

Assessment of Risks due to Covid 19 at Poplars Garden Centre and statement of actions and protocols to be implemented prior to opening

Poplars Garden Centre has had to adapt its centre and processes to meet the government social distancing guidelines. This guide explains how we are adapting our centre to keep our customers and staff safe.

This document is just a guide and its contents may be subject to change.

Keeping Customers Safe – social distancing and sanitizing

Car Park

- There will be signage as you enter the car park advising customers of our social distancing guidelines. There will also be a customer greeter on hand to ensure customers comply with these guidelines.

Entrance

- There will be lots of signage to inform customers of any important information they need to be aware of before entering the centre ie. SOCIAL DISTANCING GUIDELINES, NO TOILET FACILITIES, NO HTA GIFT CARD PAYMENTS, USE CARD/CONTACTLESS PAYMENTS WHERE POSSIBLE, LIMIT OF TWO PEOPLE PER HOUSEHOLD AT ANY ONE TIME, UNDER 16's NOT PERMITTED, A LIMIT OF 30 MINUTES PER VISIT etc. These are all put in place to adhere to the government guidelines however some situations may be at the discretion of the management.
- There will be a customer greeter who will be on hand to personally inform the customer of the social distancing guidelines within the centre and any other important information we feel the customer needs to know before they enter the store for example any specific needs, where they plan to shop within the centre.
- The greeter may wear a facemask.
- They will control the number of people entering the centre at any one time by using a clicker to count each person in. In the first instance, they will allow 10 customers in and then wait until these customers have dispersed before allowing the next 10 in and so on. We will initially limit access to 50 customers only.
- Where possible, we will restrict access to the centre to TWO customers from the same household/family. All customers waiting to enter will be asked to form an orderly queue along the front of the centre. 2m markers will be on the floor to aid customers with this process.
- All customers will be advised to use a trolley as this will help with social distancing whilst shopping although this is not essential.

- There will be a trolley cleaning station at the front of the centre for customers to use. This will include cleaning spray, blue roll and a bin for waste.
- If we feel that we have reached the maximum amount of individuals we feel comfortable with inside the centre (50), we will then communicate this with the customer greeter at the entrance and put in place a 'two out, two in' process.
- The entrance will be a one-way flow into the centre. Customers will NOT be able to leave the centre via the entrance and must follow the arrows to the exit.
- Wheelchairs will still be provided and thoroughly cleaned before and after use.

Inside the Centre

- There will be signage throughout the centre advising customers of the social distancing guidelines.
- There will be signage advising customers of the customer direction flow through the centre.
- Colleagues must keep to the 2m social distancing guidelines as much as possible. Customers should be politely reminded to keep their distance during interaction.
- We will be staggering replenishment of the centre using as much out of hours replenishment time as we can so that we can always keep our colleagues and customers safe.
- In the event of our centre only being able to sell gardening products, all other areas in the centre will be cordoned off with tape to restrict access.
- Permanent hand sanitiser pumps will be installed in and around the offices and staff areas.

Customer Service Desk

- Only one person can work on the information desk at any one time.
- They will be responsible for dealing with customer queries, customer orders, refunds and telephone enquiries. When they are busy with telephone enquiries, then other colleagues are expected to answer incoming calls in the usual manner.
- Screens will be added to the information desk to keep our colleagues and customers safe.
- A Perspex screen will be put up around the information till.

Furniture Areas

- There will be a table set up downstairs in the leisure department where customers can sit at a safe distance away from the member of staff to discuss their furniture requirements and to start the customer order process.
- The 2m social distancing guidelines should always be observed.
- Colleagues should be spread throughout the department to maintain 2m distances between colleagues and customers.
- A delivery service will be available.
- Cleaning spray and blue roll will be available for regular cleaning of display models.

Plant Area

- There will be signage throughout the plant area advising customers of the social distancing guidelines.
- Trolleys will be available in the plant area. There will be a trolley cleaning station situated next to the trolleys which will include a cleaning spray, blue roll and a bin for waste.
- Colleagues must keep to the 2m social distancing guidelines as much as possible. Customers should be politely reminded to keep their distance during interaction.
- Limited plant information will be offered whilst observing the social distancing guidelines. Plant information to be provided by telephone primarily.

Giftware & Sundry Areas

- Signage throughout advising customers of the social distancing measures.
- Any layout changes will be completed out of trading hours.
- All layout changes will incorporate the need for extra space for our customers to flow around the areas easily.

Toilets

- The customer toilets will be closed and access to the disabled/baby change facilities will only be available if urgently required by a customer.
- The main staff toilets will be available for shop (including till and info) and plant staff. The toilets in the learning zone will be available for gift, leisure and concession staff.

Till Operation

- Customers will be directed into the restaurant where a social distancing queuing system will be in place.
- Access to the tills will be controlled by a customer service greeter who will direct our customers to the next available till. The greeter may wear a face mask.

- We will only be using tills **1, 3 & 5** to adhere to the social distancing guidelines. There are Perspex screens around each of these tills. The information till will be open for customer orders, deliveries and refunds only.
- Each till will have a cashier and an assistant. The assistant will be responsible for scanning the customer's items whilst the cashier stays behind the Perspex screen, checking all items are being scanned correctly onto the till.
- There will be signage as the customer approaches the queueing and check out areas informing them of the 2m social distancing guidelines.
- We will accept cash however there will be signs to encourage our customers to use card/contactless/Apple payments as much as possible. The limit for contactless payments has now been increased to £45 and Apple Pay has a £500 limit.
- There will be a queuing system on the main walkway to the checkouts. Tables will be used to separate the queues for each till and there will be lines on the floor at 2m intervals to aid our customers in keeping to the social distancing guidelines.
- Checkout areas will be free of all dumpbins.
- Once at the till, the customer will be asked to remain where they are whilst the till assistant brings their trolley/basket forward. The cashier will remain behind the Perspex screen. The till assistant will then scan the contents of the trolley/basket.
- Once completed, the customer will be asked to step forward whilst the till assistant steps away. The cashier will then process the payment.
- Once they have paid, the customer can then take their trolley and exit the centre with their purchases.
- Helping customers to their car with larger purchases will NOT be offered however, if the customer requests assistance, then both the member of staff helping them and the customer must adhere to the social distancing guidelines.
- Cashiers and till assistants must use hand sanitiser before serving the next customer.
- Once the customer has loaded their shopping into their car and returned the trolley to the trolley park, a member of staff will collect the trolley and return it to either the entrance or the plant area where it will be cleaned ready for the next customer to use.
- Trolley collectors MUST wash their hands frequently or wear gloves.

Operational Areas

Goods Inwards

- When accepting deliveries from any courier, please ensure that gloves are always worn.
- Signage will be provided to remind drivers of the social distancing protocols which should be maintained.

- Please politely ask all drivers to observe the 2m social distancing guidelines.
- A process will be put in place for paperwork that requires signing and signage will be produced to explain this to the drivers:
 - Paperwork requiring signing before the driver leaves should be placed in a designated box that is away from the desk area.
 - The driver will then step back while the paperwork is retrieved and signed by the colleague dealing with the driver. This is signed and then placed into the box for the driver to retrieve once the colleague has moved away.
- Plant trolleys should be removed from lorries by the driver keeping a 2m distance away from colleagues. The process should then follow as above.
- Gloves should be worn throughout the process of unloading and taking the trolleys onto the shop floor and merchandised.
- All warehouse equipment will need to be wiped down after use. A cleaning station will be created for cleaning pallet trucks, sack barrows, forklift steering wheel etc.

Offices

- We will limit the number of people allowed in the offices at any one time.
- Colleagues will always observe the 2m social distancing guidelines.
- Computer keyboards will need to be cleaned after each person has used them.
- Anytime shared equipment is used it will need to be wiped clean eg. photocopier, printers, handheld scanners, desk phones etc.

Colleagues Health & Safety

- At all times please maintain social distancing protocols with each other and our customers.
- Monday & Saturday morning meetings may still go ahead but please give plenty of space between yourselves and your colleagues.
- All colleagues will be required to regularly wash their hands and use hand sanitiser. Face masks may be worn however these do not protect you, they help to protect other people from you. If you have symptoms of COVID-19 or live with someone who also has suspected symptoms, then you MUST NOT come to work.

First Aid

- By law, we are required to have first aiders at work.
- We cannot force a first aider to administer treatment and each case must be individually assessed. Always phone 999 for emergencies or 111 for medical advice.
- If a customer or colleague is exhibiting symptoms of COVID-19 and requires emergency first aid treatment to protect life then we must take every

precaution to prevent further individuals becoming infected (including the first aider).

- We do not recommend mouth to mouth resuscitation and instead chest compression treatment should be administered. A cloth or piece of material should be placed over the patient's mouth and nose during this treatment.

Keeping Workstations Clean

- Please ensure that when you complete your shift, you clean the area you are leaving ready for the next person to use:
 - Till screens must be cleaned before and after each shift.
 - Chip & pin machines should be cleaned regularly.
 - Phones in open offices/information desk/welcome desk must be cleaned before and after shifts.
 - Shared keyboards should be wiped before and after use.

Tea Break/Lunch Break Times/Areas

- Break times & lunches will be staggered as much as possible to avoid large numbers of the team using the staff room at the same time. The main staff room and lockers are available for shop, till and plant staff. The Learning Zone is available for leisure, gift and concession staff. Lockers and drinks will be available in both locations.
- Please ensure that if you use the mugs and cutlery provided in the staff room, that you put these in the dishwasher and dispose of your own rubbish. The learning zone will have disposable cups. Please use the bins provided.
- Locker room/Learning zone/Alastair's office keypads will be cleaned at regular intervals.
- The vending machine is available for everyone to use. Please remember to social distance. The range of products available is limited. Please remember to wash your hands before and after using the vending machine and number keypads on the learning zone and staff room locker doors.
- The restaurant remains closed and therefore staff are unable to purchase food or drink. Therefore you are required to bring a packed lunch in a sealed container clearly marked with your name.
- Hot & cold drinks will remain available however the company will only provide individual portions of UHT milk. Unfortunately the company will not be providing complimentary fruit until further notice.

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