

## Covid – 19

### **What we are doing to protect our employees and customers during the pandemic.**

#### Our Stores:

- We have introduced social distancing measures in our stores:
- Floor markings in stores help customers maintain safe distances.
- Only 2 customers may be in a store at one time, to make it easier to adhere to the 2 metre rule. Smaller stores may only be 1 customer at a time.
- We have signs on the store door or window, to remind customers to socially distance.
- We have installed protective screens at our sales counters.
- Only two colleagues will be in the sales area at any one time, to make it easier to adhere to social distancing.
- Some of our colleagues in stores also want to use masks and gloves, so we are providing these, to be worn if preferred.
- We have strict hygiene routines in stores, and we carry out regular and thorough cleaning throughout the day.
- Hand soap and sanitiser is provided in all our stores, so our colleagues can wash their hands regularly.
- Our colleagues that can work from home, are doing so. However, this is not an option for most of our colleagues and so we please ask customers to be respectful and patient.
- We are inviting customers that can, to pay at the checkout by card. This will make transactions swifter and help to reduce cash handling.
- If you place an order with us, our drivers will minimise contact with customers as much as possible and will deliver your order to your front door, ring the doorbell, and stand back until the order is collected. They will not enter the house.