

GREEN CROSS

We look forward to welcoming you back to shopping at our Green Cross stores.

Safety is our priority so here is all you need to know about shopping safely at Green Cross.

We take the safety of our customers and our staff very seriously and, to this end, we have implemented some strict COVID-19 preparedness and response protocols in our stores. We will only be opening a limited number of stores on 11 May so that we can ensure all safety protocols and training have been implemented.

The stores that will be open are available [HERE](#).

Our stores will be open from 10am- 4pm from Monday to Saturday and closed on Sunday during this time.

Monitoring **Employee Health**, **In-store Hygiene**, and **Social Distancing** are the key pillars of our protocols and we ask for your help and patience in allowing us to follow the protocols, which may impact on our usual service levels.

Here is everything you need to know about shopping safely in our stores. Should you have any questions that aren't answered below, please don't hesitate to get in touch with our Customer Care team on talk2us@green-cross.com or by calling 0860 009 855.

Employee Health

- Ensuring that if employees are sick or have symptoms associated with Covid-19, they do not come to work and consult a medical practitioner.
- Screening our employees when they arrive for work and during the day to determine whether they have any of the observable symptoms associated with COVID-19, including fever, cough, sore throat, redness of eyes or shortness of breath (or difficulty in breathing), and loss of smell or taste.

In-Store Hygiene

- Our stores have been deep cleaned and are being cleaned and sanitized thoroughly throughout the day.
- Our employees will all be wearing cloth masks and it is compulsory in terms of the regulations for all customers to wear masks or face coverings whilst in the stores. Regrettably customers not wearing masks will not be allowed access to the stores.
- Staff have hand sanitizer on their person at all times and there is soap and running water at the basin in the store's kitchen area so that the staff can also regularly give their hands a deep wash
- Complementary hand sanitizers are available throughout the store for use by both our customers and employees.
- Sanitizer gel or spray will be offered to all customers entering the store.
- Hand sanitizer will be offered to all customers before, during and after they've tried on shoes, Regrettably during this time we have closed the change rooms in the clothing stores and customers will not be able to try on items before buying them. Our return and exchanges policies will however, remain in place should an item that is purchased not be suitable. Please refer to our return and exchange policies to ensure that you understand the terms thereof.
- Fitting socks will continue to be offered to all customers for the fitting of shoes, but customers will be asked to please dispose of them personally in a specially designated bin in-store.
- At the cash desk hand sanitizer will be available for employees and customers.
- The pen used by customers for the signing of receipts will be sanitized by employees between use.
- The speed point machines will be wiped down with sanitizer between use.
- The Point of Sale keyboard will be wiped down with sanitizer between use.
- The cash desk surface will be wiped down and sprayed with sanitizer after each interaction with a customer.

Social Distancing

- Practising **SOCIAL DISTANCING** is one of the most important things we can do to remain safe: this means our staff will try to remain at least 1.5m from customers and from one another
- In order to ensure the appropriate social distancing is maintained as far as possible, there is a restriction on the number of customers and employees allowed in a store at any time. The number of persons allowed depends on the size of the store. This means that you may be required to queue outside. If so, please be patient.
- Customers will need to fit shoes without the assistance of our employees. The stools and chairs in store will be placed at least 1.5m apart for you to sit on well away from other customers
- At the till points, please don't lean on or over the counter and maintain a distance of at least 1.5m from the staff behind the till. When the purchase has been rung up and you need to pay, the staff behind the till will step back to allow you space in order to use the speed point machine or place your cash on the counter

Here are some questions we know are frequently asked:

Are your stores providing complementary use of sanitizer for customers who visit?

Yes, every store employee member will carry hand sanitizer on their person at all times and an employee will be stationed at the entrance to offer customers entering and leaving the store a spray of hand sanitizer

What are you doing to protect your employees and customers in your stores?

The health and safety of our employees and customers is our main priority. We are educating our employees on the risks associated with COVID-19 and ways to reduce or eliminate such risks, including information regarding personal hygiene, social distancing, and the wearing of face masks. We have informed our employees of the provisions of the government directives for COVID-19 health and safety in the workplace and have prepared a policy and protocols that must be followed. We are also providing our staff with all the required hygiene materials and personal protective equipment.

All employees will be health screened every day before being allowed to come into the store.

All employees will be provided with masks and sanitizers for their use at work, at home, and as they travel.

I can't get through to the Call Centre

Our call centre has been inundated with call and emails right now, so please bear with us. The health and safety of our employees and our customers is our highest priority, and we are handling all queries and complaints we receive as efficiently as we can. Before you reach out by calling them, consider reading through this page to see if your query has been answered or drop us an email via talk2us@green-cross.com – we'll be in touch with you as soon as we can.

Thank you for your patience together we can all help each other to keep safe.

We look forward to welcoming you back into our stores during these difficult times.