**NHS Test and Trace QR codes – Advice for Retail Sector in England**

* The NHS COVID-19 app has a check-in feature which enables a venue to register for an official NHS QR code and allows users to ‘check-in’ to participating venues on their app by scanning that code. The information stays on the user’s phone.
* These QR code posters are a quick, simple and secure way for visitors to ‘check-in’ to your venue(s) using the app. If they ‘check-in’ using the app then businesses in England do not need to collect those customers’ records.
* By ‘checking-in’, app users will have a digital diary on their phones of the venues they have been to which can support discussions with contact tracers if they become ill with coronavirus. It also means that important public health messages can be sent to relevant app users’ phones if needed. Businesses and venues will not be named in any messages.
* Businesses and venues in England that are expected to maintain customer logs should now ensure that official NHS QR code posters are available for customers to use. This does not currently include the retail sector. However, businesses and venues that are not currently expected to maintain customer logs are encouraged to display official NHS QR codes if they have indoor areas where visitors are likely to congregate or sit-down in close contact for 15 minutes or more.
* By using the NHS QR code system, businesses will be helping to protect themselves and their customers from the impact of the virus. This system will help to slow the spread of the virus, reducing the impact of a potential second wave, and helping us return to a more normal life.
* The posters can be created on-line for free by going to https://www.gov.uk/create-coronavirus-qr-poster. At-least one poster should be available on the entrance of the venue in a place that is easy to see and convenient for visitors including those in wheelchairs and those with other disabilities. Multiple copies can be produced for different entrances and different size options are available.
* Please avoid locations where there will be high ‘glare’ and ensure the poster is on a flat surface so that QR codes can scan properly.
* For very large venues it is advised that businesses consider creating different QR code posters for different locations on the premises, rather than a single QR code for the whole venue. For example, if there are different restaurant areas within a large venue they should each have their own QR code. This will mean that any public health messages needed can be targeted at fewer people. These messages will not name your business or venue.
* If your venue is in England, and you are currently using your own QR code system to support contact tracing, you should now switch to the official NHS QR code system. It is highly secure and reduces the need for data management for the businesses. You will only need to maintain an alternative means to log in for people who do not have a smartphone or do not want to use the app.
* Visitors will not be able to scan other QR codes with the NHS COVID-19 app because they use a different type of technology. If you need to continue with your own QR code system for non-contact tracing reasons, you must remove any NHS, NHS Test and Trace, or NHS Test, Trace, Protect logos to avoid confusion for app users which would result in them failing to log in via the official code and miss potentially important public health messaging.
* The following table has examples of locations related to the retail sector and corresponding advice on whether QR check-in posters should be used:

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| **Venue/Location** | **Comment/Advice** |
| Supermarket | Customers generally move around the space rather than congregate, and are expected, by law, to wear face coverings. QR codes are therefore only likely to be useful for cafes/restaurants or other enclosed facilities within these premises where customers may congregate and where customer logs are already required |
| Boutique shop | Customers generally move around the space rather than congregate, and are expected, by law, to wear face coverings. QR codes are therefore not required but are optional for shops to use if they wish.  |
| Department store | Customers generally move around the space rather than congregate, and are expected, by law, to wear face coverings. QR codes are therefore only likely to be useful for cafes/restaurants or other enclosed facilities within these premises where customers may congregate and where customer logs are already required |

Venues can read more FAQs on the COVID-19 app website: <https://faq.covid19.nhs.uk/category/?id=CAT-01027&parentid=CAT-01025>