

## Notes TUCO Welsh Region Meeting 18 May 2020

We had a really interesting and useful meeting of the TUCO Welsh Region today. The LAs were unable to join as they are not able to use Zoom so we will use a different format for the next meeting but this allowed us to end on a lighter note with a short quiz.

The group would like to continue the meetings on a monthly basis to exchange ideas, probably an hours' duration.

Some of the key points discussed at the meeting:

Teams are currently furloughed, at present on 100% pay, but this may change in due course for some institutions.

Planning is being undertaken for various scenarios but still waiting for instruction from the institutions on how they will reopen. This is particularly important for Cardiff University, Cardiff Metropolitan University and University of South Wales as they will need to aware of the impact this will have on Cardiff.

Consideration is being given to the number of outlets that will open, reduced menus and how customers will be managed perhaps with social distancing champions.

There will be a move to cashless across the campus and a click and collect service. The members thought that this was an area where TUCO could assist and details of click and collect providers will be forwarded. Cardiff Metropolitan University have introduced a loyalty app 'Capture' which includes a click and collect function. Details will be forwarded to TUCO.

Cardiff University have sadly lost a member of their team to Covid 19 so will have to handle the return to work sensitively, with safety of staff at the forefront of any decision making.

There was discussion on sourcing screens and PPE. Cardiff University are reviewing their uniforms and will include cardigans and long sleeve jumpers in case staff sneeze. Reusable masks will be provided, 3 per staff, which staff will be responsible for washing. Staff will be given the option to wear them. Gloves are being considered but it was felt washing hands on a regular basis would be more hygienic and should only be used in line with normal food safety requirements.

University of South Wales are considering a return to work bag which would include any PPE considered necessary. Members are looking at the measures being put in place by the high street as they will be ahead time wise. It is useful to look at Pret's website <https://www.pret.co.uk/en-gb> They had a 2 week practice period, behind closed doors, to ensure everything was in place.

Risk assessments are being carried out for front and back of house as well as the customer experience which in Cardiff Metropolitan University's case will need to be signed off by the Vice Chancellor's Board.

Decisions will need to be taken on which buildings will re-open first. Timetabling of courses will have a big part to play. A limited take away offering may be all that is available to begin with.

Aberystwyth University are looking at accommodating students on the same course in the same buildings to reduce contact.

Staff may be brought back from furlough in small groups with inductions being carried out.

Cardiff Metropolitan may continue with on-line courses until January with the term not starting until mid- October.

Universities are limiting deferrals meaning potential students will have to apply again next year if they don't take up their places this year.

The group asked what was happening about the Conference and wondered about the possibility of an online option. Suppliers usually launch new products at Conference. Would it be possible for suppliers to showcase new products online?

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