



[In this update:](#)

[Scottish Government Phase 2 Update](#)

[Shared Click and Collect Space – would you be interested?](#)

[Hand sanitiser Unit Discount](#)

[ATCM Keeping Customers Safe Beyond COVID-19](#)

[ACAS New Digital Redundancy Event](#)

[Scottish Government Phase 2 Update](#)

Nicola Sturgeon has announced today that Scotland will be moving to Phase 2 of the route map, in a staged approach detailed below:

From Monday 22nd June:

- Places of worship can re-open for individual prayer or contemplation
- Dental practices can re-open to see patients with urgent care needs.
- Construction sector can implement remaining phases of sectoral plan.
- College and university staff can return to make essential preparations for restart in Phase 3.
- Consistent with Phase 2, accommodation can be provided for those required to stay away from home for work purposes.

From Monday 29th June:

- Indoor (non-office) workplaces resume once relevant guidance is implemented.

- Includes: factories, warehouses, labs and research facilities.
- Excludes: indoor workplaces due to open in Phase 3 (e.g. non-essential offices and call-centres).
- Street-access retail can re-open once guidance is implemented. Interiors of shopping centres / malls remain closed for non-essential shops until Phase 3.
- Outdoor markets can re-open once guidance is implemented.
- Relaxation on restrictions on housing moves.
- Outdoor sports courts can re-open.
- Playgrounds can re-open.
- Registration offices open for high priority tasks.
- Marriages & civil partnerships allowed with minimal attendees – outdoors only.
- Community optometry practices re-open for face-to-face emergency and essential eye care

Unfortunately, outdoor cafes, beer gardens and other hospitality businesses are not able to reopen yet. This will be reviewed on 2nd July once the scientific evidence has been supplied.

[You can read the updated route map here](#)

Shared Click and Collect Space – would you be interested?

Thank you to everyone who has taken the time to complete the survey about opening up the town centre. The information has been really useful and will help to shape plans especially as we move into Phase 2.

One of the ideas we are considering is a shared “Click and Collect” space. Using one central location, BID business members could take online orders which can be provided from this centralised location. That would allow you to trade, but not have to worry about people queueing in, or at the entrance to your property to collect a parcel. It would also mean that critical storage space could be freed up. We are investigating lockable cabinets and chillers where products could be stored safely and securely. Implementation of this type of system would spread the foot traffic around the city centre, obviously helping with Social Distancing.

If we were able to organise the venue, lockable cabinets and refrigerated units would you be willing to provide a small amount of staff time and transport your items to the collection hub. Staff input time would be covered on a rotational basis, but we would require a firm commitment before we move ahead. Items would have to be paid for when they are ordered, so there would be no money changing hands at the collection point, it would simply be cover to check order confirmations and hand over items.

Before we move ahead we need to know -

- **Would you be interested in using a shared click and collect space to reduce customer queueing at your property?**
- **Would you be able to ensure all collection items are taken to the click and collect hub each morning?**
- **Would you be able to free up a member of staff to cover an occasional shift at the hub?**

Please email your replies to Tina at tina.mainland@elginbid.co.uk.

It's clear from the replies that are coming in that people are going to struggle to implement Social Distancing in their work place, especially smaller premises and there is a desire to access and use outdoor space. The Moray Council are looking at that in detail to see how they can provide that space. Inevitable compromises will have to be made but hopefully with a package of measures being implemented it will help.



Hand sanitiser Unit Discount

We have been supplied with a 20% discount by Save the High Street on Hand sanitiser stations and liquid from <https://www.cleanedup.green/>.

Type the code "SAVETHEHIGHSTREET" in the discount box at the checkout.

ATCM- Keeping Customers Safe Beyond COVID-19

Please read the below information sent to us from the Association of Town & City Management.

WorldHost Training Now Available for Customer-Facing Industries for £5 per person.

Background

Customer-facing industries across the world have been severely impacted by COVID-19, with businesses having to adjust their operations. As the UK and Ireland emerge from lockdown, it is highly unlikely that life as we know it will return to normal immediately.

As addressing the challenges of customer interaction, fears of crowds and infection will be an essential part of the customer experience to ensure repeat business, People 1st International have

been working with key partners to develop affordable e-learning which is online and bite-sized. It is aimed at front-line staff who come into contact with and have regular interactions with customers, including retail staff, hospitality staff, wardens and town hosts.

What Does it Cover?

- Personal Protective Equipment in a customer facing role
- Maintaining good personal hygiene
- Behavioural expectations on public transport
- Communicating key information and setting clear boundaries at arrival and entrance
- Greeting customers, guests and visitors
- Adapting the interior environment
- Customer interaction
- Taking payments
- Maintaining facilities and a clean environment
- The importance of being 'fit for work'

Get your customer-facing staff signed up today to help build confidence in your town.

Find out more here- <https://www.skillsplatform.org/courses/7720-worldhost-2020-keeping-customers-safe-covid-19>



ACAS New Digital Redundancy Event

Please read the below information sent to us from ACAS.

NEW redundancy training event launched

The next in our new programme of digital events, delivered via Zoom, have just been released. Should your business be facing redundancies, it's important to get the basics right. This **Redundancy: getting it right - digital event** will cover the legal and practical elements including:

- Planning and alternatives
- Collective redundancy process including consultation
- Individual redundancy and consultation
- The selection criteria and process
- Legal considerations

These events will be delivered on:

- [14th July](#)
- [21st July](#)
- [6th August](#)
- [18th August](#)
- [1st October](#)

Other recently released digital events:

Employment Law Update

This digital event will update you on the latest changes in legislation and highlight future developments - a key consideration for business planning.

Managing Discipline and Grievance

This digital event will provide you with an overview of the Acas Code of Practice and the key skills you need to confidently manage discipline and grievance procedures in your workplace and remotely.

These and other topics can be delivered as remote training

If you have a workplace training need and you feel that this type of delivery would be of benefit, please contact us by completing our [enquiry form](#) and we will call you back to discuss the options.

acas working
for everyone

Take Care and Stay Safe
Gill & Tina