

Big City BIDs
9 June 2020

WEAREWATERLOO COMMS DURING COVID

WE ARE
WATERLOO

Comms

in the times of

COVID

- 'Fun' Graphics on how to apply for Grants
- Sharing Good News Stories
- Updated Business Directory & Resource Hub
- Lower Marsh Market Click & Collect Software Development
- Lower Marsh Market on BBC
- Pre-Recovery Strategies
- Welcome Back(packs)!
- 'Back to Business' Webinar and Signage

Big City BIDs

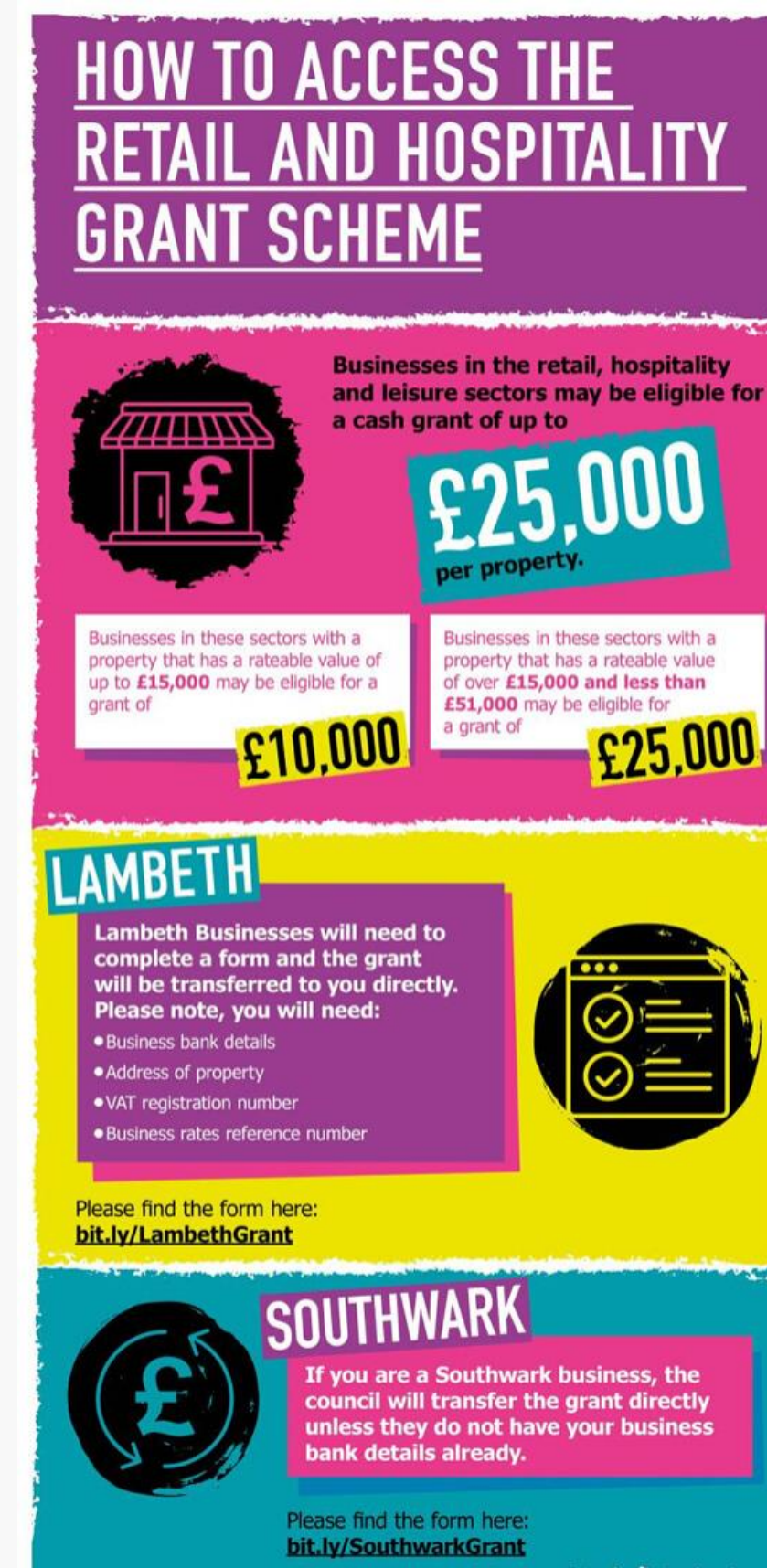
'Fun' Graphics on how to apply for Grants




LAMBETH
**INDEPENDENT
HOSPITALITY FUND**

**82 grants
of £20,000
available**

Three circular icons: a cocktail glass, a crossed fork and knife, and a pound sterling symbol with a circular arrow.



HOW TO ACCESS THE RETAIL AND HOSPITALITY GRANT SCHEME

 Businesses in the retail, hospitality and leisure sectors may be eligible for a cash grant of up to

£25,000
per property.

Businesses in these sectors with a property that has a rateable value of up to **£15,000** may be eligible for a grant of **£10,000**

Businesses in these sectors with a property that has a rateable value of over **£15,000 and less than £51,000** may be eligible for a grant of **£25,000**


LAMBETH

Lambeth Businesses will need to complete a form and the grant will be transferred to you directly. Please note, you will need:

- Business bank details
- Address of property
- VAT registration number
- Business rates reference number

Please find the form here:
bit.ly/LambethGrant

SOUTHWARK


 If you are a Southwark business, the council will transfer the grant directly unless they do not have your business bank details already.

Please find the form here:
bit.ly/SouthwarkGrant


Sharing 'Good News' Stories




Updated Business Directory & Resource Hub




MAP


SEARCH 




MAP / A-Z

SHOPPING


books and music
fashion
hair and beauty
house and home
newsagents and convenience stores
stationery and giftware
supermarkets

SERVICES FOR BUSINESS

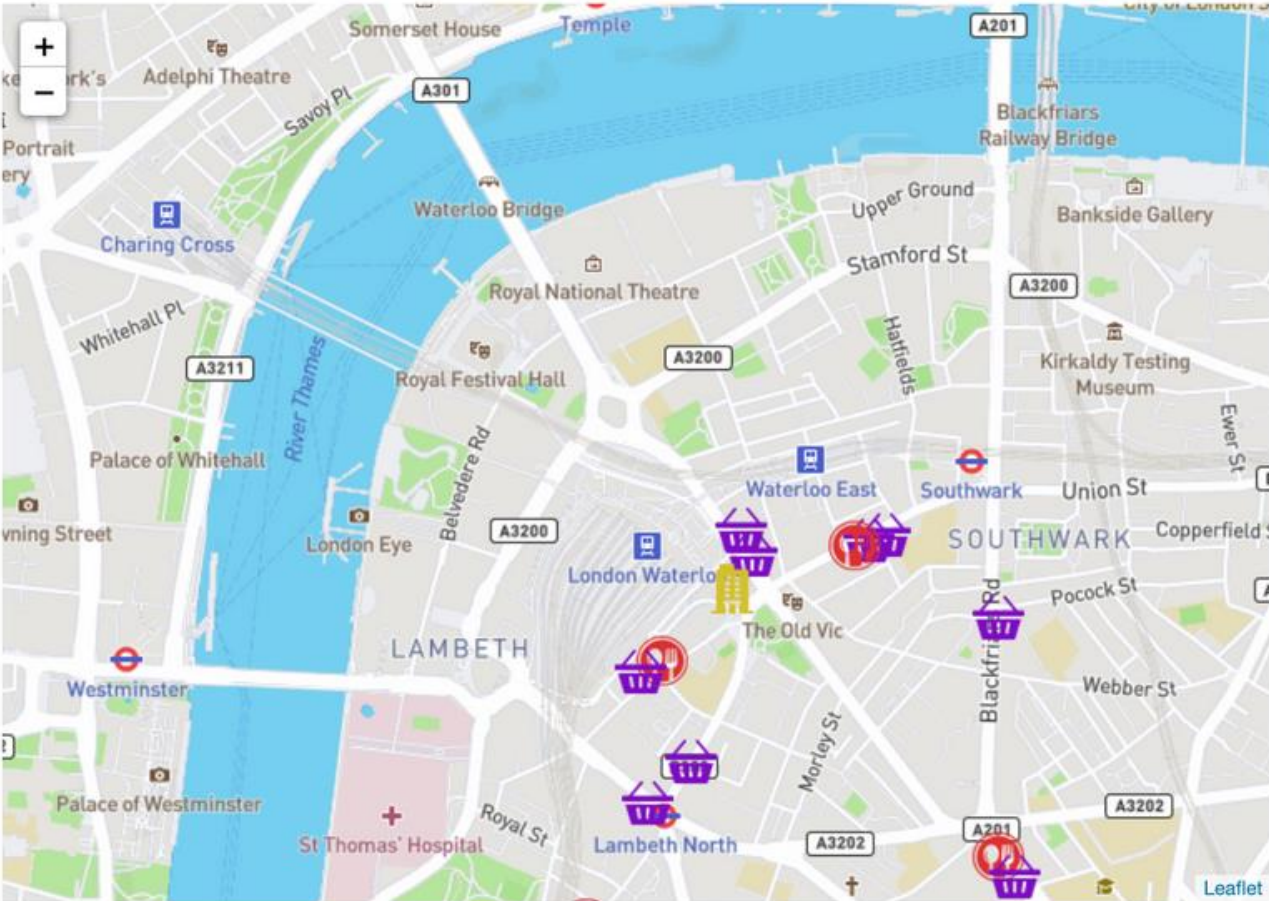
architecture and the built environment
buildings facilities it and stationery
conference and meeting facilities
design print and media
recruitment


LOCAL AREA SERVICES


domestic services
finance law and property
health sport and leisure
hotels and b&bs


EAT AND DRINK


CLICK HERE TO VIEW BUSINESSES TRADING DURING COVID-19



BOBTAIL FRUIT
shop

CALDER BOOKSHOP
THEATRE
shop

CAPITAL KEBAB HOUSE
shop

COSTCUTTER
shop

Updated Business Directory & Resource Hub



'Back to Work' Ready – Business Resource Hub

🕒 21/05/2020



Since the lockdown began, we've been engaging with members as often as we can, through various channels. We've hosted our own webinars, jumped on calls with different industry sectors, like hospitality and retail, to get an idea of the most pressing concerns for companies as well as provided business support guidance through bespoke infographics and newsletters. This all feeds into our Pre-Recovery Strategy, which you can download a copy of [here](#). We remain open and operational, here to support our BID levy paying businesses and the wider community within the city right now.

Looking forward to a 'return to the new normal', we have taken the lead from Liverpool BID and devised a checklist for members that should ensure you are taking all the appropriate safety measures for yourself and staff before going back to work:



MORE STORIES

Waterloo Health Centre: An Update from GP Partner, Dr George Verghese

🕒 19/05/2020

Micro 'bounce back' loans for Coronavirus-hit SMEs

🕒 28/04/2020

Pay it Forward for the future of London businesses

🕒 22/04/2020

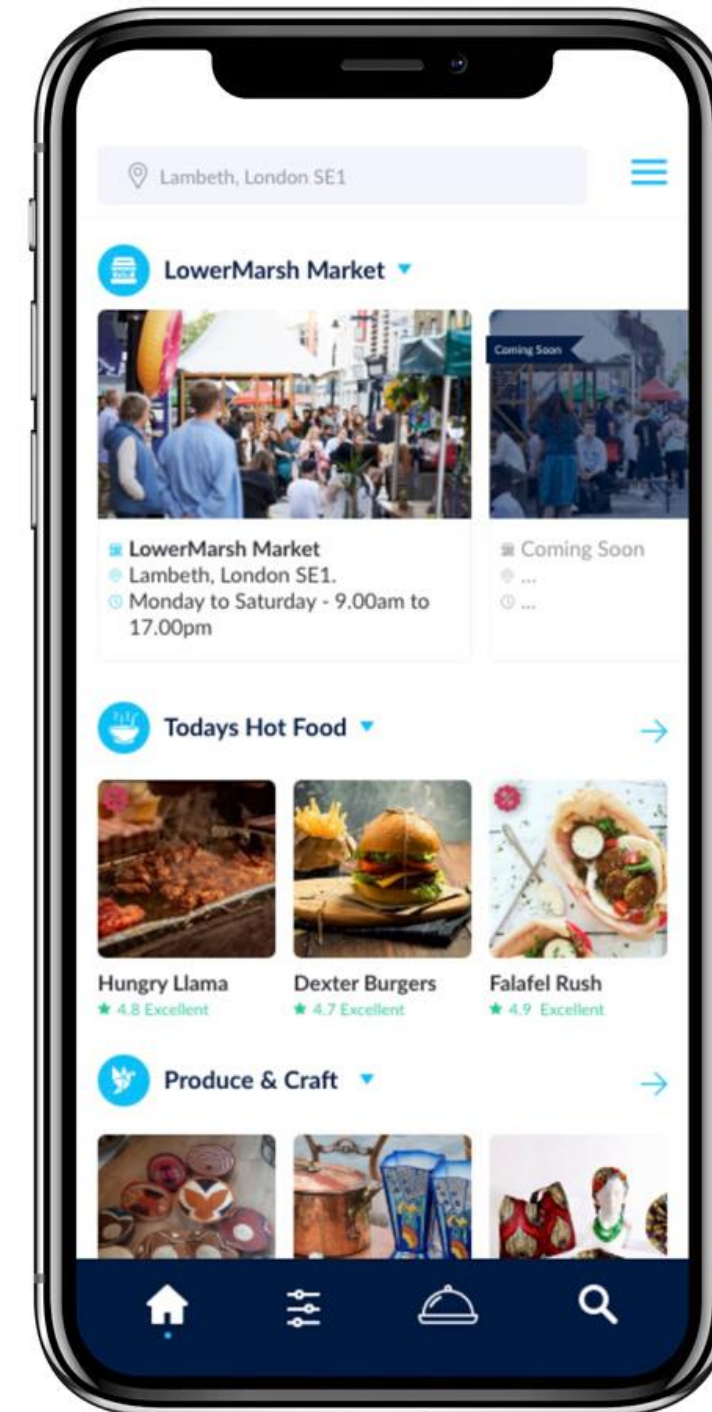
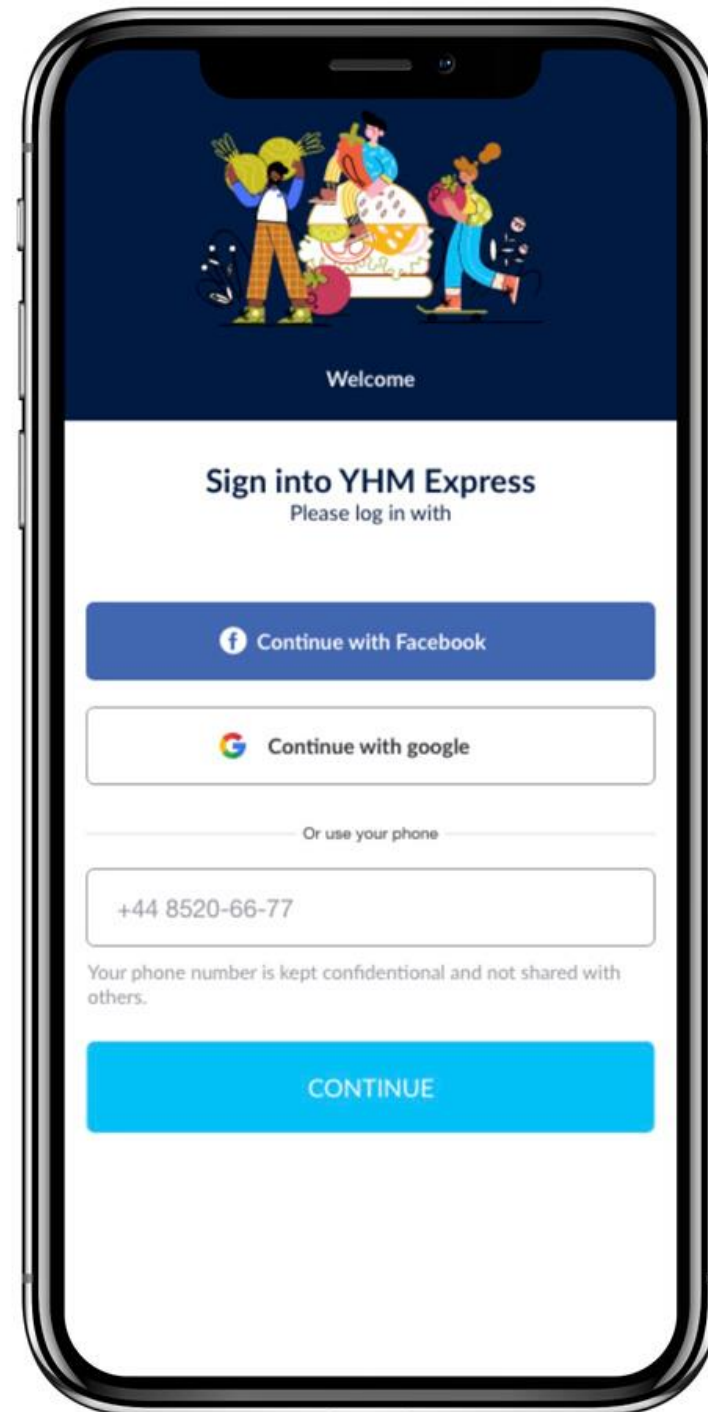
Looking After Your Mental Health During the Pandemic

🕒 20/04/2020

FREE Mindfulness Classes via Zoom

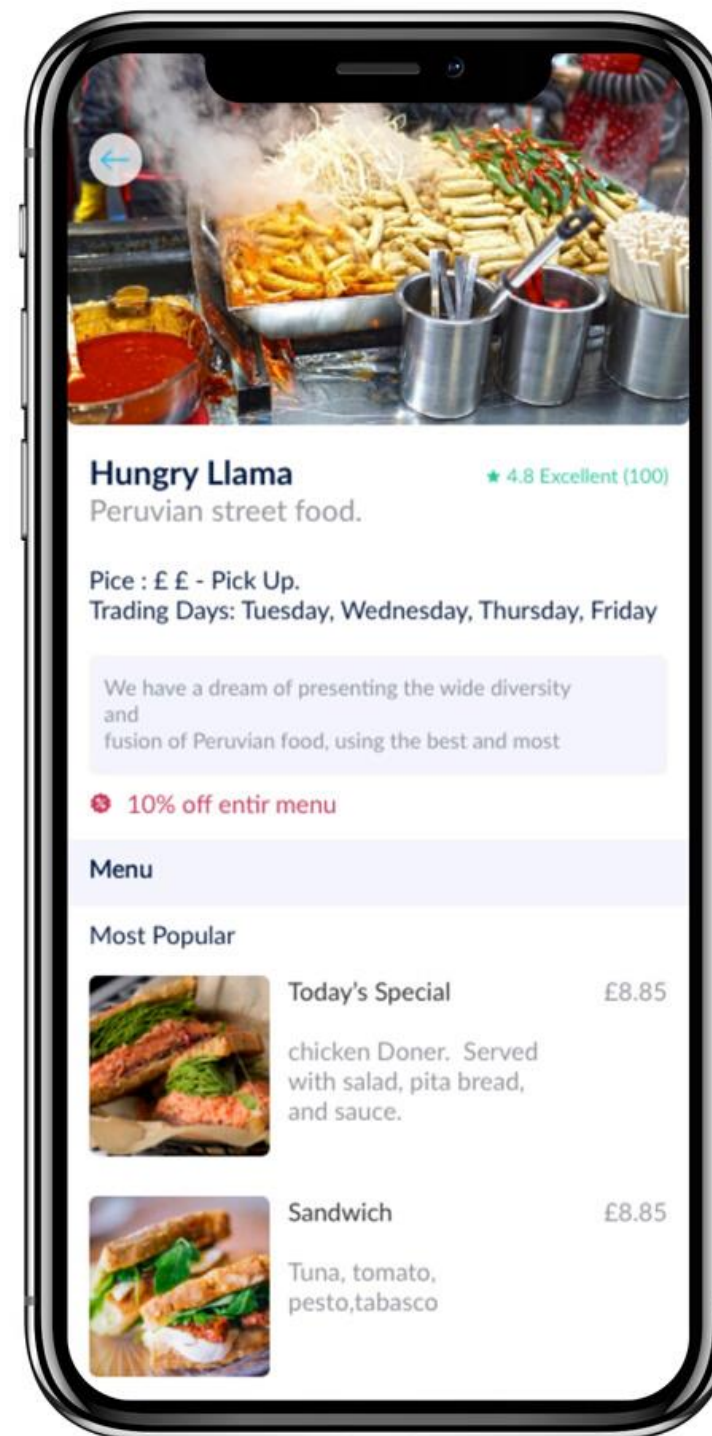
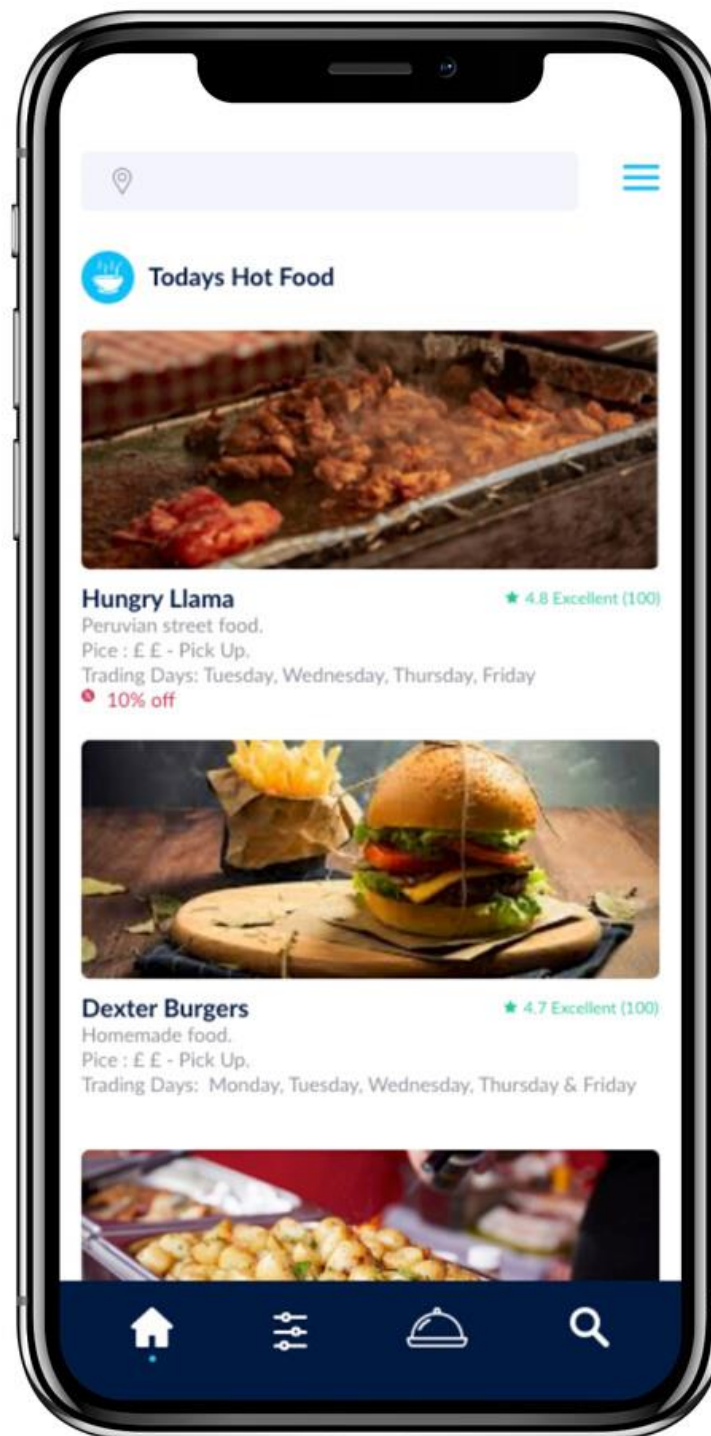
🕒 14/04/2020

Lower Marsh Market Click & Collect Software Development

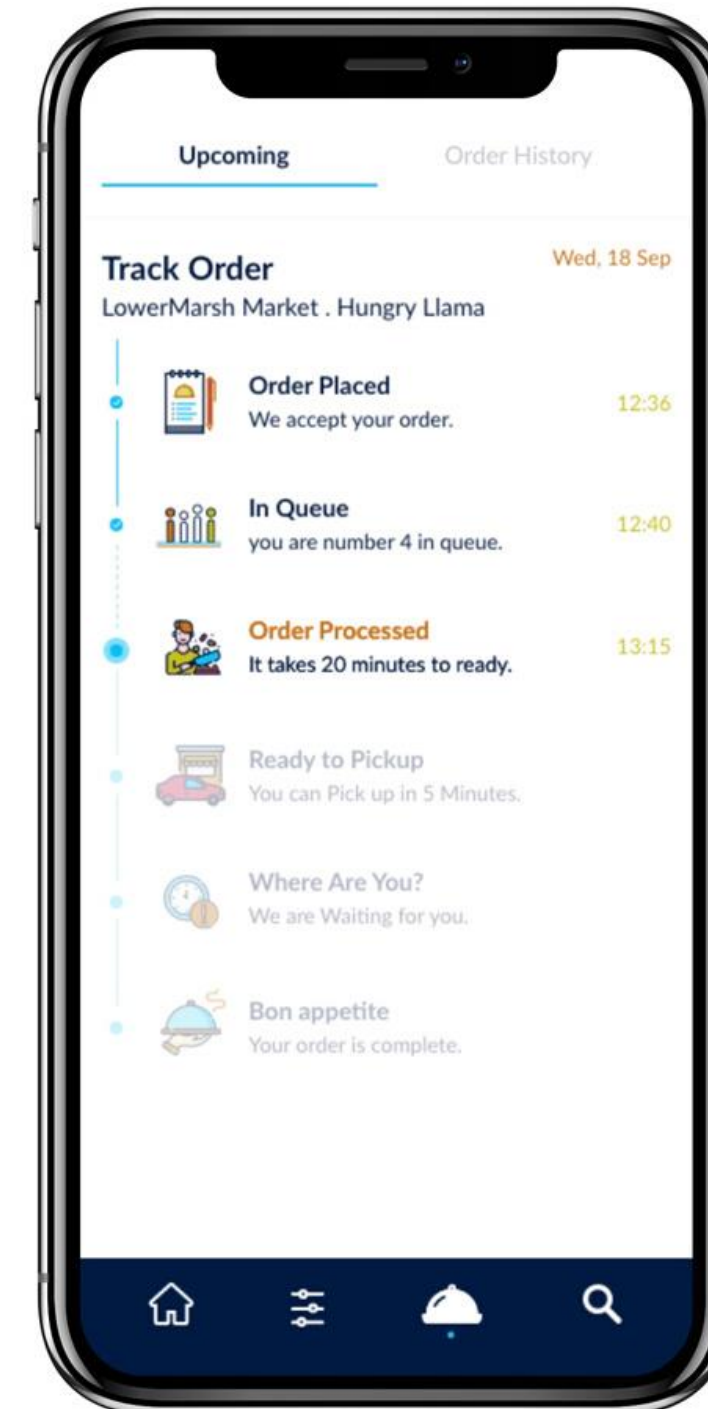
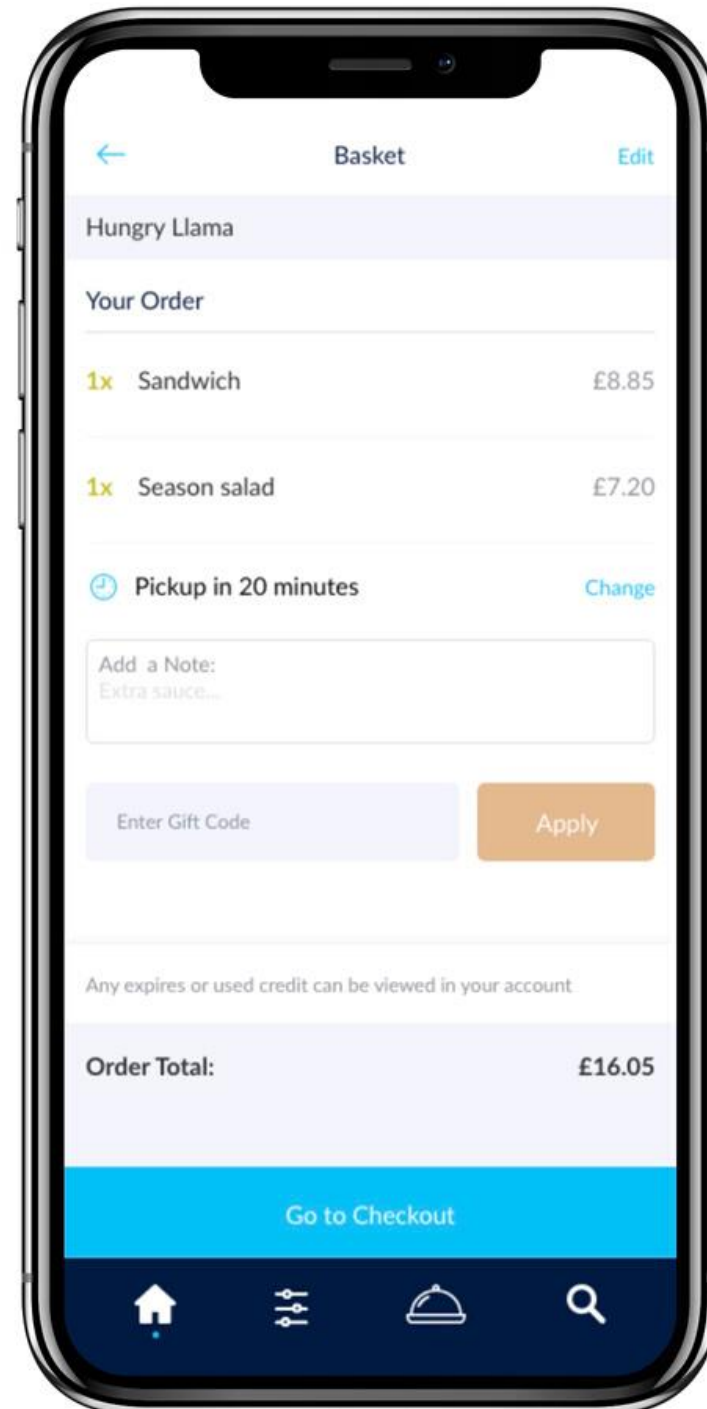


Lower Marsh Market

Click & Collect Software Development



Lower Marsh Market Click & Collect Software Development



Lower Marsh Market on BBC



Pre-Recovery Strategies

APRIL 2020

PRE- RECOVERY STRATEGY

LOWER MARSH MARKET'S
RESPONSE TO COVID-19



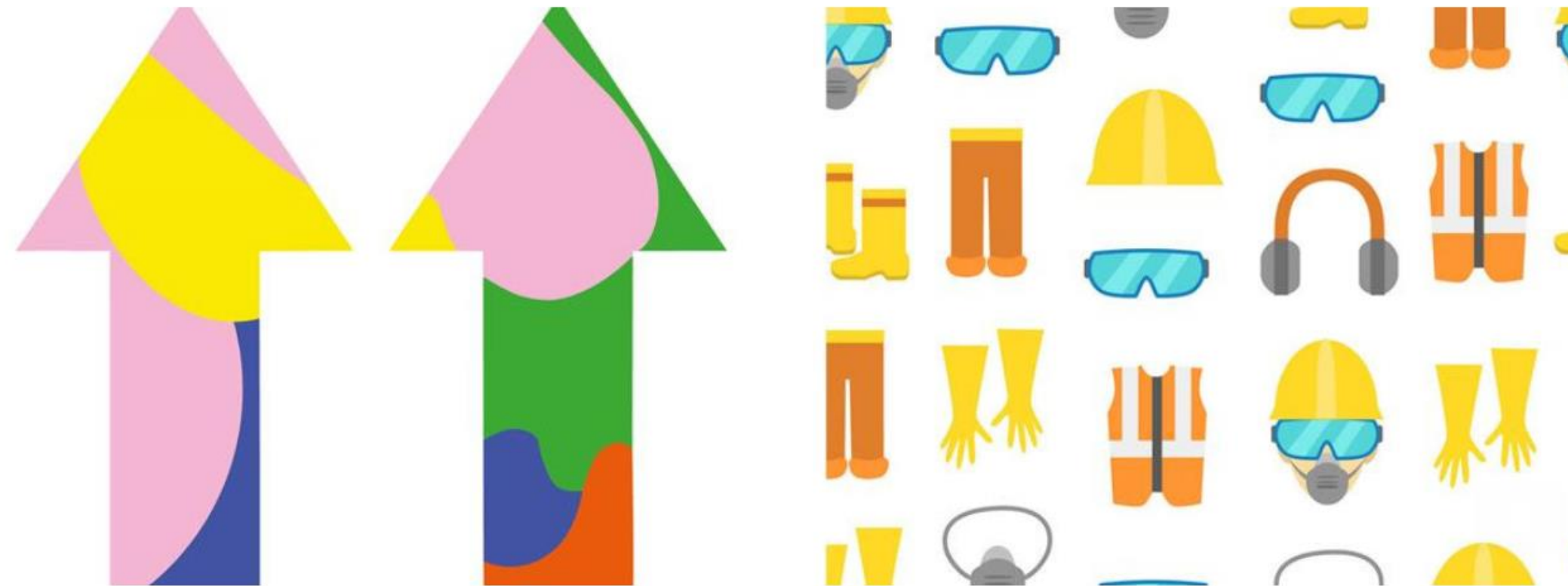
APRIL/MAY 2020

PRE- RECOVERY STRATEGY

WEAREWATERLOO BUSINESS
IMPROVEMENT DISTRICT'S
RESPONSE TO COVID-19



Welcome Back(packs)!



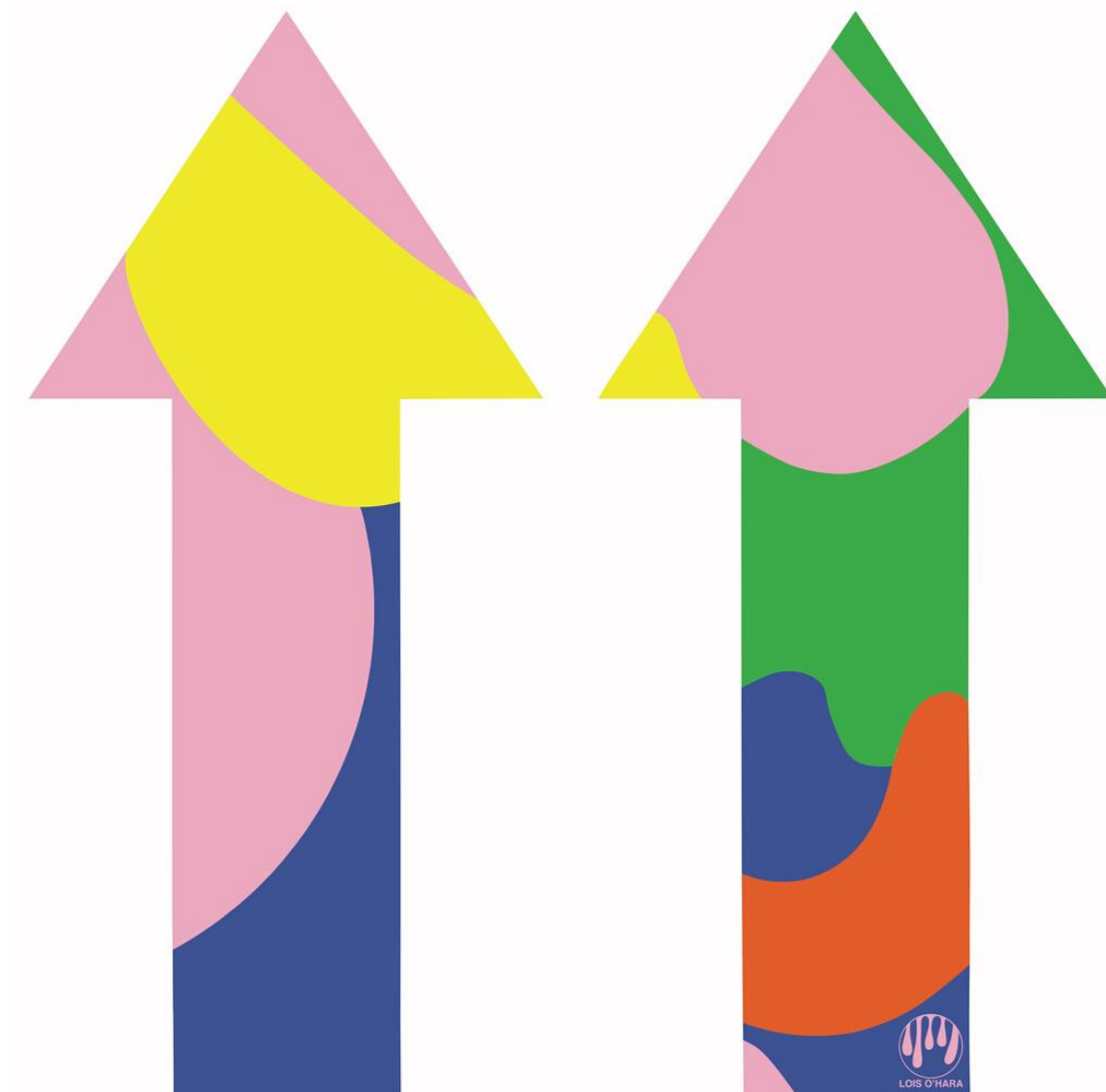
WELCOME BACKPACKS - COMING SOON!

Thank you so much to so many of you who expressed interest in our 'Welcome Back Pack' idea. We are pleased to announce that we will be pressing play on this initiative, and purchasing relevant sanitary products for businesses that require them. We will deliver them as is appropriate for you; if you haven't already, please contact Harrie [here](#) if you wish to receive your free Welcome Back(pack).

We have also finalised designs (working with artist [Lois O'Hara](#) and local design agency [YoYoPop](#)) for our social distancing signage and providing assets to businesses that require them. Please contact Alex [here](#) should you wish for us to include some in your Welcome backpack.

Welcome Back(packs)!

PLEASE STAND BEHIND THE LINE



'Back to Business' Webinar and Signage

Meet – Best Practice and a Brew - Waterloo Business B... x +

meet.google.com/oni-orma-okq?authuser=0

Apps IPM My MMU MMU Library MMU Research M... MMU Place Intel Research Method... WAW

REC

Tolu Fatogbe Joe Xuereb Lina Valle Mandy T (Prese... and 3 more Deborah Nagan

Harrie Notton Michael Blair Kate Saunders Al Lewis

Jacqui Nunn Sarah Sepahi Alex Butt Hannah

Best Practice and a Brew - Waterloo Business B... ^

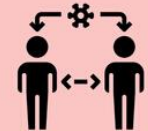
Turn on captions Present now

'Back to Business' Webinar and Signage

COVID-19 ALERT Social Distancing



ONLY _____ CUSTOMERS ALLOWED IN AT ONE TIME



MAKE SURE YOU ARE 2M OR 6FT APART AT ALL TIMES



OBSERVE THE 2M SOCIAL DISTANCING RULE IF QUEUING OUTSIDE



DO NOT VISIT IF YOU HAVE SYMPTOMS - STAY AT HOME



DO NOT TOUCH GOODS UNLESS YOU INTEND ON PURCHASING THEM



PLEASE USE CONTACTLESS OR CARD PAYMENT

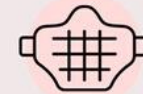
SOURCE: LAMBETH COUNCIL



Get your business 'back to work' ready *The essentials*

Preparation is vital for a smooth transition from lockdown across the UK. WeAreWaterloo BID has taken inspiration from Liverpool BID and devised this document to help you get your business, venues and workforce ready.

Communication is key for a smooth process in order to keep employees, customers and providers up to date with your policies and measures in place to help provide reassurance, meet expectations, minimise anxiety and make a simple transition.



Review your staff policies

*Staff and schedule plan
Risk assessments
Internal communications*

- Review risk assessments in line with government guidance on COVID Secure business
- Create a staff plan to reflect working from home, return to work, fixed teams on shift patterns and flexible working
- Consider prioritising working from home and vulnerable staff
- Circulate new policies, health measures and timescales with staff across the workplace
- Devise advice on safe commuting
- Order the necessary PPE for staff to undertake their work safely
- Get staff tested:
[gov.uk/guidance/coronaviruscovid-19-getting-tested](https://www.gov.uk/guidance/coronaviruscovid-19-getting-tested)



Check your venue

*Policies review
SLA review
Facility inspections*

- Review:
- Internal policies to meet with landlord, managing agency and/or head office policies and guidance
 - Heating, ventilation, air conditioning and mechanicals ahead of re-opening
 - Fire/Life Safety systems
 - SLA cleansing services and frequency
 - Security measures for your office



Introduce physical distancing

*Health and safety checks
Office traffic management
Access points*

- Identify and control access points for staff, customers and providers, consider one way systems to allow for distancing
- Work with your local authority, BID and/or managing agency/landlord regarding support managing potential issues with queueing or access
- Encourage increasing the frequency of hand washing
- Limit face to face meetings in favour of virtual
- Apply social distancing on: Office space, separation panels, alternate seating spaces, communal areas, reduce maximum capacity allowed and introduce flexible time slot usage, customer facing areas, display social distancing spaces, consider protective measures for employees where necessary



Review surfaces & point of sale

*Cleansing plan
Sanitising availability
Minimising risks*

- Review cleansing plan including potential new areas, hot spots, services, frequency and appropriate products recommended by Public Health England
- Disable touchscreens, consider low-touch or no-touch switches, doors, drawers and other fittings
- Remove high-touch shared tools such as whiteboard markers and remote controls
- Consider restocking with food/beverage single-serving items
- Provide sanitizer and cleansing products
- Implement a clean desk policy
- Identify safe storage areas for personal items
- If possible, designate a specific enclosed room to isolate any person identifying themselves with symptoms



PLEASE SEE CURRENT UK GOV COVID-19 SECURE GUIDELINES: [SHOPS](#), [RESTAURANTS](#), [OFFICES](#), [CONSTRUCTION AND OUTDOOR](#)

Thank you!



WE ARE
WATERLOO