

## **March 2022**

As food travel operators, we are pleased to see numbers rising as passengers regain their confidence when travelling. The COVID-19 pandemic has impacted everyone in the world and altered the way we live.

Whilst strict guidelines were in place, we followed all Government guidance and we continue to adapt the way we work in line with the latest guidelines to ensure the safety of our customers and colleagues. We still have 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 have maintained COVID cleaning schedules in our units and these are monitored throughout the day.
- Sanitiser is provided for our customer use should they wish to do so

### **Keeping our Colleagues safe:**

- We have trained all our colleagues on COVID awareness.
- We are monitoring our staff welfare and encourage colleagues to continue testing
- PPE is available and we encourage our teams to wear face coverings where this is not mandatory

Our support function teams are balancing returning to the office and continued working from home dependent upon role and we continue to be flexible with our office-based teams.

### **Because we care:**

To support our fantastic NHS and key workers we 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