

From: Ross Mendenhall
Sent: 17 June 2021 16:46
To: Anthony Smith
Subject: Re: Letter from Anthony Smith

Dear Anthony

Thank you for the letter copy which asks very worthy questions. In summary Extra MSA group operate in 2 key ways regarding the Covid secure workplace for our staff and visitors. Planned and reactive.

Planned:

- Operations team management hold weekly meetings to discuss all aspects of covid safe operation alongside inspections of our vehicle attraction data vs weather vs special holidays &/or local events where permitted to take place (for example Euro football tournament)
- 21 point 'recorded' daily on-site checks to ensure covid secure policy & procedures are adhered to & any failings are corrected immediately
- Working with local authorities where 'known' events may take place either legal covid secure or illegal gatherings with working practice actions and support (for example illegal car meet ups or demonstrations)
- All staff fully trained in Covid secure workplace and refresher training provided
- All Staff trained in conflict resolution & best practice whilst approaching persons of concern
- Where applicable to certain locations - introduction of additional floor space for socially distant seating area
- All locations - increased external seating & dining provision
- visual Covid guidance in-situ throughout our buildings and digital screens
- Information around Covid & what to expect when you visit on our company website
- large numbers of visitors use a 'google' search for MSA locations. - our google business pages have analytical and live information regards 'busy times'
- Continual communication with all tenant partners regards thew above & below so that they can react accordingly to peaks and troughs in trade
- All tenant partners now open which increases choice and navigation around the full breadth of our interiors. Also includes the full useful floor sqm area of our facilities & additional seated facilities.
- segregated queuing and collection areas for high volume tenant partners

Reactive

- Our entrepreneurial method of operations enable 24/7 reactive implementation of additional staff to clean, serve, secure, limit customer numbers internally & assist and guide customers for any unexpected event or peak in trade at any location.
- Continual communication with all tenant partners regards thew above & below so that they can react accordingly to peaks and troughs in trade
- fast hire Washroom facilities if required.

Thank You

Ross Mendenhall

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