

# Derbyshire Constabulary

# Face Coverings

## Businesses Information Sheet – Requirement for face coverings

Throughout the Covid-19 pandemic Derbyshire Constabulary have been committed to encouraging people to behave responsibly. This will continue with the latest changes to guidance about wearing face coverings within shops from 24 July 2020.

### The 4Es

1

#### ENGAGE

we will try to engage with someone

2

#### EXPLAIN

explain how we think they are breaking the rules

3

#### ENCOURAGE

encourage them to change their behaviour to reduce the risk to public health and safety

4

#### ENFORCE

If a person continues to ignore the instructions officers can then take enforcement action

During the pandemic shops and businesses across Derbyshire have worked hard to provide the community with services in a safe and risk assessed environment. We ask that you now include the 'requirement to wear face coverings' for everyone entering your premises into risk assessments and to help police by using the first 3 Es (Engage, explain, encourage) in your discussions with customers to mitigate the risk to public safety.

### Legal Requirements

As of Friday 24 July, it will become an offence for anyone entering a shop not to wear a face covering. It is important to remember that a face covering is any covering that covers the wearer's mouth and nose. This could be as simple as a scarf or cloth face covering.

Full guidance is available at:  
<https://www.gov.uk/coronavirus>

### Exemptions:

There are exemptions and times when a person will have a reasonable excuse for not wearing a face covering, these include:

- A child under the age of 11 years
- Anyone unable to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- If putting on, wearing or removing a face covering will cause you severe distress
- If you are travelling with or providing assistance to someone who relies on lip reading to communicate
- To avoid harm or injury, or the risk of harm or injury, to yourself or others
- To avoid injury, or to escape a risk of harm, and you do not have a face covering with you
- To eat or drink, but only if necessary
- To take medication
- An employee of the shop
- An emergency responder acting in their capacity as an emergency responder
- A police officer acting in the course of their duty
- A relevant officer acting in the course of their employment or duty (e.g. a local council officer)

### Scenarios when you are permitted to remove a face covering when asked:

- If asked to do so by shop staff for the purpose of verification and identification
- If speaking with people who rely on lip reading, facial expressions and clear sound. Some may ask you, either verbally or in writing, to remove a covering to help with communication
- If a police officer or other official requests you remove your face covering

It is expected that as with any new legislation, it will take the public time to adapt to the new requirements and understand their responsibilities in protecting themselves and others. Derbyshire Constabulary seek the support of the retail industry in engaging with the public in a positive manner to help to increase the compliance of wearing face coverings in shops.

 **101** in an emergency  
always call 999  
[www.derbyshire.police.uk](http://www.derbyshire.police.uk)



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## Advice when dealing with customers

There will be occasions where customers enter your business without wearing a face covering. We encourage businesses to take a proportionate approach to managing any customers who may not be complying with face covering requirements. By taking this approach, and considering the 4Es it will help you to maintain the safety of your staff and customers.

**When dealing with potential conflict consider utilising the 4-step appeal process:**

### Ethical appeal

Ask the individual to comply with your request to utilise a face covering, (or if the situation has escalated) your request for them to leave the premises.

### Reasoned appeal

Reinforce the reasoning for wearing a face covering i.e. government legislation and to protect others. If the situation has escalated and perhaps you have asked them to leave, reinforce why you have asked them to leave and refer to their behaviour which has caused the request.

### Personal appeal

Appeal to the individual- Explain they may be jeopardising values that are important to them e.g. public embarrassment by their behaviour, loss of respect by friends or family or potentially even loss of free time if arrested. Explain the impact the behaviour is having on other customers and staff.

### Practical appeal

Tell the individual what is required and that the incident cannot continue. Ask if there is anything you can reasonably do to assist them to comply with your request.

1

### ENGAGE

If you become aware of someone not wearing a face covering when required to do so, speak to the individual politely. Identify your position and role as a representative of the business.

2

### EXPLAIN

Explain that you have approached them because they are not wearing a face covering. Explain that there is a requirement set in law by the government that they must wear a face covering when in a shop. Consider explaining that the face covering is there to protect everyone and reduce the risk of transmission of Covid-19. Some people may have found the face covering guidance confusing and unclear. Providing this clarity for your customers and reassuring them that you welcome their custom will reduce the risk of conflict.

3

### ENCOURAGE

Encourage the individual that they are welcome within your business and will need to wear a face covering. Explain any immediate options to obtain a face covering – it may be that they have one easily accessible to them nearby. Reiterate that the requirement on face coverings is set in law by the government not your business. Remind the customer that you welcome their custom.

4

### ENFORCE

If you have been unable to resolve the matter using the first 3 Es then you may need police assistance to enforce. No business employee should have to face violence or anti-social behaviour in the workplace. Through utilising the 4Es and appeals approach this will resolve many incidents. It is anticipated that businesses will be able to resolve most incidents themselves without a need to call the police, however we understand there are times when you may need to call the police.

### When to call the police? Call 999 immediately if:

- A serious offence is in progress or has just been committed
- Someone is in immediate danger
- Property is in danger or being damaged
- A serious disruption to the public is likely
- There is an immediate and serious risk to public health

### If an incident is not happening then and there or the offender has left you can report via the following methods:

- Facebook – send us a private message to /DerbyshireConstabulary
- Twitter – direct message our contact centre on @DerPolContact
- Website – complete the online contact form [www.derbyshire.police.uk/Contact-Us](http://www.derbyshire.police.uk/Contact-Us).
- Phone – call us on **101**.