

Glendoick Garden Café July 2021

Coronavirus (COVID-19): Business and Social Distancing Guidance

Risk assessment and appropriate measures for COVID-19

Hazard:	Infection from COVID 19 from person to person contact or from infected surfaces
Location:	Seating area, Kitchen, Servery, Front of House, Storerooms, Delivery area
Who may be harmed:	Staff, customers, contractors, delivery persons, reps. Particularly relevant to older persons and those with underlying health conditions.
Severity:	Low to High (for those infected)
Probability:	Medium
Risk:	Medium
Precautions & Controls:	As contained below in minimising exposure and social distancing guidelines.

Minimising any possible exposure to COVID-19 at work

There are general measures throughout the garden centre contained in the relevant risk assessment for the garden centre. This document is specifically for all Café staff. Café staff should read both documents.

The purpose of this document is to:

- Re-open the café and put in place measures to ensure we can remain operational
- Protect staff and customers in reducing contamination opportunities
- Maintain the experience and environment for the customer and staff members as far as possible
- Facilitate the hygiene regime

The main mode of transmission of COVID19 is from person to person via touch and small droplets from the nose or mouth when an infected person coughs or exhales. There are no reports of transmission of COVID-19 via food.

As a café, we have a food management system, based on the principles of HACCP as well as other H&S and EHO measures and these will remain in place.

General Measures in the Café for staff safety

- Risk assessment updated as per the COVID-19 guidance for the workplace.
- Review of the customer journey has taken place to minimise touch points within high risk areas.
- Adaptations to the layout for customer and staff flow in the different café areas and the organisation of work undertaken to reduce COVID-19 transmission before the café opens to the public.
- 5 hand sanitising stations at entrance and around café in place for staff and customers.
- Employees to be informed about the changes and any new procedures. Full operational training to be given before they resume work.
- Glendoick will reduce, as far as possible, physical contact between staff during working hours and at breaks, particularly indoors.
- Glendoick will limit physical interaction between staff and customers via physical distancing measures in the servery and seating areas.
- PPE will be provided in the form of face masks (required) and gloves (for those that wish to use them). Staff MUST wear facemasks in areas where they are interacting with customers. It is not compulsory by law, but it is strongly recommended that staff wear face masks in kitchen environments unless this impacts on other practices such as food hygiene. Employees will be trained in correct use of PPE, ensuring they follow the guidance. Facemasks and gloves should be disposed of at the end of shift in a non-food-wastage bin.
- Additional signage for precautions and procedures will be in place throughout the café and staff areas.
- Levels of ventilation in seating, servery, dishwash and kitchen areas to be as high as possible.
- Each member of staff will be issued with their own pen. Please write your name on it and keep it on your person at all times.

Updated 7th July 2021

Staff Responsibilities

- **Staff should only come into work if they are well and showing no symptoms (runny nose, cold & flu like symptoms, persistent cough, headaches, temperature, fever and loss of taste/smell), if no one in their household is self-isolating with symptoms and they have not been informed they need to self-isolate as a result of being in close contact with someone that has tested positive.**
- **Vehicles should only be shared between employees who live in the same household.**
- Staff should follow procedures outlined in their specific areas of work and maintain social distancing.
- Staff to wash their hands (in addition to normal hand washing associated with food safety) with soap and water as often as possible and for 20 seconds every time. They should do so:
 - On arrival and before leaving work
 - Before and after breaks, after eating and after and use of toilet facilities
 - After handling deliveries
 - When a task is completed and/or interrupted
 - After coughing or sneezing
 - After use of shared equipment
 - After clearing trays and returning to the dining room to take food out.
- Surfaces which are used by staff and customers must be sanitised frequently by staff:
 - Pass, kitchen surfaces, cake, counter and coffee equipment areas
 - Door and trolley handles
 - Cutlery, knives and other kitchen equipment
 - Toilet doors, handles, flush handle, taps and other surfaces often touched
- Chip & Pin machines – customers to sanitise hands prior to using the pad.
- Staff to follow end of service/day procedures for cleaning and sanitising (see separate document)
- Where possible, employees should try to maintain 2 metre social distancing, avoiding close contact with others, which is spending more than 15 minutes in *face-to-face* contact in an indoor setting. If unavoidable, staff should work back to back or with a face mask.
- Workwear in all areas should be washed *daily* on a 60C wash cycle. All supplied clothing is for work only and NOT to be worn outside café premises. No smoking in chef whites and jacket over other uniform.
- Any employee who may be suffering from anxiety or stress should inform their line manager or Heather Borderie, Operations Director so Glendoick can support them through this period.

Café area measures

- Café hours are 9.30am – 4pm
- Please see separate document of Customer Journey Plan for more details.
- The menu has been revised and reduced to ease service. Please familiarise yourself with the new offer.
- Touch-free hand sanitiser at café entrance and 5 more around the café for customer and staff use.
- Seating reduced from 220 to 168 seats, 2 metres distances. Additional outdoor seating outside.
- Depending on government guidelines, there may be a one-way system in use to enter and exit the café.
- A member of staff will meet and greet customers on arrival at the café and explain new APP and how to order.
- Customers to be encouraged to use APP but if having difficulties they should be guided towards the till.
- For those needing to use the till, only one person from the party to queue. 2 metre distance for queuing is in place.
- Plastic screening installed at till and café pass to reduce risk of infection.
- Staff must sanitise the tills screen regularly.
- Only Card & contactless payments to minimise risk.
- Signage asking customers to load their tray and leave it on the table.

- Each table, salt & pepper and all chairs to be sanitised after each set of customers and at the end of service.
- Regular sanitisation of all Corian and surface areas to be undertaken.
- Fogging at end of night.
- All customers to use Govt track and trace app or complete paper copy to be handed into tills. Staff MUST make a check with customer that this has been completed.

The following pages are for specific Café areas. Please read through your own area but also all other areas as you may be asked to work in all areas of the café at any time.

Specific Assessment for:	Café Host (Meeter & Greeter)
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1. HAZARD
Infection from Covid-19 from person to person, contact or infected surfaces
2. Who may be harmed
Staff Customers
3. Severity
Low to High for those infected
4. Probability
Medium
5. Risk
Medium
6. Precautions and controls in place
<ul style="list-style-type: none"> • Staff to work within allocated workstations as identified on the rota. • Hand sanitizer, display menu and instructions at entrance for customers. • If a one-way system is in place, staff to familiarise themselves so they can guide customers. • Café Host explains Track & Trace and encourages use of App or issues paper form for customer to complete at the table, explaining that they need to take this to the till. • Café Host explains system to customer and use of APP or how to order at till if not able to use APP - only one person from the party to queue at till. • Laminated menus on tables to be changed and cleaned at each turn. • Contact surfaces touched by staff or customers to be cleaned and regularly sanitised during service. • Cake display, fridges, utensils, equipment etc. will be washed and sanitised at the end of every day. • All cloths to be held in sanitizing solution in between use (see Sanitising Procedures)

Specific Assessment for:

FRONT COUNTER

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff and/or Customers

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Staff to work within allocated workstations as per rota
- Staff to use own pens should they need use of them.
- Screen to be placed in front of till point.
- Most orders will be processed through the new APP.
- For those not able to access the APP, a 2m social distancing queue will be made at the till with only one person from the party to queue. Track & trace form to be collected from customer prior to ordering.
- Credit card payments only
- All surfaces and equipment used by staff are to be regularly cleaned and sanitised and again with change of staff and at the end of the day.
- All cloths to be held in sanitising solution in between use (see Sanitising Procedures)
- Food items (cakes, scones, butter, jam, sugars etc.) to be plated and delivered to customers.
- Tongs to be regularly changed throughout the day. Every 4 hours or change of staff member
- Hot drinks to be made using the ticket system, placed on trays and delivered to customer tables.
- Barista to ring bell to notify staff that coffee/drinks/food is ready for delivery to customer tables.
- Cutlery to be issued to customers at point of food delivery - covered by napkin and all cutlery for each order placed in see through bag.
- Handling of crockery and utensils should be kept to a minimum
 - All cups/mugs must be handled by handles only

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff and customers

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Work within your allocated workstations as identified on the rota, maintaining 2-meter distancing from both other staff and customers.
- If a one-way system is in place then please familiarize yourself with the arrows and instruct customers to follow these. If customer wishes to move about the café then they must wear a face mask and follow one-way systems.
- Tables are 2m apart throughout most of the café and in the outside seating area. Please make sure customers do not push tables together. Additional seating for table ends is available. Where a one meter zone is in operation, this is identified via signage and screens are installed between tables.
- 4 sanitising stations in seating area are provided. These can be used by staff as well as customers. Refill each day at end of service.
- The door to the café toilet has been removed so customers can see whether toilets are occupied.
- To maintain ventilation within the seating areas and when possible, doors to outside remain open.
- Salt & pepper on tables to be sanitised at each turn of the table.
- Laminated menus on tables to be changed and sanitised at each turn of table
- Condiments are to be served from the kitchen and are ordered when rest of order is made on the APP / at the till.
- Cutlery is wrapped and given to customers by dining room staff when food is delivered to the table.
- There are 2 contactless water stations for customers to use, no ice or lemon to be offered. Glasses and jugs are available for customers to take to their table.
- All tables, chairs and counters etc. to be washed and sanitised after each customer visit and at the end of every day.
- Fogging of area to take place at end of every day.
- The soft-play area will remain closed. The outdoor play area is open (from 5 April.)

Food Service

- When food ready, chef/coffee counter staff to ring bell and serving staff to take food and cutlery to customers.

Table clearing

- A notice asking the customer to put all their dishes/glasses etc. on their tray prior to departing in place.
- Once customer leaves, tray to be removed, table and chairs to be sprayed with sanitiser and wiped. When tray taken into dish wash area, cloth must be placed in sanitiser bucket each time (see Sanitising Procedures).
- Outdoor seating area: two trolleys located outside for dirty dishes, sanitising station to be located on both levels, allowing customer to clean and clear their own tables.

Specific Assessment for:

Kitchen

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff Customers Contractors

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Outside doors to remain open to circulate fresh air.
- Chefs and support staff to be spaced out in kitchen area: one at the pass, one at toastie machine, one in prep and baking areas to maintain, as far as possible, social distancing.
- Where this is not possible, staff must work back to back.
- If staff members work closely for more than 15 minutes, face masks must be worn.
- New handwash station in place at entrance to kitchen from delivery area. Staff must wash their hands after deliveries, breaks, using plant room etc. before entering the kitchen.
- All kitchen staff to wear Glendoick clothing. All workwear should be washed daily on a 60C wash cycle. Kitchen clothing NOT to be worn out with premises.
- Disposable gloves to be worn as required when handling food.
- All kitchen utensils to be held in sanitiser solution (see Sanitising Procedures). Utensils to be changed every 4 hours or before any staff changeover.
- Fridges, freezers and storerooms: 1 in 1 out only.
- All work surfaces to be cleaned and sanitised regular throughout working day.
- All cloths to be held in a sanitiser solution (see Sanitising Procedures).
- Food, utensils, and crockery to have minimum handling when completing tasks.
- Walkway restrictions implemented in kitchen (refer to kitchen flow chart).
- Kitchen to have all surfaces equipment, handles and floors washed and sanitised at the end of every day.

Specific Assessment for:

Food Service

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Chefs and support staff to be spaced out in kitchen area: one at the pass, one at toastie machine, one in prep and baking areas.
- Chefs: to wear gloves as required and use OWN pen for dates etc.
- Pass: Perspex sheeting on the pass to reassure staff.
- Any interaction with customers must maintain social distancing.
- Toastie area: when food ready, all plated items must be passed through white service shelves to chef working the pass and this area to be washed and sanitised regularly.
- When food ready for service, food to be presented for staff to deliver on a sanitised service tray.
- Chef to ring bell to notify staff that food ready is ready for delivery.
- All surfaces, machinery, handles etc should be regularly cleaned and sanitised with cloths held in sanitiser solution (refer to Sanitiser Guidelines).
- All surfaces, machinery, handles etc to be sanitised at the end of service/end of day.

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff, Contractors

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Doors to outside to be left open to encourage maximum air circulation.
- Social distancing should be maintained where possible and when not, staff are to work back to back within dishwash area.
- Once items have completed dishwasher cycle, there should be minimum handling.
- Cutlery to be placed into wash baskets with handles up. When decanting cutlery from baskets, gloves should be worn and cutlery allowed to dry (prior to presenting to front of house).
- Crockery should remain on trays and be placed on trolleys and wheeled out to coffee counter. All kitchen crockery to be decanted on to trolley located at end of pass for chefs to put away.
- Kitchen utensils to be returned to appropriate areas with minimum handling.
- All serving trays to be washed, sanitised and air dried (prior to returning to front of house).
- Trolleys from outside area should be sanitised before returning.
- All surfaces, handles of dishwashers and taps should be regularly cleaned and sanitised with cloths held in sanitiser solution (see Sanitising Procedures).
- All surfaces, sinks, floors, and machines to be cleaned and sanitised at end of day.
- All cloths and mop heads to be boil washed separately at end of day.

Specific Assessment for:

Deliveries

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff – delivery personnel

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Hand sanitizer located at back door for staff and delivery personnel.
- All deliveries to be off loaded and placed onto trolleys, excessive packaging removed and taken away.
- Once delivery decanted into trolleys, delivery personnel to place under shelter, then notify staff by ringing exterior doorbell before moving away to maintain 2-meter distancing.
- Staff member to sign delivery note/invoice once delivery checked. Staff must use their own pen.
- Delivery personnel must not enter premises. If they do then track and trace details must be taken.
- Fridges, Freezers and storeroom to operate on a 1 in 1 out basis.
- All products to be decanted from boxes and stored in containers or shelving in date order.
- Door handles (including outdoor handles) to be included in cleaner wash-and-sanitising schedules.

Specific Assessment for:

Fogger

1. Hazard

Chemical inhalation
Trip over cable
Chemical burn

2. Who might be harmed

Staff, & customer

3. Severity (High, Medium or Low)

Medium

4. Probability (High or Low)

Low

5. Risk (= Severity x Probability)

Medium

6. Precautions and controls in place

Ensure received training prior to use, including being shown where electric trip switch is located & how to wear PPE
Appropriate PPE to be worn i.e. gloves for decanting chemicals, face mask and eye goggles when fogging areas
Fogging only to occur after close of business, when no customers around & minimum staff
Only areas that don't have crockery utensils or cutlery exposed to be fogged
Staff with Asthma or breathing issues advised not to carry out this procedure due to them not wearing masks
Cables to be kept neat & tidy to omit trip hazards

7. Further Actions Required

All incidents to be report immediately so revised action can be adapted

Area Concerned	Front of House
Assessor	Senga Murray
Date of Assessment	26/04/2021
Assessment Review Date	25/04/2022

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Staff tables set out with 2-metre distancing.
- A maximum of 5 members of staff allowed in staff area at one time.
- All plates etc. to be removed and returned to dish wash area by staff.
- Table and chair to be sanitised once break finished by staff member. Sanitiser station located at sink.
- Fridge doors, microwave, kettle, handles, cups must be washed after use by members of staff using them.
- All door handles and toilets to be incorporated in cleaners' routine checks.
- Some staff members may prefer to use their cars for breaks or sit outside on benches provided.
- Smokers to maintain social distancing whilst outside. Any member of staff wishing to sit in car and smoke must change out of uniform. Staff can walk up drive to smoke to assist social distancing.
- Staff to wash hands before and after breaks.
- Signing in and out: weekly timesheets to be posted on Duty Manager Notice Board in corridor. Please complete at start of shift to prevent crowding at end of day. Use own pen to complete time sheet daily.

Sanitising Procedures

How to Make up solution

Bottle of Sanitiser: 1 dose of Sanitiser concentrated solution, fill bottle up with cold water

Bucket of sanitiser: 2 doses of Sanitiser concentrated solution, ¾ fill bucket with cold water

Use appropriate buckets for each section i.e. blue for front of house, yellow for back of house

Procedures for Cloths

All clothes MUST be held in Sanitiser buckets/containers when not in use, all cloths should be left for at least 1 minute to allow sanitiser to take effective.

For busy areas there should be 2 buckets, 1 for dirty cloths (the sanitiser in this bucket will need to be changed frequently). Once the cloth has been in this bucket for minimum of 1 minute, the cloth should then be moved into the sanitised cloths bucket ready for use.

End of Night Procedures

All cloths should be put into pot wash, and boil washed over night.

These are important step to prevent the spread of the COVID-19 virus and you will need to sign off that you have understood these procedures.

FIRST AID

- With small interventions, **like cuts, falls and fainting**, staff to keep mask on and use gloves if touching customer.
- If you need to use the **Defibrillator**, please use mask and gloves and follow instructions on machine.
- If customer is in need of **resuscitation**, dial 999. There is no expectation or need to deliver mouth to mouth resuscitation

Café Customer Journey

- Opening Hours 9:30 - 16:00
 - Only Card payments
 - App now in use as main way to order and pay. To be marketed through FB etc so customers know what is on offer before they arrive. App collects track & trace details.
 - For those without access to the App, a till will be provided and run on the old Opsuite platform. Track & trace details will need to be collected for these customers.
 - On arrival at the garden centre, customer sees menu and operational procedures at front door of garden centre. More “Here’s what to do” notices are located at entrance(s) to café.
 - Enters garden centre: café customers split at Till 1/Seeds to go right.
 - Customer crosses till hatching area and enters café via food hall or book shop to find Café Host. (Subject to us not needing to have a one-way system in place).
 - Café Host will explain how App system works/what to do if customer cannot access App.
 - Customer activates App and orders food & drinks.
- OR
- Customer takes note of table number and proceeds to till to place and pay for order.
 - All food and drink are delivered to customers tables.
 - Hot drinks, cakes, scones, butters, jams etc. to be put onto trays by staff.
 - Staff ring bell to indicate drinks etc... ready and dining room staff take tray to table.
 - Chefs to pace the delivery of hot meals to ensure all food is going out to customer at approximately the same time.
 - Ask customers to put all their crockery, glasses etc... back on the tray before they leave café and leave tray on table
 - Table clearer is then able to identify tables that need clearing/cleaning/sanitising
 - Customer exits through TFH or Book Shop.

Who needs to Self-Isolate?

Everyone who develops symptoms of COVID-19 – runny nose or cold-like symptoms, a new continuous cough; high temperature, fever, loss of or change in sense of smell or taste - should isolate straight away and arrange a test via www.nhsinform.scot or, if you can't get online, by calling 0800 028 2816.

People who live in the same household as a person with symptoms should also isolate straight away.

If the test result for the symptomatic person is negative, and they are not already isolating as a 'close contact' of a confirmed case, they can end isolation and return to work or school when they are well enough and have not had a fever for 48 hours. The rest of their household can end isolation straight away.

If the test is positive, the symptomatic person should remain in isolation until 10 days from symptom onset, or longer if certain symptoms persist. The rest of the household should remain in isolation for 10 days from symptom onset in the symptomatic person, even if they don't have symptoms themselves.

Everyone who tests positive for COVID-19 will be put in touch with the local contact tracing team so that other close contacts can be identified. These close contacts will also be asked to self-isolate for 10 days from symptom onset in the symptomatic person.

It will be important that everyone, and especially the people identified as close contacts, remain in self-isolation for the full length of time they are asked to.

A 'close contact' is someone who has been physically close enough to the confirmed case for a long enough period of time, that they may have had the virus transmitted to them. The risk of the virus being transmitted is higher the closer the contact, the greater the exposure to respiratory droplets (for example from coughing), and the longer the duration of the contact.

If you have been in close contact with someone who has COVID-19, you will be asked to self-isolate for 10 days. This is because if you have the virus, it may take some time for it to develop into an illness (the "incubation period" of the virus).

If you have been identified by NHS contact tracers as having been in close contact with a person with a confirmed case, you will not be told who it is you have been in contact with.

If you do not have symptoms yourself and are self-isolating as a close contact of person who is a confirmed case, other people in your own household will not be asked to self-isolate along with you – unless they have also been in close contact with a person who is a confirmed case, which case they will be informed by the NHS.

Procedure in Case of member of staff falling ill during the working day or at home, with Covid-like symptoms

- Any suspected COVID Cases should be recorded and investigated. Records maintained of those who are isolating or who develop symptoms at work. Investigations carried out if the transmission could be work-related. If so, the event will be reported under RIDDOR.
- For those displaying symptoms of a runny nose, flu and cold-like symptoms, high or raised temperature, fever, new/persistent cough or loss of taste/smell, isolate immediately, ensuring Line Management are informed. **The employee is to go home immediately.** The employee will be sent home directly from work

and maintain social distancing to do so. If they require someone from their household to come and pick them up, they will wait in an isolated room or outside away from anyone else until they are collected.

- If any staff member or member of their household has any COVID symptoms follow the current Scottish Government guidelines.
- If you have any of the symptoms of COVID-19 – including those of the new Delta variant - take immediate steps to book a test.
- **Don't wait to see if you feel better after a day or two** - time is of the essence, so get in touch as soon as you experience symptoms.

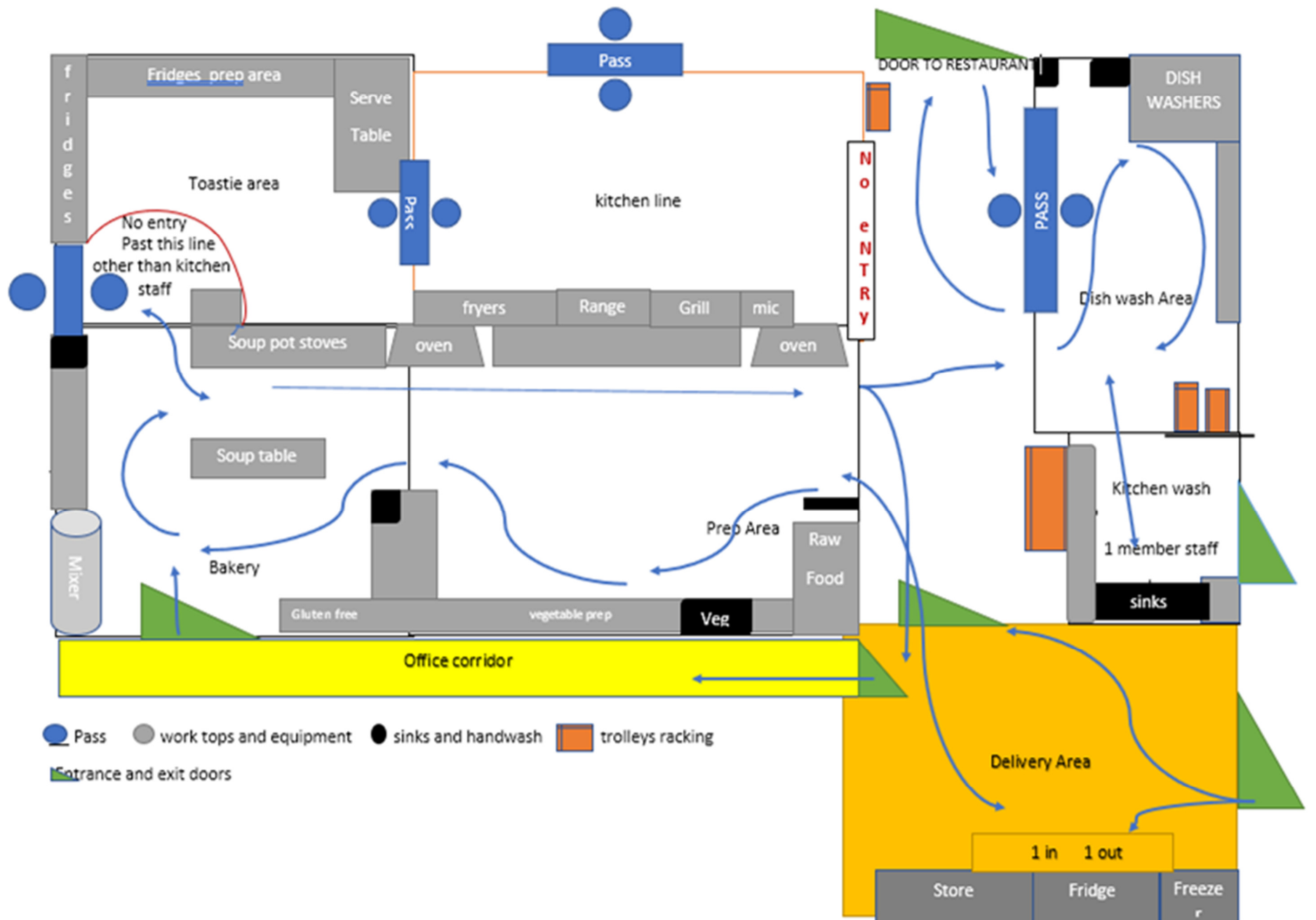
- You should go to nhsinform.scot or, if you can't get online, call NHS 24 on 111.
- Online you can ask for a test for yourself, or for someone else that you live with, and book it at one of the drive through testing centres or mobile testing units. There may also be the option of a home testing kit.
- If you can't go online, you should call NHS 24 on 111. An adviser will then go through some questions with you, and book you in for a test. Call 999 if you feel very unwell or think there's something seriously wrong.
- While you wait for your test and the result, it is essential that you and your household self-isolate. That means staying at home at all times - with the exception of going for the test. You shouldn't go to the shops, out for exercise or to see anybody else.
- Other members of the household and close contacts may be asked to get a test and need to self-isolate for 10 days. As a close contact you cannot leave self-isolation if your test comes back negative. If you don't get a test but then start to display symptoms, book a test immediately.
- If you have had a positive test but have had no symptoms, you and your household must self-isolate for 10 days from the day your test was taken, whether this was an LFD or a PCR test. However, if you develop symptoms in the days after your test, you should restart your own and your household's isolation from the day your symptoms start.
- If you are contacted to be told that you have tested positive, you will be asked at that stage for details of people that you have been in contact with.
- The definition of a contact is people within your household, people you have had **face to face contact/ been within two metres of for a period of 15 minutes or more.**

NOTE As long as all staff members are following safe distancing guidelines, it should be extremely unlikely that they can be infected by a fellow member of staff.

Staffing Levels and Coping with a high rate of absence

- Depending on the infection rates in our area and protocols in effect, some employees may be absent because of COVID-19. If a worker is in isolation at home as a precaution the worker will not be able to work for a period.
- Workers who are confirmed as having COVID-19 will be absent and unable to work for significantly longer and those who become seriously ill may require a further period of rehabilitation once recovered from the infection. In addition, some workers may be absent because they have to take care of a relative.
- The absence of a substantial number of workers, even if only temporary, may cause a strain on continuing activities. This may require reduced operations: e.g. 1 till open and reduced numbers of customers in the shop. Garden centre workers should be flexible in terms of roles when the garden centre reopens. All staff are expected to work in any department as required including time on tills. Line managers have an important role in monitoring the situation and ensuring that individual workers are not overburdened. It may also be necessary to close the Garden Centre for a period of time if there are not sufficient staff to continue activities. All staff would then be furloughed if the scheme is still in place. Payment would be made to those entitled to furlough pay under the scheme.

- When adapting work to cope with a reduced workforce, for example, by putting in place new methods and procedures and changing roles and responsibilities, we will consider whether staff need additional training and support, and make sure all workers are competent to carry out the tasks they are required to perform. Cross-training of employees will take place to ensure the workplace can operate even if key workers are absent.
- Staff are encouraged to suggest better ways of safe working. It is impossible to anticipate everything before opening and we encourage staff with suggestions to ensure better protection for themselves and customers.





Garden Centre

CLOTHING

RAMP

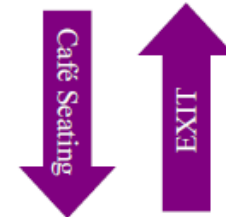
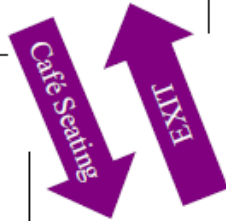
FOOD HALL

FOOD HALL

BOOK SHOP

TOYS

CARDS



WATER TAP

TILL COFFEE COUNTER AREA

