



WHAT STEPS WILL BE PUT IN PLACE WHEN HACKNEY MARKETS REOPEN?

We hope you and your family are safe and well. We know that COVID-19 has brought with it many changes to everyday life. Things are going to look fairly different for quite some time after the existing lockdown measures are eased. We are looking at what we can do operationally to remain compliant with current government guidelines on social distancing. You too will need to consider how you will operate under these new trading conditions.

1

NEW MARKET LAYOUT

- We will be deciding on how best to lay out each market and street trading location. This could include a minimum distance required between each stall and the use of a one way system.
- We will look at introducing social distancing advisors in higher footfall sites to assist with adherence to social distancing guidelines.
- Can you implement a mini one way system in your stall or arrange it in a horseshoe shape with 2m markings?

2

LIMIT STAFF/CUSTOMERS

- We will be looking to limit the number of customers shopping within the markets and street trading sites at any given time. This will involve a maximum capacity and queue management of entry and exit points, operating on a one in and one out basis.
- Could you limit the number of customers at your stall or the number of staff working on your stall?

3

PPE AND HYGIENE

- We will be providing all Market Service Officers with the necessary PPE.
- How can you keep yourself and your staff safe and will you provide PPE?
- We recommend that you have sufficient hand sanitiser on your stall for your staff and customers.
- Ensure that you are enforcing social distancing guidelines as per government advice
- Could you invest in a portable hand washing station? These are available online.

4

FIT TO WORK

- All Market Service Officers will be required to sign a log each trading day to confirm that they are not experiencing symptoms such as a new, persistent cough and/or a high temperature.
- Could you implement these safeguarding measures within your stall?

5

CASHLESS PAYMENTS

- Do you have access to a contactless card reader? If not, you will need to explore this payment method. You can contact the Markets Service to put you in touch with a preferred supplier. This will be important to help prevent the spread of COVID-19. It is also the preferred payment method of 50% of Dalston shoppers.
- Have you considered an online click and collect and/or delivery service?

6

HERE TO HELP

- We are on hand to assist traders, where possible, regarding government support schemes, mental wellbeing, welfare, and business recovery support.
- If you have any questions or queries, please email markets.service@hackney.gov.uk or call **020 8356 5300**