

This is an unprecedented time, with the Coronavirus bringing a huge change to how we all live and work.

This best practice guide is designed to ensure we have a consistent approach across all of our stores. You have the autonomy to decide how many customers should be allowed into your store to maintain the guidelines. This guide covers window posters, door signage, counter area, social distancing around the store, replenishment of stock, stock deliveries, visors, hand washing and an Ops checklist.

Window Posters For Outside of the Shop

We will now have 2 social distancing posters for the stores. In addition to the Social Distancing posters if authorised by your Area Manager you can also display the “We Are Recruiting” poster in Poster Priority 3 slot.

The below posters are the priority and all other promotional poster should be moved down the priority list.



Priority 1 Poster



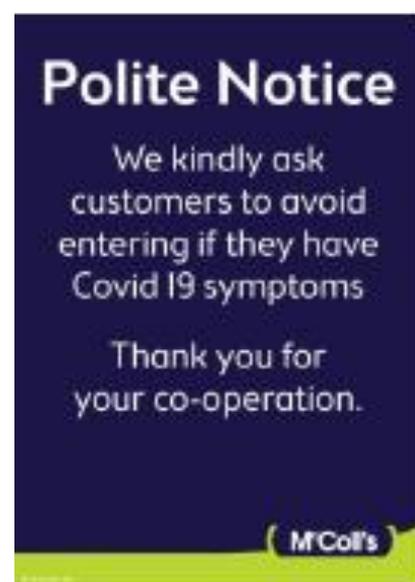
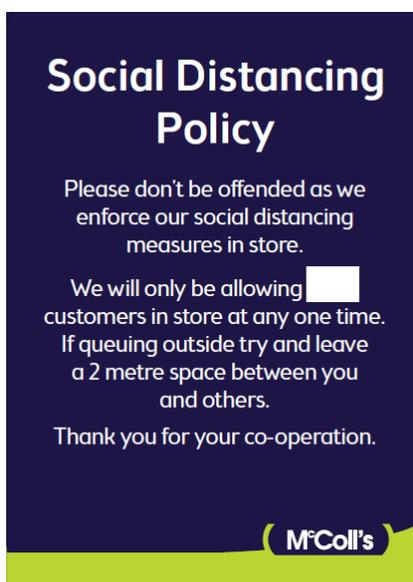
Priority 2 Poster



Priority 3 only if required

Door Signage

We have updated our door signage, there are now two signs that should now be displayed on the front door. The Social Distancing signage to make it clear about the number of customers that are allowed in our store at any one time. In addition we have also added a “Polite Notice” signage to message to our customers if they are showing symptoms to not come into the store. Both of these are to be displayed on the front door at eye level. If possible for those stores that have two or more colleagues in store then one of these colleagues should be on the door to help manage how many customers are coming in.



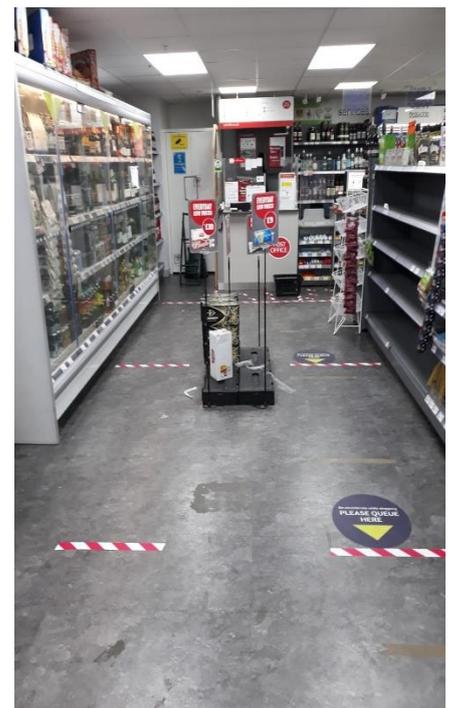
Counter Area

The counter screens are now in-store to help with our social distancing measures. These are fitted to the counter by self-adhesive pads. In addition to that we should have tape on the floor marking out a 1m space between the front of the counter and where the customers wait to be served. In addition we have produced a Social Distancing tent card for the counter to message contactless payments and to ask customers to stay behind the line until a colleague is free to serve them.



Social Distancing around the store

With the Hazard tape we would like you to create 2m areas around your store so that it is apparent to our customers that only one person should be in that 2m area at any one time, please see examples below. We have created some 6x3 shelf talkers that should be displayed next to these areas. In addition to that you should have also placed the floor roundels so customers are aware of where they should queue for the retail counter and the Post office counter. In the busier Post office you may find some Post office roundels that have been sent in directly.



Replenishment of Stock

To ensure that our social distancing measures are maintained you should plan carefully when and how you are going to replenish stock on the shop floor. With the current reduction of trading hours in many of our stores you should think about whether it is possible to replenish stock on the shop floor outside of the normal trading hours. Often you will need to fill up when the store is trading, you should consider closing off a section so you can fill it quickly.

Stock Deliveries

We have also produced a piece of POS to let your customers know if you have to close your store for a delivery.

Visors

Along with the NHS we have now secured face visors for all of our colleagues.

All colleagues will be provided with one of these visors for additional protection and it is up to the individual whether they choose to wear it. You should write your name on this, clean it regularly and not share it with any other colleagues.



Handwashing and Using Hand Sanitiser

Handwashing is still the best course of action in minimising the risk of the Covid-19 virus. Handwashing should take place every two hours and if you are lone working then you can close the store for a short period of time to complete this. Please follow the handwashing best practice guide that should be displayed above your handwashing facilities, this is also available on the back office under Coronavirus. Hand sanitiser can be used in between the washing of hands.

Ops Checklist

Please carry out the following check at least once a day to ensure all the social distancing measures are in place. If you have any concerns at all then please raise them with your Area Manager in the first instance

Element	Tick
Social distancing poster 1 & 2 on display	
Social distancing door sign 1 & 2 on display	
Hazard tape on the floor by counter area ensuring 2m space	
Hazard tape on the floor around the store to ensure customers are keeping to 2m space	
Queuing roundels placed on the floor for customers	
Counter Screens in place	
Visors delivered to stores	
5ltr hand sanitiser delivered to store	
5ltr hand soap delivered to stores	
Blue roll in store	
Enough cleaning materials in store for the next two weeks	