

24th March 2020

Dear Members

If you have a query or want to get a message out then both Gordon and I will be working from home and our numbers are:

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- Claire: 07918 762254 | manager@qguild.co.uk

Highlights from the recent announcement re closures and staying at home – Government to review in 3 weeks

Full list available here -

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874732/230320 - Revised guidance note - finalVF.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874732/230320_-_Revised_guidance_note_-_finalVF.pdf)

In summary:

Retailers permitted to stay open are:

- Supermarkets and other food shops
- Health shops, pharmacies including nondispensing pharmacies, petrol stations, bicycle shops, home and hardware shops, laundrettes and dry cleaners, bicycle shops, garages, car rentals, pet shops, corner shops, newsagents, post offices, and banks.
- Market stalls which offer essential retail, such as grocery and food.

Takeaway and delivery facilities should remain open and operational.

- This means people can continue to enter premises to access takeaway services, including delivery drivers. Planning regulation will be changed to enable restaurants, cafes and pubs which do not currently offer delivery and hot food takeaway to do so. This will be clearly communicated by the government when in effect. People must not consume food or drinks on site at restaurants, cafes or pubs whilst waiting for takeaway food.
- Those venues offering takeaway or delivery services must not include alcoholic beverages in this list if their license does not already permit.

Staff Guidance

It goes without saying that many of you are no doubt already exhausted after the recent hectic trading. The health of you & your staff is equally important and I would add critical. Therefore I suspect you are already taking onboard extra measures, here are some suggestions which some members have already taken;

- Ensure staff also implement physical distancing
- Split shifts to reduce numbers of staff working together
- Split tea and lunch breaks so again they are not taking them together
- Travel solo to work wherever possible
- Observing the extra hygiene and cleaning regulations for the all equipment used from utensils, to card payment machines, to opening and closing fridges etc.

Suggested trading & customer measures

Even though many of you have already adapted and changed either your opening hours or trading style here are other measures some shops are taking;

- Reduce the number of days the shop is open
- Reduce the shop opening hours – offers time to restock and staff to have a break – especially if a number of staff are having to self isolate.
- Some shops have closed altogether and are only offering home deliveries
- Reduce the number of customers permitted in the shop at any one time – put tape on the floor to help those customers who are not sure how far 2metres is!
- Re-deploying staff to areas that are more in need, may be having one at the entrance to manage the flow identifying those that look or sound unwell and requesting they use the delivery or collection

service (if available). This is a tough ask as it seems some customers are not being that considerate, so maybe get in some 'tough' help if your staff are not comfortable with doing this.

- Keep up with daily social media updates, as the more this way of life sets in the more people will go online to check out their options.
- Keep them buying local and show how adaptable and supportive you can be for the community – Hopefully they will remember this once any sign of normality comes back.

Your customers should completely understand (if they don't then perhaps you don't want them as 'your' customers) and you never know you may find some of the changes work really well and are worth considering going forward.

Stay safe and best wishes

Claire

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