

## Control Measures; RETAIL STORES

### SALES FLOOR

- Limiting the number of staff in store/dept at any one time
- Limiting the number of staff on breaks together
- Face masks, gloves will be made available
- Sneeze guards will be in place at all cash and wraps “Skopes Stores”
- Staff will adhere to social distancing whilst carrying out their duties
- Display graphics displayed around the store social distancing and know the signs of Covid-19 will be in all areas of each store “Skopes Stores”
- Customer one-way system at the doors will be marked by arrows on the sales floor and customers will be advised of the direction of travel verbally by the greeting staff member. “Skopes Stores”
- No friends or family should be allowed into our stores to spend time speaking to the staff
- Staff should minimise host centre management and security time spent in store
- Face to face meetings should be discouraged, telephone or email are available as are other platforms instead
- All internal doors, bar Fire and toilet doors, should be propped open to minimise contact risk

### CUSTOMER SERVICE

- Limiting the number of customers in store at any one time, member of staff will be positioned at door to greet each customer and keep the number at the required level, they will be wearing PPE, supplied, face mask and High Vis vest. “Skopes Stores”
- Customer service will be limited, mostly verbal no close contact keeping social distancing in mind at all times, should close contact be absolutely necessary then face masks should be worn
- Staff should always adhere to social distancing guidelines
- Customers will be unable to use our fitting rooms. “Skopes Stores”.
- We will not carry out alterations, customer dwell areas such as the seating section in Westfield will be de-commissioned
- No alterations service will be offered
- Social distancing markers and graphics around the store “Skopes Stores”
- We will ensure adequate walkways and space is given to enable customers to walk our stores/depts. freely and avoiding close contact with others with ease, this may involve removal of floor fixtures from the shop floor

### DELIVERIES AND STOCK MOVEMENT

- Staff should wear disposable gloves to receive all deliveries
- Delivery drivers should unload the van and the store will provide them with runner rails, social distancing rules should be adhered to when dealing with all delivery drivers

# SKOPES

- There will be no deliveries unless discussed with Area manager for at least the first 2 weeks of trading
- Maximum number of units any store can take on any day is 100
- Staff should wash their hands after dealing with any delivery

## **TILL POINT / CASH AND WRAP**

- Only 1 staff member behind the cash and wrap at any time
- Sneeze guards will be put in place adjacent to each cash and wrap “Skopes Stores”
- Staff will hand sanitize after every transaction
- Customers will be held behind a taped line on the floor and queue in 2 metre distances, foot stickers will be positioned where we would like them to stand “Skopes Stores”
- Queue begins here graphics have been produced highlighting social distancing
- We will take card transactions only, no cash. Host store rules will apply to concessions
- Refunds can be processed staff should use gloves to inspect any returned items which should then be quarantined for 48 hours before being processed.
- Any irate customers / will be asked to leave the premises and centre security should be called immediately

## **CLEANING AND HOUSEKEEPING**

- All contact points should be regularly cleaned with the appropriate cleaning equipment
- Cash and wrap cleaned twice daily
- Staff areas, Door handles, toilets, kettle, microwave, for example should all be cleaned after each person has used them
- Staff should have their own cup or mug and refrain from any communal use of plates etc
- Use of the facilities are at the individual’s discretion
- Staff are actively encouraged to bring their own packed lunch / drinks / flasks etc
- There should be no build-up of dishes in any staff areas, each staff member to wash their own immediately after use.
- Wash your hands regularly posters will be in place in all staff areas, Managers to ensure that all staff wash their hands and hand sanitise regularly throughout the day
- Hand sanitiser will be available at front of store, cash and wrap, staff areas
- It is suggested that staff wear washable clothing, we will therefore relax the business dress code for the first month at which time it will be reviewed. Acceptable dress is denim, not ripped, trousers or chino’s and a shirt or casual top, no hoodies. The Store Manager will be responsible for policing this measure

## **FIRST AID**

- Anyone carrying out first aid should wear the appropriate PPE, face covering and gloves

## **STAFF AND CUSTOMER WELLBEING AND EMOTIONAL SUPPORT**

- Risk assessments will be monitored weekly until the situation returns to normal, store Managers to feedback to Area Managers any best practice and or other suggestions

# SKOPES

- Any staff who experience unsavoury customer interaction should be reassured and if subjected to physical harm I.E. being coughed at, sneezed at, they should ideally self-isolate for 14 days
- Signage and store layouts must be clear and enable customers to shop our store without fear of breaching social distancing guidelines.
- During store evacuation procedures managers must ensure that social distancing is adhered to
- The company understands and appreciates that employees may be feeling anxious about their return to work after being away for so long. It may come as a shock to see the changes made in your work environment.
- Your Area Manager/Head of Retail and HR are here to support you and are available to discuss any concerns you may have.
- We would ask that colleagues support, encourage and have patience with each other.
- Visit the GOV.UK website – Guidance for the public on the mental health and wellbeing aspects of coronavirus (COVID-19) for useful advice