

## Standard Shop Closure Pack Thursday 19 March 2020

This pack is to support you to efficiently and safely closedown your shop(s) temporarily, should you have to take the unfortunate decision to do so. It has been derived from an actual closure pack used by one of CRA's members.

### 1. Key actions to be taken before you leave

Action	To be completed by	Tick box
Do not open your shop – display a poster in shop door from the morning of your closure	Shop manager	
Area manager or equivalent should contact shop manager	Area manager or equivalent	
Read this closure pack – take your time	All paid staff	
Contact any staff and volunteers who are not in the shop today including key workers who support volunteers.	Shop manager	
Emergency contacts updated	All staff	
Process any van driver invoices	Shop manager	
Scan delivery notes for New Goods (if have outstanding deliveries)	Shop manager	
Set-up team WhatsApp group to enable ongoing communications	Shop manager	
Inform your local stock partners (if applicable)	Shop manager	
Floor walk to ensure everything is as you would like to find it on your return	Shop manager	
Remove any campaign POS from your shop windows.	Shop manager	
Remove all items of stock from windows and clothing off mannequins and make sure glass items are out of direct sunlight.	Shop manager	
Inform any local services eg. window cleaners that we will be closed for two weeks.	Shop manager	
Ensure there is no answer phone message attached to your phone lines.	Shop manager	
Leave keys for external stock storage locations and banks in the shop, these must be returned by all drivers.	Shop manager	
Instruct drivers to completely empty any banks and return stock to shop.	Shop manager	
Produce a letter for any volunteers in shop today. This has also be sent by post.	Shop manager	
Reset any passwords as necessary	Shop manager	
Set your next working day on the till to your projected opening date	Shop manager	

## Actions for Area Managers or equivalent

- Make sure you know who is holding the volunteer records and shop diary.
- Ensure you have a set of all keys for all shops in your area.
- Contact any of your team who are out of the business due to sickness or holiday and inform them of the action we are taking.
- Approve all van driver invoices before closure.
- For any shops already in temporary closure see details on the box below:

### Temporary closures

The teams will need to action the close down activity at the first opportunity.

For closed sites as a result of Covid-19, a clean should be arranged after 72 hours, so that you are confident that the site is safe to work in.

Please do not undertake any onsite activity until 72 hours has passed and the clean has been carried out for your safety.

## 2. Grab Pack

All Shop Managers/Assistant Managers should collect and take the following with them and keep secure while the shop is closed. You must inform your Area Manager or equivalent who has taken this home with them.

Items to Grab	Why
Shop Diary	Contact Numbers / Useful Info, future rotas
Volunteer Records	Notify all Volunteers
Collection Diary / Collection Dockets	Notify Customers
Any spare sets of Shop keys	Allow flexibility to allow access to site
Belongings from lockers	So you can return belongings to individuals when you re-open
Float	To keep it safe

## 3. Shop Closure Checklist

During this period of closure, it is really important that you all stay connected and updated. You will need to keep in frequent contact with your paid teams and volunteers during this period of closure and we have created some guidance to help with this.

Preparing for closure	Tick when actioned
Ensure your Area Manager or equivalent has a list of all keyholders' contact details	
Contact the Police Inform them that the shop will be closing until further notice. Ask if they can check the site as part of their routine patrols. The Police may ask for contact details of the person making the request.	
Town centre radio link schemes Contact the scheme providers and ask if they can give any support during the closure period e.g. perimeter walks. Contact details may be required.	
If adjoining premises/retailers are still trading leave contact details with them in the event of them discovering any issues e.g. signs of criminal damage or a burglary	
General donation tins Ring through the till, remove from the shop floor and bank the contents	
Counter cache Leave empty, open and separated on top of the counter	
Decide with your EPOS provider if the till should remain switched on Once emptied leave the till drawer open and hide the PED machine under the counter out of sight	
Ensure items of value e.g. Gift Aid tablets are switched off and hidden in a secure location within the premises other than the safe	
Remove all contents from the safe Keep back some of your float (we suggest £20) and bank the remaining float with your carryover from the previous day. The remaining float should be added to the grab pack above.	
Leave safe door open and ajar once all contents have been removed and hidden	
Take all valuables home and leave lockers empty and visibly open	
Check all heaters including radiators and electrical appliances are turned off and unplugged at the mains	
Empty the fridge and bins	
Make sure all taps are turned off	
Tape up and seal letter box	
Final site check -before leaving complete a site walk and ensure all cameras are visible and their view is not blocked. Ensure all internal doors are locked where appropriate, and all external doors are secure.	
Turn your window lights off The switch should be in the fuse cupboard. It will be the switch that controls the window lights time clock. If you can't find it leave the window lights on	
Decide if Electricity is to remain on	
Intruder alarms Stores with intruder alarms will need to inform the Alarm Monitoring Station of any closure	
During closure	
Burglary escalation process Ensure all staff are familiar with the process and know the appropriate action to take should a burglary be discovered.	

## 4. Deliveries & Logistics

Ensure there is a method for informing your suppliers that all your shops will be closed, and keeping them updated on your behalf – this could be done centrally or by each shop. This should include rag merchants, New Goods suppliers, World of Books and waste collections etc etc.

- Decide if you want to receive stock up until your shop closes, and whether it should be unboxed.
- Ensure voicemail systems are updated.
- Decide if you want to update your refund policy in the circumstances.

## 5. Servicing of Clothing & Book Banks

You need to ensure that any banks are emptied before closedown to prevent donations being damaged over time.

## 6. Your Volunteers

Please communicate effectively with volunteers at all times.

## 7. Van Drivers

Ensure van drivers are kept in the loop.

## 8. Re-opening

Give at least a day's notice of reopening. A re-opening checklist will be made available on the CRA website in due course.

## 9. Possible FAQs for Consideration

You should decide within your charity how to answer these questions

**Q: I was due to work during the closure period, will I be paid?**

A: You should answer this according to your charity's policy

**Q: Am I required to be available to work from home during the closure period?**

A: You should answer this according to your charity's policy

**Q: Will my annual leave still accrue during the closure period?**

A: You should answer this according to your charity's policy

**Q: I'm due to be on annual leave for all or some of this two-week closure period. Can I still take my holiday?**

A: You should answer this according to your charity's policy

**Q: I'm in my Probationary Period and was due to work during the closure period, will I be paid?**

A: You should answer this according to your charity's policy

**Q: I'm currently sick due to reasons unrelated to the coronavirus will I now receive full pay during the closure period?**

A: You should answer this according to your charity's policy

**Q: If I become ill during the closure period do I still need to contact my manager to advise them of my sickness?**

A: You should answer this according to your charity's policy

**Q: What if a team member was due to return to work from long term sickness during the closure period?**

A: You should answer this according to your charity's policy

**Q: What if I need to self-isolate due to the Coronavirus during the closure period?**

A: You need to abide by the government advice during that period and when notified that the shop will be re-opening, notify your manager and people services via email that you are self-isolating, and the length of time left for self-isolation.

**Q: Do I need to notify you about caring for any dependents during the shop closure period?**

A: Suggested answer: We appreciate caring responsibilities may be difficult at the moment. During the closure period, you will be paid as normal if you were due to work. So you do not need to advise us of your caring responsibilities during this two week closure period. However, when you are notified that the shop will be re-opened, at that point if you are unable to work, you must notify your manager to discuss what alternative arrangements can be made.

**Q: I'm currently on maternity leave, will I now be paid full pay during the closure period?**

A: You should answer this according to your charity's policy

## 9. Possible FAQs for Consideration Cont.

**Q: What happens if I'm due to return from maternity leave during the shop closure period?**

A: You should answer this according to your charity's policy

**Q: What happens if I am due to leave the charity within the closure period?**

A: You should answer this according to your charity's policy

**Q: What happens if I do regular overtime?**

A: You should answer this according to your charity's policy

**Q: What if I have a change in my role / working hours that is due to take effect during the closure period?**

A: You will be paid at the rate agreed for the effective change during this two week period, from the date of your contract change.

**Q: What if I have a specific pay query, that's not covered here?**

A: Suggested answer: Speak to your line manager in the first instance, but contact HR if you need further assistance

**Q: What happens at the end of the closure period?**

A: Suggested answer: We'll be in touch before the end of the closure period as we continue to keep an eye on this evolving situation when we hope to re-open.

**Q: There are new during the closure period starters next week... what is the process?**

A: AM's & RM's or equivalent will need to have a conversation with each new starter, to be discussed with your RD today.

**Q: Shops with high value jewellery etc for EBay do they hide or post or sign out and take home?**

A: Suggested answer: Jewellery should be posted to eBay by an appropriate day (recorded delivery), all other items secured in shop.

**Q: Do shops switch off gas boilers?**

A: Suggested answer: No, but it could depend on individual premises situations

**Q: Taps turned off ....Tap or mains water?**

A: Suggested answer: Ensure taps are turned off but do not switch off at the mains.  
If you have any further questions please contact your line manager.

Disclaimer: We reserve the right to change our decision on the above, dependent on Government advice.