

SSP UK LTD COVID-19 SAFETY PLEDGE

As food travel operators, we are keen to play a part in getting the nation back up and running and to help people regain their confidence when travelling.

The COVID-19 pandemic has impacted everyone in the world and altered the way we live. We are therefore adapting the way we work in line with the latest Government guidelines to ensure the safety of our customers and colleagues. We have created risk assessments for all our trading units and implemented a full COVID19 H&S Policy. These documents are regularly reviewed and updated by our Health & Safety team.

Keeping our Customers safe:

- We encourage social distancing measures and have displayed COVID-19 awareness signs in our units.
- We have implemented safe route signs in our units to control customer flow and reduced the amount of customers allowed in the unit at any one time.
- We have installed hand & basket sanitising points for customers.
- We have increased the cleaning regime in our units and these are monitored throughout the day.
- To reduce contact, we are taking card payments only.

Keeping our Colleagues safe:

- We have trained all our colleagues on COVID awareness.
- We are reducing the amount of colleagues working in units to allow for social distancing.
- We have reduced our offer/ range and opening hours to enable our teams to work safely.
- We have placed sneeze guards at till points.
- We are monitoring our staff welfare, including temperature checks before starting shifts.
- PPE is available for our teams and in most of our locations, our colleagues wear masks.
- Our support function teams are working from home, where possible.

Because we care:

To support our fantastic NHS and key workers we have continued to operate several units within hospitals during the pandemic and provided thousands of complementary Millie's Cookies to hospital workers across the country.

We have also donated products to food banks and local charities and completed a wide range of fundraising activities in support of Macmillan Cancer Charity.

As customer demand starts to return, we will continue to re-open more units and support those who keep the country moving.

We would like to thank all our customers for their patience while we adapt and learn these new ways of working and look forward to welcoming you back in our stores.

WE ARE ALL IN THIS TOGETHER

