



Larner Associates

Prepare, Protect, Prevent
Thriving in the age of Pandemics

COVID
Be Confident

Fenwick Department Store

Bio-security for the UK's premier independent department store

The Challenge

- Protecting visitors to 9 department stores
- Meeting Public Health England (PHE) guidelines
- Concern on bringing infection into the store and surfaces becoming infected
- Customers not confident that surfaces are clean, particularly in small areas such as changing rooms

The Solution

- Advice on the evolution solutions around the world of testing and infection control
- Understanding of infection control in the retail environment
- Selection of the right solutions to prevent transmission
- Delivery of solutions from factory to site

Why Larner Associates?

Unparalleled experience:

- Infection control, medical and service design experience
- Knowledge of worldwide best practice
- Technology agnostic solutions advice
- Customer focus, designing solutions around you

The Results

- Despite closures due to tiers and lockdowns
- Successful opening of stores when tiers permitted
- No reported transmissions

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Fenwick

Fenwick is an independent chain of department stores founded in 1882 by John James Fenwick in Newcastle upon Tyne. Today Fenwick consists of nine branches and has a reputation for the superb quality of its merchandise. Fenwick recently opened a new store in a totally new town centre in Bracknell. The new store is a destination with a roof top restaurant that is one of the main draws for the town centre



Onset of the Pandemic

With the onset of the pandemic the plans for making stores safe when they could open took on a new dimension. The changes from lockdown to open to tiers and to lockdown again led to confusion about what was and would be possible.

Fenwick were very conscious that they would need to give confidence to their customers that it was safe, not only to come into the store but small enclosed spaces such as changing rooms.

Larner Associates Team

With the response to Coronavirus changing almost daily considering the best approach to infection control, testing and tracing was a major challenge.

"Whilst the environment seemed to change constantly, Larner Associates were able to give clear advice on how to respond in and build the confidence of our customers."

Hugo Fenwick,

Store Development Director, Fenwick

The Larner team includes associates Prof. Tara Moore with unparalleled knowledge of testing and John Green former NHS Trust Chief Exec with knowledge of NHS approaches to infection control. At the time there was little experience of testing in the UK, Larner was able to advise on the experience of a number of countries and the leading manufacturers.

Larner Associates turns best practice and the latest research into practical solutions



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"Larner Associates were able to bring in cleaning technologies with long lasting effect.

This is important not just for customer safety but for customer confidence too.

Staff know that we have left no stone unturned for their safety."

Hugo Fenwick

Store Development Director, Fenwick

"We created the Covid Confident mark to display in changing rooms so that customers knew that all of the surfaces were safe."

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Infection Control

SARS-Covid-2 is a type of enveloped virus. The standard approach to cleaning at the time, and still common in many locations in the UK, was deep cleaning with bleach or solutions proved to be effective against enveloped viruses.

The problem with deep cleaning is that as soon as it is finished all surfaces are open to infection. The gap between cleans, the 'infection gap' is likely to be 24 hours for most surfaces and an hour or more for frequent contact surfaces. One infected person entering the space will infect surfaces and render the cleaning ineffective.

The only way to close the infection gap is to use long lasting anti-pathogens. These are cleaning fluids that once applied leave a nano layer effective against bacteria, viruses and fungi for days.

The infection gap also affects hands. After washing with soap and water the hands are open to infection. Even alcohol hand sanitizer only lasts a matter of seconds. A long lasting anti pathogen hand gel leaves a layer on the hands that prevents the hands from infection for hours.

"Larner Associates not only sourced products that kill Coronavirus within 15 seconds off contact but continue to protect the surface for up to 10 days after application."

Sarah Green,

Retail Ops Co-ordinator, Fenwick

Long Lasting Anti-Pathogen

Fenwick wanted to ensure that no surface in the event and no hand, whether visitor or staff, could become infected with SARS-Covid-2 and become a source of transmission to other staff and customers.

Larner Associates is technology agnostic. It reviews all products and their tests and sources the best available solutions on the day. Larner identified a surface cleaning solution and a hand sanitizer with a detailed testing against enveloped virus and proven long lasting effect. The surface cleaner was designed for use in hospital 'red zones' and a 10 year history of use. The cleaning solution had the same pedigree but had also been tested against SARS-Covid-2. Larner sourced the solutions direct from the factory at a price significantly below market rate. The beginnings of Brexit import problems occurred. Larner arranged delivery from factory to store ensuring openings could go ahead safely.