

## COVID-19 Update

### Midford Uniform Shop Operations

As the global coronavirus (COVID-19) outbreak continues to evolve, we want to share with you some important information about the steps we are taking to minimise the risk of exposure of customers and staff in our school communities.

Midford has implemented a Health & Safety Plan across our following a risk assessment process. This plan outlines the actions we have taken to minimise the potential spread and impact of the virus on staff, customers and the business. It is the responsibility of all Midford staff to ensure that all recommended safety actions are implemented across our business.

The advice of the chief medical officers of every state of Australia is that schools should remain open and the vast majority of our schools are following that advice. While that is the case the uniform shop will continue to trade as normal. The current situation is very fluid and if circumstance change or there are specific directives from the government we will react to them as they occur.

To allow the uniform shop to continue to trade and at the same time to minimise risk to customers and staff we are implementing some operational changes within our business.

#### Health & Safety

The priority in the uniform shop is the health and safety of our customers and staff. With that in mind we will be implementing some operational changes within the uniform shop.

From Friday March 20 the following changes will be put in place;

#### Shop Access & Fittings

- To maintain social distancing student family groups will need to remain outside of the shop until they are invited in by a shop staff member.
- We will limit the number of student family groups in the shops to a maximum of three (3) at any one time. In a smaller shop this may be less.
- Those family members not essential to the fitting process will need to remain outside of the shop.
- School and sports bags are to be left outside the shop.
- No food or drinks are to be bought into the shop.
- Customers will not be able to use shop infrastructure such as phones.
- We will restrict the use of try on ranges. Please come with knowledge of your child's current Midford garment size where possible.

#### Transactions

- All transaction will be via EFTPOS, credit card or debit card only. We will no longer be accepting cash sales.
- Midford staff will not handle customer's EFTPOS, credit card or debit cards.
- Should a student need to contact a parent to process a credit card payment they will need to use their own phone.
- Midford staff will not handle a customer's mobile phone but can converse with parents with the speaker turned on.

#### Shop Cleaning

- EFTPOS machines and key pads will be cleaned regularly.
- All surfaces, including counters and change rooms will be cleaned regularly.

## **Recommendations**

To assist our staff in managing the flow of customers through the shop in the lead up to the end of term and change over to winter uniform we would like to make the following recommendations.

### **Online Ordering**

- Where possible please use the online uniform shop facility.
- Orders can be collected from the uniform shop or delivered to home.
- Priority will be given to customers collecting online orders from the shop.
- “How to Order Online” flyers will be sent out electronically by the school in conjunction with this communication.
- Customers can also contact the shop directly to get log in information.
- The “How to Order Online” flyers are also available in the shop as a last resort.

### **Appointments**

- We encourage students and families to first make an appointment before attending the uniform shop especially in the case of a major fit out.
- Priority will be given to those customers with scheduled appointments.

### **Winter Uniform – Changeover**

Some of the measures we are putting in place to promote social distancing and minimise risk may result in delays in service. If your school changes to a winter uniform in Term 2 we would encourage all students and families to either make an appointment for a fitting or order online as soon as possible. This will assist greatly in managing the flow of customers through the uniform shop and ensure customers do not experience lengthy delays.

### **School Closures**

Should the school be forced to close either by choice or by direction, Midford will discuss the ongoing operation of the shop with the school. Should we be permitted and it is safe to do so Midford will attempt to maintain the operation of the shop. This could include normal trading hours, limited trading hours, collection of orders or the processing of online orders only.

We will keep you up to date should circumstance in the school change in the coming days and weeks.

At Midford, we remain committed to supporting our school communities and staff throughout this time. We are ready to help you in-store and online. Please take care and thank you for your continued support.

Andrew Sinclair  
Divisional Manager