

# COVID-19 Guidance

## Customer Guidance:

We are happy to announce that we will be opening as planned from the 21<sup>st</sup> November 2020 and have taken considered steps to ensure your visit is as safe as we can.

- ! Firstly, we ask that you ensure if you have any of the symptoms of COVID that you do not visit our site and follow government guidelines.
- ! Our busiest times historically have been at the weekend, so if you prefer it quieter, please come throughout the week.
- ! We offer a click and collect service for those who would prefer not to visit, but love our trees as much as we love growing them for you!

You are of course welcome and to make it as safe as we can we have:

1. Put staff on the car park to ensure all cars using the car park are adequately spaced upon arrival.
2. When you arrive, you will notice our QR codes spaced around, these are so that we can conform to the Test and Trace guidance and allow you to scan the code without queuing.
3. At the pedestrian entrance to the farm there will be a member of staff (in clearly marked Hi-Viz) and signage to guide you and check that you are symptom free and understand the layout.
4. The path is a bit narrow and therefore we have made 'passing points' to enable you to distance with others as you enter or leave. These are identified with signage.
5. Sanitiser is located at the entrance and at key points throughout site, please feel free to use them.
6. We ask that you keep dogs on leads please.
7. Sadly, we have made the decision to not have our usual bouncy castle and animal pens open this year, we hope you understand and we will endeavour to have these back next year.
8. Once on the farm you can help yourself to our take away café which will be offering hot drinks and take away cake! We ask that you kindly take these with you and ensure that you continue to social distance with others.
9. Feel free to take your hot drinks with you whilst you walk to our fields where you can talk to a member of staff and choose/tag your tree!
10. Once you have chosen yours, we have 3 Pay stations on site to avoid queues. One is an outside cabin and the others are inside the café cabin. We have carefully fenced out a one-way system to the inside Pay stations and we ask that you wear a face covering as you approach. There is plenty of signage and staff to help guide you through.
11. When you pay you will notice that all pens used are sanitised and the card readers are disinfected between each use for your safety.
12. Once you have paid a member of staff will have cut your tree down, netted it and will take it to the collection point where you can identify your tree and a member of staff will barrow it to your car for you.
13. All our staff will be wearing visors to ensure they do not present a risk to you as they of course will be helping many members of the public throughout the day.

## In house guidance for staff:

- ! Please make sure you have identified to our company if you are considered as extremely clinically vulnerable before you start work so that we can make sure you are looked after.
- ! Please make sure if you wake up with symptoms that you do not come to work but follow the government guidance.
- ! We ask that you do not travel to work with shared lifts unless with persons in your bubble or household.
- ! Please enter by the side gate rather than the main gate to reduce the risk of gathering.

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- ! All staff are expected to wear Hi-Viz to make themselves clearly known to members of the public.
- ! You are asked to help us to stay COVID safe by politely moving on anyone who is not distancing and to help us make sure the site is as safe as possible. This will be especially important near our potential 'pinch points' such as when queuing for the inside Pay stations, waiting at the collection point, at the café area.
- ! Please help us to keep our sanitisers topped up, signage visible and in place and report any items that aren't working or that need replacing. Please wear visors and face coverings in the inside pay stations. Visors should be worn elsewhere during your shift.
- ! You will be issued with a 'bum bag' that will hold the items you need to work and reduce the need for sharing equipment e.g. pens etc. It will also hold sanitiser that we ask you use regularly.
- ! Where there is any shared equipment (e.g. barrow handles) a cleaning station will be step to make sure that they can be sprayed and wiped clean in between each person's use.
- ! We will have a Portaloo on site that members of public and staff can use. Please could you make sure you have wiped it round after use and ensure that the soap and paper towels are topped up to enhance the cleanliness for all using it. Just so you are aware, it is replaced and cleaned weekly, and needs to be checked every 2 hours and wiped round.
- ! Lunches / breaks will be taken one at a time to ensure there is adequate staff cover and that there are no unsafe gatherings.
- ! Bins will be located around that will be without lids, this is to help manage when they get full and must be lined so that rubbish can be removed without contact with the contents.
- ! At the end of the day additional cleaning consideration should be given to areas that may not routinely cleaned such as door handles, light switches etc.

## Personal precautions for employees to take:

- ! Wash your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose.
- ! Reduce the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue and throw the tissue in a bin immediately, then wash your hands.

## Emergencies:

- ! We have a fully stocked First Aid kit that is ready to use and have been made aware that should there ever be the need for CPR that there are to be no rescue breaths.
- ! In the unlikely event of a fire, we ask you to shout 'fire' and may obtain a horn to better communicate this and trigger an evacuation. The muster point will be in the car park near at the furthest point from the farm. A member of staff will need to be by both the side gate and main entrance to ensure no persons try to re-enter the premises whilst the emergency is being managed.

## Additional notes:

- ! Ensure there is 'wash your hands reminder signage above the portable hand washing station and above the Portaloo sink.
- ! Get staff to use the QR code if you are not recording shifts.