

# COVID-19

## WHAT WE ARE DOING

With many of our customers understandably concerned about COVID-19 developing in so many countries, we want to let you know that we are committed to adhering to the strictest protocols advised by the World Health Organisation, the UK government, the Scottish government and local authority Environmental Health departments. As you probably already realise, this advice is not always absolutely clear and can even appear contradictory on occasion. We are therefore erring on the side of caution.

### STAFF

Our aim is to stay open at our sites where possible every day but we want you to be assured that we are taking the outbreak very seriously and want to do our bit to help reduce it's spread and keep our customers and staff safe. So we have told all staff to remain at home if they are experiencing any symptoms that are related to the virus.



We already have a very strict hand-washing policy due to the nature of our business but we are reminding our staff to be extremely vigilant about washing hands for 20 seconds at a time with hot water every half hour, and using hand sanitiser whenever cash is handled. Staff have been encouraged to wear facemasks should they feel more comfortable doing so, and it has been made mandatory whilst making fudge. Staff and customers are reminded to sneeze/cough into the pit of their elbow or a tissue and dispose of immediately.

### CLEANING

We have added the sanitising of door handles and railings to our cleaning checklist do be completed throughout the day. We have also increased the sanitisation of sneeze-guards, displays and any touch points including light switches, till screen, phones, etc.



## SHOPPING WITH US



### OUTSIDE

Menu cards positioned in our windows allowing you to make flavour choices whilst queuing or before entering the shop - but please refrain from licking the windows. We've also temporarily introduced a set price for single slices of fudge, alongside our popular box deals, to make the selection process easier.

### ENTERING THE SHOP

Hand sanitiser pumps fitted for your use before and after entering the shop.



### ASSISTANCE

Our staff will help you shop safely - they may ask you to wait outside in order to keep a safely distanced number of people inside at any one time. We appreciate everyone's patience with this measure - we missed you too!

### IN THE SHOP

You will find new social distancing markers on the floors to help guide you through. Prizes for the most creative poses struck at each spot.



### MAINTAINING DISTANCE

Clear protective barriers have been used to create a one-way system throughout, including screening off the fudge making area and sneeze-guards above counter spaces, to protect our staff.

### SAMPLING

Fudge is kept behind the counter at all times. A sample will be provided for you to take, the fork or cup is then immediately placed into the recycling bin.



### PAYMENTS

We are encouraging all of our customers to pay with card, contactless where possible to reduce handling.

### YOUR ORDER

New counter Collection Points are sign posted to allow you to pick up your delicious fudge in a contact-less way.



**The situation and government guidance in the UK is subject to change so we will be monitoring this very closely and will inform our customers should we need to make any further changes.**

PLEASE TALK TO A MEMBER OF OUR TEAM IF YOU HAVE ANY CONCERNS