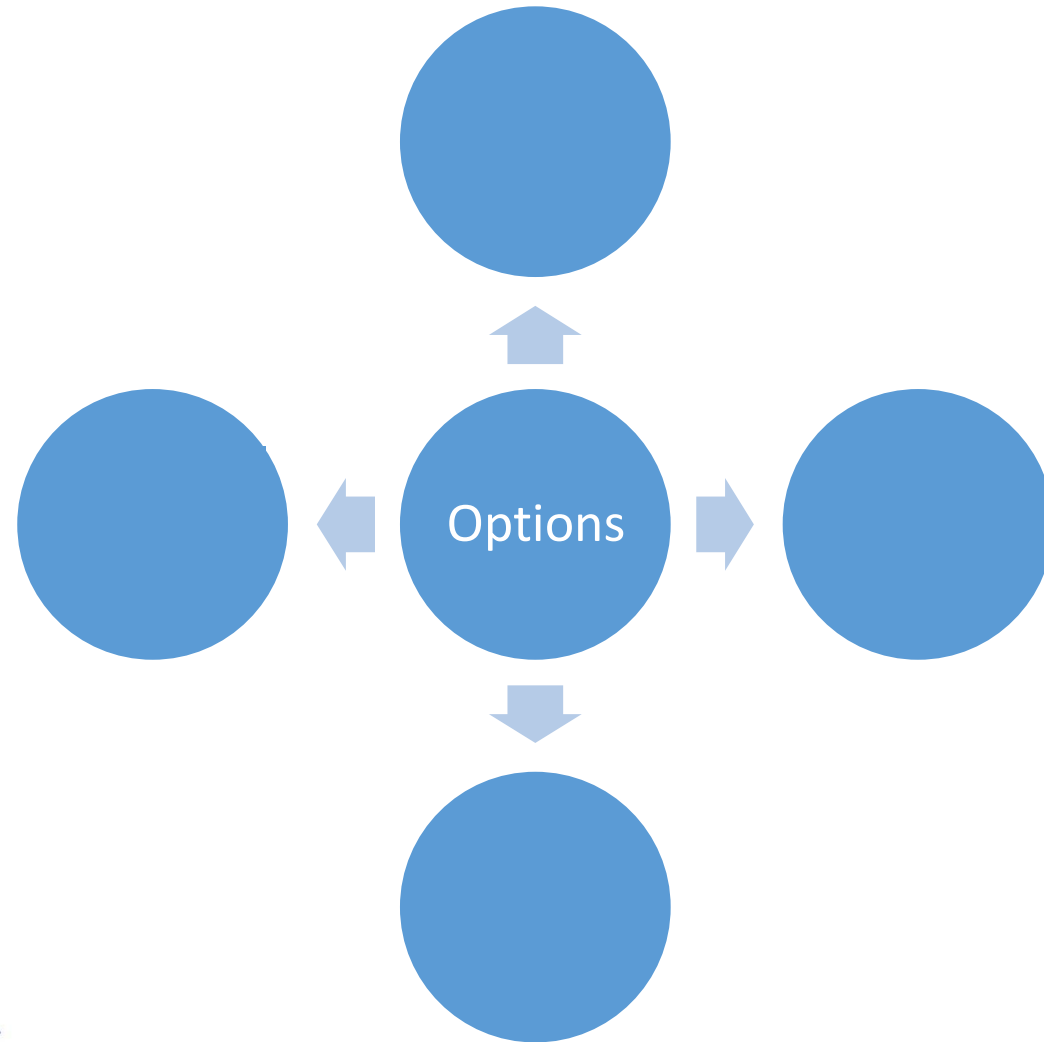


Virtual
Design



or an interesting mix of the two?

Collections or Delivery?



COVID-19 in the workplace

- **Anyone can get infected**
- **The percentage of the population likely to get infected will keep increasing**
- **You should not work if you have any symptoms and must follow medical advice**
- **Be ready to close the doors temporarily if you are infected, have plans in place**
- **Customers need to be able to trust that you are healthy when at work**
- **You have a right to expect customers who are infected to stay away**
- **You should display a notice reminding people not to visit if they have symptoms**
- **Keeping a record of customer visits will help with contact tracing**



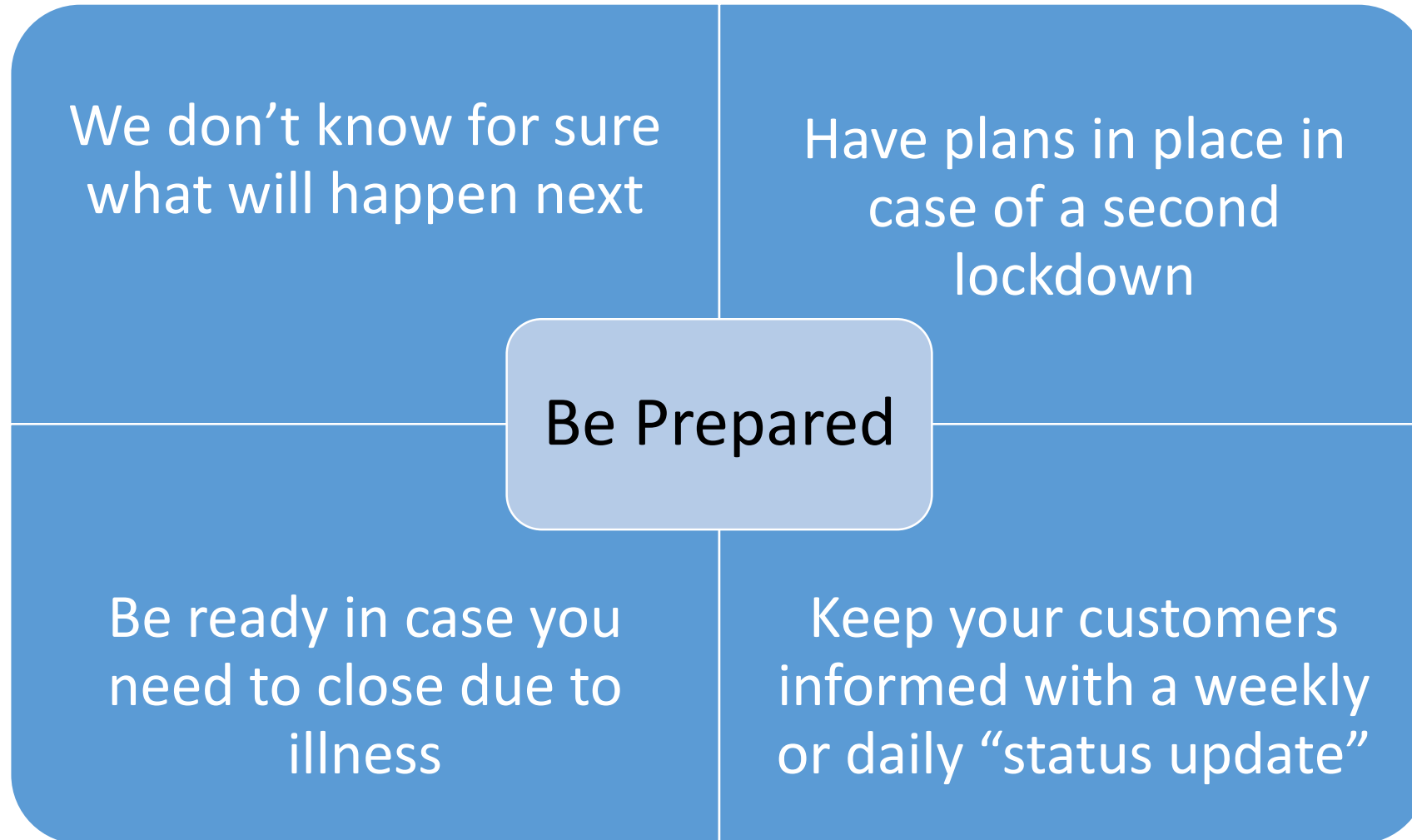
The new normal

An opportunity to reset and re-evaluate how your business works



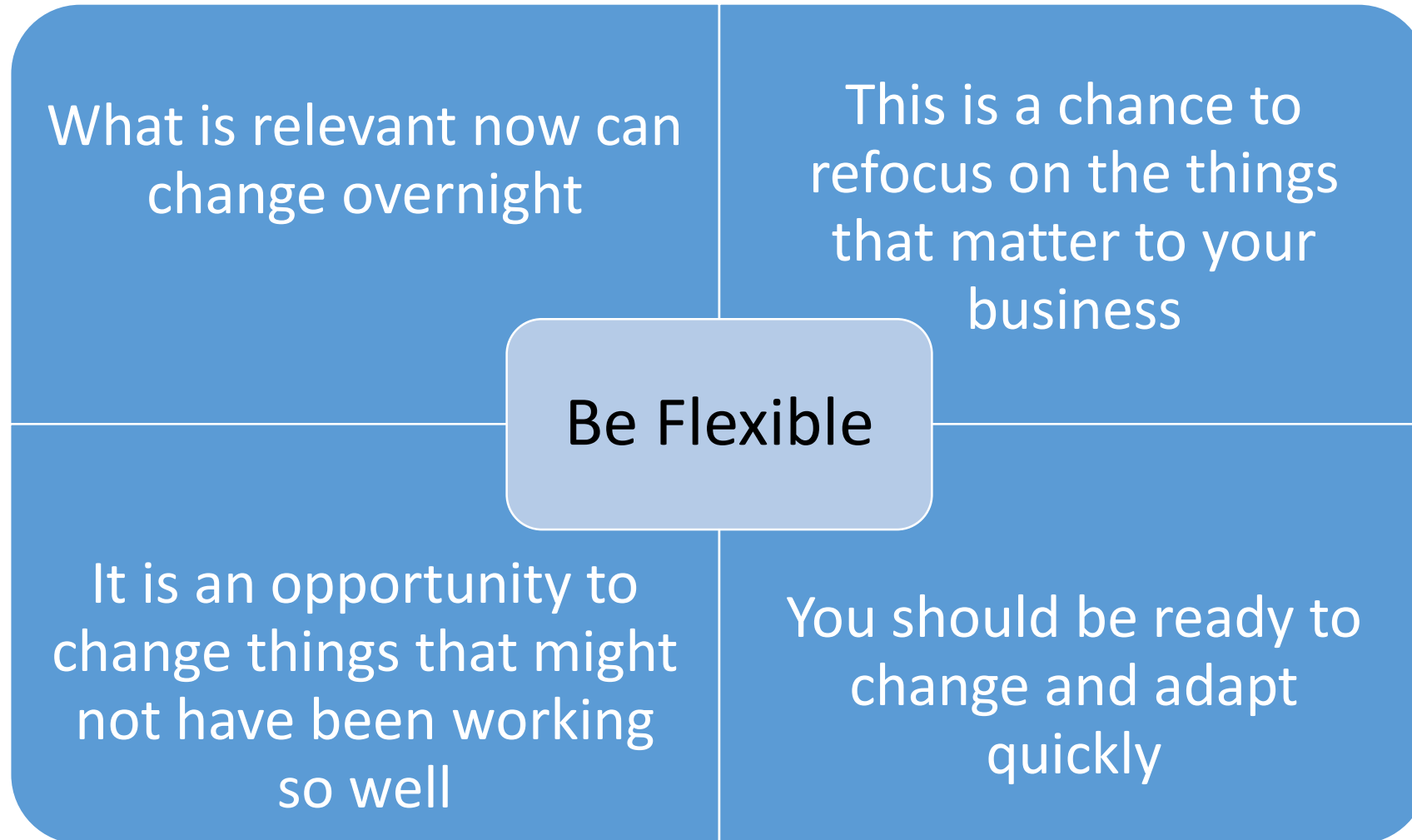
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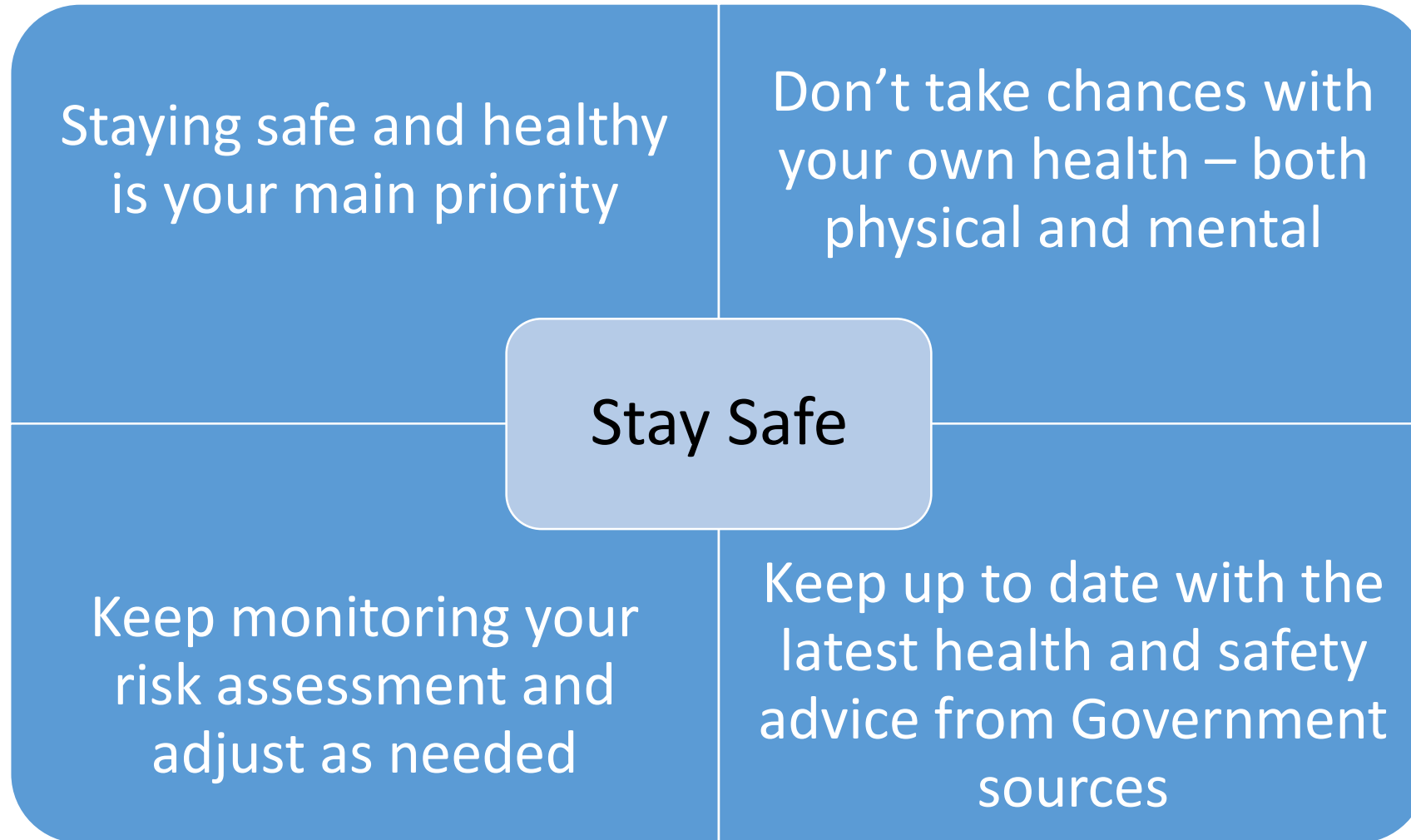
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Questions & Answers