New legal requirement to display NHS QR code

# Overview

Designated businesses and organisations, including hospitality, close contact services and leisure venues, will be legally required to log details of all customers, visitors and staff for NHS Test and Trace and from Thursday 24 September will be required to display official NHS QR code posters **under law** ahead of the NHS COVID-19 app being rolled out nationally.

The regulations will be enforced by Local Authorities, who will have the power to issue fines of up to £1,000 for venues that are failing to comply, or the police as a last resort. Fines will rise to up to £4,000 for repeat offenders.

Businesses will be expected to make sure their customers are aware of the rules around QR codes by displaying posters and speaking to customers directly.

# Who has to display the QR code under law?

If a business or venue falls into one of the sectors or categories that should provide a customer log, then they are **also now expected to display an NHS QR code poster** at the venue from Thursday 24th September. This applies if a business provides:

* **Hospitality services**, including pubs, bars, restaurants and cafés
* **Tourism and leisure services**, including hotels, museums, cinemas, zoos and theme parks
* **Close contact services**, including hairdressers, barbershops and tailors
* **Facilities provided by Local Authorities**, including town halls and civic centres for events, community centres, libraries and children’s centres
* **Places of worship**, including use for events and other community activities

If a business has a venue outside of these categories that is visited by members of the public and has a space where people congregate, then it is encouraged they create a QR code poster for the entrance to that venue.

# How to generate a QR code

Businesses required to display an NHS Track and Trace QR code will need to visit the below website to register and generate their code.

<https://www.gov.uk/create-coronavirus-qr-poster>

Businesses will need:

* An email address
* the address of the business, place of worship, community organisation or event

If a business has more than one venue, they will also need:

* the address of each location
* an email address for the manager (or point of contact) for each location
* a phone number for the manager (or point of contact) for each location

# Guidance for venues

Supermarkets

In supermarkets, customers generally move around the space rather than congregate, and are expected, by law, to wear face coverings. QR code posters are therefore only likely to be useful for cafes/restaurants or other enclosed facilities within supermarket premises where customers may congregate.

Offices

QR code posters for offices are only likely to be needed where there is a high amount of external visitors or where workers cannot easily be identified or notified (for example by email) if there was a potential outbreak linked to the site.

Hospitals

QR code posters are not expected for each ward, treatment room or other patient facilities. However, they should be encouraged for waiting rooms and other areas such as restaurants and cafes where people may congregate in close proximity for extended periods of time.

GP surgeries

GP surgeries with an appointment system and a clear way to identify and contact who has been on the premises and when are unlikely to need to use a QR code poster. GP surgeries may consider using QR code posters for waiting rooms if they wish.

Community pharmacies

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 can be used if a community pharmacy wishes to offer this option.

Schools

Schools are not expected to create QR code posters for their entrance or their classrooms as they have registers. Schools could consider QR code posters if hosting an event with external guests on the premises.

Further education colleges

If a further education college has premises on site that are within the scope of the current customer logs guidance then they will be expected to have a QR poster for these spaces. This includes a library if it is a public library and close contact services (e.g. salons). These would be for people visiting rather than students/staff in these settings.

Universities

Universities are not covered by existing government guidance for customer logs. However, there may be venues on university campuses that are expected to maintain a record of visitors under the current government guidance, for example cafes, bars and restaurants. In addition, Universities might want to consider displaying QR codes if they have indoor areas where visitors are likely to congregate or sit-down in close contact for 15 minutes or more.