

Glendoick Garden Centre July 2021

Glendoick Garden Centre – fully open and operating within Government Guidelines.

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 infected surfaces
Location:	Whole site
Who may be harmed:	Staff, customers, contractors, sales reps. Particularly relevant to older persons and those with underlying health conditions.
Severity:	High (for those infected)
Probability:	Medium
Risk:	Medium
Precautions & Controls:	As contained below in minimising exposure and social distancing guidelines.

Glendoick Staff: Minimising any possible exposure to COVID-19 at work

General Measures Throughout Garden Centre for Staff Safety

- Risk assessment updated as per the COVID-19 guidance for the workplace.
- Adaptations to the layout of the workplace and the organisation of work undertaken to reduce COVID-19 transmission **before** garden centre opens to the public.
- Employees to be informed about the changes and any new procedures and training to be given, if necessary, before they resume work.
- Glendoick recognise some staff may be shielding family members or may require to shield themselves and may therefore be unable to return to work (those with chronic conditions including hypertension, lung or heart problems, diabetes, or who are undergoing cancer treatment or some other immunosuppression and pregnant workers.) They will remain furloughed as required/allowed.
- 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.
- ***Staff should only come into work if they are well and showing no symptoms***
Currently that is runny nose, flu-like symptoms, persistent dry cough and headaches, temperature and loss of taste/smell, and no one in their household is self-isolating with symptoms. Please note that as different variants of the virus appear so may different symptoms. It is your responsibility to keep up to date with the current situation – regular briefings will take place at morning meetings.
- Glendoick will reduce, as far as possible, physical contact between workers during work and at breaks, particularly indoors. Outdoor work is considered to be significantly less risky.
- Glendoick will limit physical interaction between staff and customers via physical distancing both in the shop and outside in plant area and carpark.
- Glendoick has installed plexiglass barriers at till points to reduce the risk of infection for staff and customers. Staff must sanitise the barriers regularly.

- Staff are encouraged to wash their hands with soap and water as often as possible and for 20 seconds every time. They should do so on arrival to and before leaving the garden centre as well as after breaks, use of toilet facilities, after handling deliveries, moving and cleaning trolleys.
- PPE will be provided in the form of face masks and gloves for employees. The Scottish Government has made face masks mandatory in retail, and staff **MUST** wear them unless exempt due to a medical condition. Employees will be trained in correct use of PPE, ensuring that they follow the guidance available on use of facemasks and gloves. These should be disposed of at the end of shift in a bin provided for that purpose. A training video on how to wear a mask is provided on the staff website – see:
https://www.glendoick.com/teamPages/training?training_id=15 or go directly to the video at:
<https://www.facebook.com/brutamerica/videos/205193497309699/?vh=e&extid=zQmsEi4siXWqKSPF>
- Posters encouraging staying home when sick, cough and sneeze etiquette, and hand hygiene are located throughout the premises and at the entrance to the garden centre.
- ***Vehicles should only be shared between employees who live in the same household.***
- Surfaces which are used by staff and customers must be sanitised frequently by staff:
 - Chip & pin machines
 - Counters
 - Door handles
 - Trolley handles
 - Tools
 - Forklift and pallet truck
 - Toilet doors, handles, flush handle, taps and other surfaces that people touch often.
- Additional pop-up sanitising stations are located in trolley areas, providing sanitiser and blue roll.
- Staff are requested to take a lateral flow test (LFT) twice a week. If you test positive you must inform NHS and book a PCR test immediately.
- You must also notify Glendoick if you have a positive LFT result: manager@glendoick.com
- Do not come to work if you have a positive LFT result and notify us of the result of your PCR test.
- If you might have been in contact with any positive cases of COVID, even if you have been vaccinated, book a PCR test (this is more accurate than the LFT) have one sent to your home or go to a walk-in or drive-through site:
https://www.nhstayside.scot.nhs.uk/YourHealthWellbeing/PROD_346617/index.htm.
- Please email Heather (manager@glendoick.com) your result before being allowed back to work.

Visitors to Site

Sales reps meetings must only take place if all government guidelines are adhered to. Try to arrange these by phone or video conferencing rather than in person at the Garden Centre. Outside is better than inside. Social distancing to be maintained. Face masks, hand sanitising and all other guidelines as issued to staff also apply to reps.

No contractors allowed on site without express discussion with management.

Customers and Customer Numbers at Glendoick Garden Centre

- HTA's recommendation is 1 per 1000 square feet. Our total gross retail area 6,600m² (Malcolm Scott Architects) so using HTA calculations this means around 75-80 customers at one time. Most customers will come singly or in pairs.
- It is not practical to count people in and out of the shop so the easiest way to control numbers is with parking spaces. We will use parking spaces at the front of the shop to know when the numbers are likely to be exceeded.

- A queuing system along the front of the garden centre parking bays will be put in place if the shop is particularly busy. We will use low crash barriers to mark queuing area to keep queue and cars separated.
- The rear carpark is for deliveries. The car park at the café end of the building is for Click and Collect if this is operational. The grass carpark is not to be used and will be cordoned off.

Signage, Flow and Floor markings

- Glendoick has signage to ask customers with symptoms not to enter the store, and to remind both staff and customers to always keep 2 metres from other people, wherever possible.
- Entry to car park (and possibly shop) will be regulated so the premises do not become overcrowded.
- Floor markings will aid 2m social distancing, particularly in the most crowded areas, such as tills and to provide a route around the garden centre.
- Signage will be used to direct customers into lanes, particularly in till areas to facilitate movement within the premises while maintaining 2 metre distance. Signage will be in place to remind customers to follow social distancing advice and clean their hands regularly.

Risk Assessment			
Customer Safety in departments			
Hazard	location	Control measures	
Touching stock	All over shop	Signs to ask customer not to touch stock if they are not intending to buy it.	
Clothing	Clothing Dept	Signs as above	
Furniture	Furniture Dept	Signs as above	
Trolleys & baskets	All	Trolleys and baskets with sanitiser available for customers to wipe handles.	
Doors: non-Automatic door handles	Exit and Entrance	Doors pinned open.	
Customer Toilet Disabled Toilet: taps, handles etc	Shop All toilets open from date G/C fully re-opened.	<ul style="list-style-type: none"> • Sanitiser and bins for customer use. • Cleaners to wear PPE: gloves, mask. 	
Distancing	All round shop indoors	<ul style="list-style-type: none"> • Notices about distancing 2m • Arrows on floor • Tills, payment queue system • One-way system around shop • Entrance and exit separated • Map with routes marked • Wide aisles where possible. • Two till queues separated 	
Plant Area	Access to	Fully Open	
Gift and Clothing	Access to	Fully Open	

Deliveries of goods to Glendoick		
Hazard	Location	Control Measures
Contaminated goods in	Stores, loading bay	<ul style="list-style-type: none"> • Stock to be dropped at loading bay. Brought in and if possible, not touched or opened for 24 hours. • Gloves and masks to be used • No delivery drivers in the garden centre building
Plant Trolleys	Back Gate	<ul style="list-style-type: none"> • Sanitise trolleys using gloves. • Ask driver to unload trolleys and then Glendoick staff bring them in the gate.

Offices Staff Room, Staff Toilets and Breaks		
Hazard	location	Control measures
Break times Potential transferral of infection on tables, chairs etc	Café-staff room	<ul style="list-style-type: none"> • Staff split for breaks. • Garden Centre staff to use Conservatory with doors and windows open as possible. • Wash hands thoroughly with soap and water before and after breaks. • Tables to be placed 3m apart. Only share a table with people you share a home with. • All tables should be sanitised before and after use by each staff member. • Any food from home to be kept in sealed airtight container. Kettles may be used. • Fridge doors, microwave, kettle, handles, cups must be washed after use by members of staff using them. • Some staff members may prefer to use their cars for breaks or sit outside on the benches. Please clean up afterwards.
Toilets	Staff toilets	Please wash hands before and after toilet use. Use sanitiser on toilet handles, doors, taps after and before each use.

Offices, Sales Reps	Café, gift, gc offices	<p>Offices are enclosed spaces and relatively high risk for infection.</p> <ul style="list-style-type: none"> • Only one person allowed in the office at a time or if two people for as short a time as possible. Not more than 10 minutes in this enclosed space. <p>Bookkeepers in office</p> <ul style="list-style-type: none"> • To see Heather, meet in the café, not her office. • No cash means reduced need to go to the office. • Office am and pm shifts possible. • Sanitise surfaces. • Meetings to be held in larger spaces e.g the children's play area or café and, if possible, with doors open, or outside. • Reps meetings as per previous guidance above. 	
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Deliveries of Goods to Customers

Hazard	Location	Control Measures	
Delivery driver - Customer contact	Delivery addresses	<ul style="list-style-type: none"> • Driver loads van, if possible. • No goods or food should be physically handed over to the customer. After ringing the doorbell, the driver should maintain a safe distance from the door and unload goods. • The driver should not enter the customer's property. • Some customers nominate a safe space where items can be left • PPE: mask and gloves can be worn 	

Click & Collect – if in operation.

Hazard	Location	Control Measures	
Cars in car park	Café end of car park	<ul style="list-style-type: none"> • Staff to facilitate parking if congested. • Trolleys to be collected clearly located away from thoroughfare of traffic. 	
Staff - Customer contact	Car Park	<ul style="list-style-type: none"> • Trolleys left outside for customers to collect goods from. • Any customer queries to be dealt with via the procedures of 2m safe distancing, and customer query to be answered outside in car park. Customers not to enter shop. • PPE: mask to be worn and gloves if required. 	
Trolleys & Baskets	Car Park	<ul style="list-style-type: none"> • Sanitiser and blue roll available for customers to wipe trolleys and basket handles. • Staff to wipe trolley and basket handles prior to bringing back into garden centre. 	

Tills and Payment			
Hazard	Location	Control Measures	
Cash Handling	Tills	Card only payments allowed. No cash	
Till Queues	Central Shop Aisle	The queuing area will be divided into two with houseplant tables. 2m sections will be marked on floor for customers to keep distancing.	
Till staff customer interface	Scanning, Payment and Tills	Plexiglass protection in place. When customer pays, they are to leave their basket or trolley on or by counter and stand back behind a line while items are scanned. They are then called forward to pay.	
Chip and pin pad	Tills	Staff to ask customers to sanitise hands before using the Chip and Pin unit. Please note spraying can damage the electronics.	
Transfer of infection	Tills	Staff to wear face masks.	

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 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. Current symptoms are a runny nose, flu and cold-like symptoms, high or raised temperature, fever, new/persistent cough or loss of taste/smell. As new variants emerge the list of symptoms may change – it is the responsibility of the staff member to remain informed and frequent briefings will take place at morning meetings.
- 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](https://nhs.uk/inform) 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.

Working from home

Glendoick is a retail business and is therefore not the kind of business that can operate through home working. Glendoick will allow certain activities to be done at home, if this is feasible. Examples include marketing, some EPOS work and bookkeeping. It may be necessary to take equipment home on a temporary basis. This could include items such as computer, monitor, keyboard, mouse, printer etc. Glendoick will keep a record of who takes what items to avoid confusion when normal work resumes.

Customer Advertising

Glendoick Garden Centre

- Open 7 Days – from 5th April 2021 9am to 5pm
- Social Distancing (2m) required between all staff and customers at all times.
- One-way system for queuing at tills.
- Hand Sanitiser is provided at the entrance, and other locations throughout the centre. Customers are encouraged to use the hand sanitiser on a regular basis including on trolley and basket handles.
- Maximum 2 customers per group/car. Please do not bring under 16's to Glendoick unless unavoidable.
- Numbers entering store are restricted. This will be calculated by carparking spaces. If these are full then please wait till spaces are available from departing customers
- NO CASH SALES. Payment by card only.
- Please do not touch items indoors unless you intend to buy.