

# VIRUS PREVENTION

**We share your concerns regarding COVID-19 and wanted to let you know that we are acting to prioritise the health and safety of our customers and staff.**

**We have always prided itself on our high standards of hygiene and cleanliness within our store. In addition to our existing regimes, we have introduced a number of protocols focussed on customer and staff safety. These include:**

- **Educating our team on important prevention measures through regular team meetings and communication, digital communications and installing posters and other materials in staff areas**
- **Increasing hand sanitiser stations throughout the stores with more to come next week**
- **Cleaning service counters after every customer transaction**
- **Cleaning scales at service counters after every customer transaction**
- **Cleaning shopping baskets and trolleys after every customer use**
- **Cleaning EFTPOS machines after every customer transaction**
- **Cleaning fuel pumps, telephones, computers and other equipment in our stores regularly**
- **Cleaning the Deli counter and glass every 15 minutes**
- **Cleaning frequently touched surfaces such as door handles and light switches every 15 minutes**
- **Conducting an intensive deep-cleaning of the store every day**
- **Enforcing strict protocols on the frequency of hand washing and the use of hand sanitiser for our team**
- **Ensuring the use of gloves by staff in Deli and Produce**

**We urge you to make use of the hand sanitisers provided at the entrance of our store and to practice good respiratory hygiene, including covering your mouth and nose with a tissue when coughing or sneezing, coughing into a flexed elbow, disposing of tissues into closed bins and washing your hands thoroughly with soap and water or using an alcohol-based sanitiser.**

**Our staff have been made aware that in the event that they do not feel well or show any symptoms that they are not to attend work. They must seek medical advice and self-isolate until test results are available. In the interests of the health of our team and fellow customers we respectfully request that you refrain from visiting the stores if you are unwell.**