

Glendoick Garden Centre Effective 9th Aug 2021

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

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 to minimising exposure.

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 adhering to current regulations for Beyond Level Zero.
- Employees to be informed about the changes and any new procedures and training to be given, if necessary, before they resume work.
- 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

Current symptoms are a runny nose, flu-like symptoms, persistent dry cough, headaches, temperature and loss of taste/smell. 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.

No one in their household is self-isolating with symptoms.

- Although the requirement to physically distance has been removed, Glendoick will continue to promote, as far as possible, the limiting of physical contact between workers during work and at breaks, particularly indoors. Outdoor work is considered to be significantly less risky.
- The plexiglass barriers installed at till points to reduce the risk of infection for staff and customers will remain. 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 work in the same department and face masks must be worn by all passengers and ventilation provided by vehicle windows being lowered.***
- 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.

Visitors to Site

Sales reps meetings must adhere to government guidelines for meeting indoors in a public space. Face masks, hand sanitising and all other guidelines as issued to staff also apply to reps.

Management **MUST** be informed of all contractors that are on site.

Reps and contractors must continue to complete the test and protect form before commencing work.

Customers and Customer Numbers at Glendoick Garden Centre

- The requirement to limit customer numbers has been removed.
- There is also no longer a requirement for customers to shop alone.
- The grass carpark will again be operational.

Signage, Flow and Floor markings

- Glendoick has signage to ask customers with symptoms not to enter the store.
- Glendoick has signage to remind customers that they are still required to wear a face covering unless exempt. A Glendoick exemption sticker should be given to any customer who is exempt from wearing a face covering but does not have a lanyard to show this.
- Signage will be used to direct customers into lanes at the till area to facilitate queue management.
- Signage will be in place to remind customers to wash and sanitise their hands regularly.

Risk Assessment		
Customer Safety in departments		
Hazard	Location	Control measures
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 where possible, otherwise regular cleaning/sanitising of touch points to take place.
Customer Toilet Disabled Toilet: doors, taps, handles etc	Shop & Cafe All toilets open No requirement to social distance hand washing & urinals	<ul style="list-style-type: none"> • Sanitiser and bins for customer use. • Cleaners to wear PPE: gloves, mask.
Queue Management	Main Walkway to tills	<ul style="list-style-type: none"> • Entrance and exit separated • Two till queues separated
Transmission via droplets and surfaces	Playpark open	<ul style="list-style-type: none"> • Outdoor area – low risk
Transmission via droplets & surfaces	Soft Play	<ul style="list-style-type: none"> • Nightly fogging of area • Exit doors open to facilitate air flow • Used by low-risk age group

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
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 Conservatory	<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. • All tables should be sanitised before and after use by each staff member. • Any food from home to be kept in sealed airtight container.

		<ul style="list-style-type: none"> • 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	Café, gift, gc offices	<p>Offices are enclosed spaces and relatively high risk for infection.</p> <p>Retail/TFH Office</p> <ul style="list-style-type: none"> • Maximum of two people allowed in the office at a time and for as short a time as possible. Use laptop & larger area for larger/longer meetings. <p>Bookkeepers in office</p> <ul style="list-style-type: none"> • Maximum of four people allowed in the office at a time. • No cash means reduced need to go to the office. • 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. 	

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 	

Tills and Payment		
Hazard	Location	Control Measures
Cash Handling	Tills	Card only payments allowed. No cash
Till Queues	Central Shop Aisle	The queuing area that is divided into two with houseplant tables will be maintained. No requirement to socially distance.
Till staff customer interface	Scanning, Payment and Tills	Plexiglass protection will remain in place. No requirement to socially distance.
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.

Record of suspected COVID cases

- Any suspected COVID Cases will be recorded and investigated by the Operations Director (Heather). Records will be maintained of those who are isolating or who develop symptoms at work. Investigations will be carried out if the transmission could be work-related. If so, the event will be reported under RIDDOR.

Symptoms of COVID

- 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.

NOTE

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

Covid19+ Protocol

Member of staff falling ill during the working day with Covid-like symptoms

Member of staff falling ill at home with Covid-like symptoms

Lateral Flow Testing | PCR Testing | Self isolating
Keeping us informed | Operating the business safely

What you need to do to keep us safe:

- If you feel unwell and show any symptoms of Covid19, (<https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19>) you must inform your line manager as soon as possible. Self isolate and book a PCR test.
- If you become unwell at work, inform your line manager, go home immediately and book a PCR test.
- Every member of staff is asked to take regular (twice a week) Lateral Flow Test (LFT) to keep themselves and their colleagues safe.
- If you are returning to work after your holiday, you must take a LFT test.
- Should your LFT test result be void or positive, you must immediately notify your line manager by telephone (01738 860260) and Heather by email: manager@glendoick.com.
- You must then book a PCR test ASAP (<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-get-a-test-if-you-have-symptoms>). If you can't get online, call NHS 24 on 111. You can do a PCR test at home, at a venue near you or at a walk-in centre.
- You must inform your line manager by telephone (01738 860260) of your test result as soon as you receive it and then send the NHS result email/text onto Heather: manager@glendoick.com.
- We ask you to inform us by telephone so we can act fast.

- If you are asked to self-isolate because you have been in close contact with a Glendoick member of staff testing +, you must arrange a PCR test and tell your line manager and Heather your results as soon as you receive them.
- From 9th August 2021, if you are a close contact of someone who has tested +, you will need to self-isolate and book a PCR test. If the result of the PCR test is negative, you can end your self-isolation and return to work providing you have been fully vaccinated and your second vaccination was more than 2 weeks before contact with + person.
- If you are asked to self-isolate because Test & Protect contacts you, please follow the instructions given to you by NHS Scotland and inform your line manager and Heather of the steps you need to take.

- Please ensure you are receiving Glendoick staff emails (and these are not going into Spam) as this is how we will communicate what is happening.

What we will do to keep us safe:

- Once Glendoick is aware a staff member is Covid19+, we will inform all staff in direct contact with said member and ask them to isolate for 10 days.
- Employees who become unwell at work will be sent home immediately. If they require someone from their household to come and pick them up, they will wait in an isolated room or outside away from other until they are collected.

- Members of staff will be put on furlough until such time as the furlough scheme ends. Thereafter Company Sickness Benefit and Pay as outlined in your Statement of Terms and Conditions will apply.
- Any area frequented by Covid+ member of staff will be deep cleaned and fogged.
- Once relevant staff are sent home to self-isolate and affected area(s) deep cleaned, we will take a view on whether the café/garden centre can continue to operate.
- The decision to continue to remain open or closed, or operate a different service, will depend on area affected, volume of staff involved and, above all, staff and customer safety.
- Information on closure, reopening or opening in some reduced capacity will be relayed by staff email.

Additional actions:

- Fogging happens every evening to the café customer areas, coffee counter area, café toilets, kitchen, dishwash area and staff rooms.

Please be aware that Covid19 guidelines and regulations change all the time, and this Protocol is likely to be revised regularly. We will send out any amendments by staff email.

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. In exceptional circumstances (for example if a member of staff had to self-isolate) it may be possible for 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 – 9am to 5pm, Café 9.30am to 4pm, Soft Play 9.30am – 3.30pm
- 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.
- NO CASH SALES. Payment by card only.