

## Coronavirus Policy

24<sup>th</sup> March 2020

As all our customers are aware the risk of coronavirus spreading continues to increase and the government has been clear that it will spread to a significant proportion of the population. Based on the advice from the chief medical advisor and chief scientific advisor, we are putting the following policy in place with immediate effect to safeguard the health and safety of our employees and customers.

### **Should employees continue to come into work as normal?**

Yes, until directed otherwise. If you feel unwell and have symptoms of Coronavirus, do not come into work, phone Keith immediately and follow the advice below under ***What should I do if I start to show the key symptoms.***

Please also phone Keith immediately before coming into work if one of the following circumstances applies so that an appropriate assessment of the risk and course of action be taken:

- You have been in contact with someone who has tested positive for Coronavirus in the past 14 days.
- You have been in contact with someone returning from any country: Cambodia, China, Iran, Italy, Hong Kong, Japan, Laos, Macau, Malaysia, Myanmar, Republic of Korea, Singapore, Taiwan, Thailand, Vietnam, Europe (Schengen area) in the past 14 days.

### **What should I do if I start to show the key symptoms?**

Please inform Keith immediately so that appropriate work cover and/or preventative steps can be taken. If symptoms are mild, self-isolate for 7 days. If symptoms are severe, self-isolate for 14 days or until you are well. You should call 111 and follow any NHS you are given if your symptoms deteriorate or are severe. In either case do not come to the shop until 14 days after you no longer have any symptoms.

If you start to show sustained symptoms whilst at the shop, remove yourself immediately from the shop and call Keith. Do not re-enter the shop.

### **What hygiene policies will now be in place at the front of the shop?**

- Please only allow a maximum of two customers in the shop at any one time to ensure social distancing. There should be a sign in the door and a shop board clearly displayed informing customers of this policy and explaining that it is a measure designed to protect staff and customers from infection.
- Staff must wash their hands after customer interactions.
- Please place collection orders on the table next to the till rather than exchanging hand to hand.
- Apply ***High Frequency Communal Surfaces*** policy with special care to the till, the card machine and the front door handle wiping down after every use if necessary. Prop open the front door if the weather is warm enough to allow customers to enter and exit without touching it.

### **What hygiene policies will now be in place at the back of the shop?**

- Please bring your own mug to the shop.
- Please do not bring any sharing food.
- All staff are requested to follow general good hygiene whilst at the shop, including:
  - washing your hands frequently with hot water and soap;

- catch coughs and sneezes with a disposable tissue that should be thrown away immediately and washing your hands immediately after;
- if you don't have a tissue sneeze/cough into your elbow;
- avoid touching your eyes, nose and mouth, especially with unwashed hands;
- making sure the toilet is to be cleaned and disinfected frequently;
- apply **High Frequency Communal Surfaces** policy;
- avoid close contact with people who are unwell wherever possible.

### **High Frequency Communal Surfaces**

All surfaces that are shared between staff or between staff and customers should be given extra attention with disinfectant and wiped down several times a day. These include, but are not limited to those areas listed below. If you spot any shortfall, please add it to the list:

- any area which customers come into contact with;
- door handles throughout the shop;
- the table used for exchanging customer orders;
- the kettle;
- fridge handles;
- any shared screens or IT equipment – the iPad, laptop, computer keyboards, the scales used for measuring goods on the shop counter;
- the till and card machine;
- the telephone;
- the shop counters.

### **Should customers continue to come to the shop as normal?**

Customers can continue to come to the shop as normal as long as they obey to the requirement enter the shop two at a time, or unless one of the following circumstances applies:

- they have symptoms of Coronavirus or have had symptoms in the past 14 days.
- they have been in contact with someone who has tested positive for Coronavirus in the past 14 days.
- they have been in contact with someone returning from any country: Cambodia, China, Iran, Italy, Hong Kong, Japan, Laos, Macau, Malaysia, Myanmar, Republic of Korea, Singapore, Taiwan, Thailand, Vietnam, Europe (Schengen area) in the past 14 days.
- Eastwoods initiates a full closure (see below).

If one of these circumstances arises, customers can call the shop and ask for delivery.

It is critical for everyone's wellbeing that customers do not come to the shop if one of the above scenarios apply.

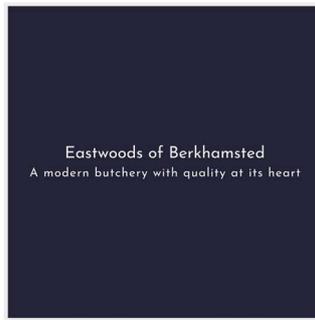
### **What about deliveries?**

Customers should be encouraged to collect their orders from the shop wherever possible.

We will attempt to prioritise delivery to those who are vulnerable, those who are self-isolating, and key workers. These groups can call the shop to arrange delivery.

Elements of this policy and its purpose will be made clear on the website so that customers are aware of it at the point of sale.

Please make sure that deliveries are left on the doorstep. Ring the doorbell, and maintain a distance of 2 metres if you speak to the customer – this is the distance recommended by PHE and is for the safety of the vulnerable party.



### **Other advice to customers**

- Good food handling practices and food safety measures needed to prevent foodborne disease transmission should be sufficient to eliminate any concern about coronavirus being transmitted through our products. We should not currently recommend washing produce, in line with normal food safety recommendations.

### **What will happen if all the staff become ill?**

If the shop is unable to stay open due to staff sickness, we will initiate a full closure.

### **When will a full closure be initiated?**

If there are not enough staff to continue to run the shop and fulfil orders.

### **How will initiation and end of a full closure be communicated?**

Keith will phone the staff before opening hours to alert them to the initiation and end of a full closure.

Jo or Sarah will ensure that the online store is shut down and that customers are notified on the website and on social media of the closure.

### **How long will a full closure last?**

A full closure will be expected to last until enough staff have self-isolated for the required period (see ***What should I do if I start to show the key symptoms?***) and are fully recovered to reopen and run the store on the basis outlined within this policy.

Decisions on whether to open the shop front to the public or to run the business online only will be reviewed on an ongoing basis.