



HOUSE OF CARDS

LOVECARDS

Covid-19 Policy – Shops & Head Office

Context and overview

Key details

- Policy prepared by: Leila Wignall
- Approved by management on: May 2020
- Policy became operational on: May 2020
- Next review date: Aug 2020
- Changes may need to be made at short notice according to local conditions and the evolving pandemic.

Introduction

COVID-19 is mainly passed on by person-to-person spread between people who are in close contact with one another and by droplets produced when an infected person coughs or sneezes.

It can also spread through contact with a surface or object that has the virus on it.

This policy provides a written assessment of the risk of Covid-19 spread within House of Cards as a business once we get back to work, and the measures needed to minimise this risk and ensure the health, safety and protection of our employees and customers.

We as employers have a responsibility to ensure that these measures provide maximum protection to employees and customers and maintain social distancing.

Each employee has a responsibility to ensure that their workplace is safe and these guidelines are followed, not only for employees but also the general public. We must all be constantly aware of what may be a risk. Sometimes by taking a little more care, the risk may be avoided. On other occasions, you may have to consult your manager to ensure that the risk is removed/dealt with.

House of Cards has a duty of care to ensure that:

- All appropriate social distancing and protection measures are put in place.
- All employees have access to the relevant PPE materials necessary.

Employees at House of Cards also have a duty of care to:

- Take reasonable care for the health and safety of themselves and of others who may be affected by their actions.
- Co-operate with House of Cards in meeting its health and safety responsibilities.
- Not recklessly or intentionally interfere or misuse anything that is provided by House of Cards in the interests of employee's health and safety.
- Complete and witness the accident book should any member of staff display Covid 19 symptoms while in the workplace.

Risk Assessment

As part of our responsibility to our employees and their health and safety we are required to carry out a risk assessment for each location. Below are identified risks and measures taken to limit these.

General:

Risk – Clinically vulnerable and extremely clinically vulnerable staff

All staff will be reviewed based upon three key factors:-

- Does the individual fall into a high risk group?
- Can they work from home?
- Can public transport be avoided?

If public transport must be used, social distancing must be followed rigorously, and face coverings and hand sanitiser **must** be used and will be supplied by House of Cards. Shifts will be set to avoid peak travel times where possible.

Employees are not to car share.

Shops:

1. Risk - The shops are relatively small in size and floor space limited, making it harder to maintain social distancing.

- We have defined the number of customers allowed in the store at any one time based upon following the 2 metre social distancing rule (this will vary per store). Taking into account total floor space as well as pinch points. Specifics on this are displayed in each store.
- This number **MUST** be enforced by asking customers to queue outside. Initially one member of staff to be stationed near the entrance to the shop maintaining maximum numbers in the store and directing customers as required at all times while the shop is open.
- Using floor paint or tape to mark out 2 metre separation within store for staff/customers.
- One way flow around the shop at all times, enforced by staff.
- Provide customers with clear guidance on social distancing and hygiene by way of verbal instruction and posters/signage.

2. Risk – Maintaining social distancing in common staff areas.

- Staggered break/lunch times – only one member of staff on break at a time.
- Staff encouraged to take breaks/eat lunch outside where possible.
- Staff to work in small teams.

3. Risk – Contact between staff.

- Symptomatic employees or employees where a member of their household has symptoms **must not attend work** and must contact management immediately for the current isolation guidelines.
- Only one member of staff behind the till counter at any one time.
- Only one member of staff in the office/kitchen area at any one time.
- All staff to ensure regular handwashing and hand sanitiser to be used when this is not available.
- Staff to wash clothing at the end of each day.
- Computer to be cleaned after each use.
- All food and drinks to be prepared/washed up by individuals and must not be shared.

4. Risk – Contact with customers and visitors to the store.

- Absolutely no sales representatives to visit until further notice.
- Use additional signage to ask customers not to enter the premises if they have symptoms.
- Encouraging customers to shop alone.
- Informing customers that are accompanied by children that they are responsible for supervising them at all times.
- Sanitising stations on entrance to shops which all customers will be required to use on entry to the shop.
- Main entrance door to be kept open whenever possible to increase ventilation in the shops.
- Till screens to be fitted between payment counter and customers.
- Regular cleaning and sanitising of all frequently touched areas.
- Appropriate PPE (masks/visors/) will be provided and **must** be worn by all staff. Gloves will also be provided, which are optional given the customer use of sanitiser. These must be disposed of or cleaned at the end of each day.
- No loose chocolates to be sold until further notice.
- No helium balloons to be filled while customers wait, pre orders and swift collection only.
- No merchandising/tidying/stock counting to be done whilst open and customers in the shop.
- Reduced opening hours to allow staff to complete the above tasks more safely, after the shop has closed to customers.

Deliveries – all deliveries to be dropped at front of shop? Minimise contact with delivery drivers, do not touch/sign ANY scanners or delivery paperwork.

5. Risk – Ensuring good hygiene for staff and customers.

- Signage for staff and customers on good hand washing technique, more frequent hand washing and avoiding touching face.
- Provide regular reminders to maintain good hygiene.
- Sanitising stations on entrance to shops which all customers will be required to use on entry and exit from the shop.
- All staff to ensure regular hand washing and hand sanitiser to be used when this is not available.
- Paper towels will be provided for drying hands in kitchen/toilet.
- All cutlery and crockery to be cleaned immediately after use by the user.
- Toilet and kitchen area to be cleaned at the end of each day.
- Regular cleaning and sanitising of all frequently touched areas.

Head Office:

1. Risk – Maintaining social distancing and minimising contact between staff

- Only 2 people in the office at any one time, spaced 2 metres apart and not working face to face.
- Symptomatic employees or employees where a member of their household has symptoms **must not attend work** and must contact management immediately for the current isolation guidelines.

2. Risk – Ensuring good hygiene for staff and customers

- Regular hand washing and sanitising.
- Signage for staff on good hand washing technique, more frequent hand washing and avoiding touching face.
- Paper towels will be provided for drying hands in kitchen/toilet.
- All cutlery and crockery to be cleaned immediately after use by the user.
- Toilet and kitchen area to be cleaned at the end of each day.
- Common areas, door handles etc to be regularly cleaned.
- Gloves and masks to be provided and worn if required.