

6 September 2021

Planned re-opening

We are planning to re-open our Trade Shop sometime during October. There will be some changes to how we operate but we would still urge you to order in advance where possible.

Why isn't your Trade Shop fully open?

This is a question we've been asked a lot, especially as our type of shop is eligible to be open under the current guidance issued by the Scottish Government.

We consider ourselves to be a responsible business to both our employees and also to the wider community. Our view, which is based on the Scottish Government guidance, is that if it's possible to conduct business effectively without direct person-to-person interaction then we should use the alternative approaches. We can offer the products in our shop through our pre-order and collection service. **We are urging our customers to pre-order goods and collect from the Trade Shop wherever possible.** We see this as a vital public health measure for slowing the spread of the virus in the general population.

We have also split our warehouse team into 2 shifts, working shorter hours, to minimise the risk to the business. If one person in the team became infected we would have to close completely to allow everyone the whole team to self-isolate, which is something we want to avoid. The reduced numbers make it impossible for us to operate with a normal service. We have always allowed the public to use our Trade Shop but we have had to take the decision to suspend this service for the team being due to our smaller teams.

We hope you understand our reasoning and we will continue to try and offer the best service we can because that's the main foundation of our business. We all look forward to the day when we can return to some form of normality and welcome you in.

Gary Henderson
Managing Director



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