

# > HELPING BUSINESS GET BACK TO WORK



30 June 2020

## COVID-19 Safety Plan

Effective 1 July 2020

### Retail and grocery

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to [nsw.gov.au](http://nsw.gov.au)

| BUSINESS DETAILS   |
|--------------------|
| Business name:     |
| Plan completed by: |
| Approved by:       |

### > GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

| GUIDELINES   | ACTIONS |
|--|---------|
| <b>Wellbeing of staff and customers</b>  |         |
| Prompt customers to physically distance and perform hand hygiene on entry, where practical.                              |         |
| Exclude staff and customers who are unwell.  |         |
| Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. |         |
| Make staff aware of their leave entitlements if they are sick or required to self-isolate.                               |         |

## Wellbeing of staff and customers

Display conditions of entry (website, social media, entry points).

### GUIDELINES

### ACTIONS

#### Physical distancing

Capacity must not exceed one customer per 4 square metres of publicly accessible space (except for supermarkets, markets that mainly sell food, or grocery stores).

Use separate doors or barriers to mark the entry and exit wherever practical.

Allow customers to click and collect, or purchase over the phone and pick up, where reasonably practical. Encourage this option for vulnerable people.

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people queue (such as at cashier terminals or for fitting rooms) or by visual cues, messages over loudspeakers or through staff monitoring.

Ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office and meeting rooms), where reasonably practical.

Assign workers to specific work stations, shopping zones or pay points where reasonably practical.

Stagger start times and breaks for staff to minimise the risk of close contact, where reasonably practical.

If physical distancing can only be achieved with fewer workers completing a task, allow for extra time rather than crowding, when this can be achieved.

Consider installing physical barriers in areas with high volume interactions with customers. For example, install plexiglass around counters.

Review regular deliveries and request contactless delivery and invoicing where practical.

### Physical distancing

Try to manage delivery times to minimise the number of vehicles and people in loading dock areas. Designate a space where they can carry out their duties at a safe distance.

Have strategies in place to manage gatherings that may occur immediately outside the premises, if crowding may occur.

Put signs near lifts and passenger travelators directing customers and workers to maintain physical distancing wherever practical.

### GUIDELINES

### ACTIONS

### Hygiene and cleaning

Adopt good hand hygiene practices.

Limit the use of cash transactions by encouraging contactless payment options where possible.

Minimise contact with returned items and encourage staff to sanitise or wash hands after receiving and handling goods. Depending on the returned item, clean with a detergent or disinfectant wipe where practical.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Have hand sanitiser at key points around the centre or shop, such as entry and exit points.

Indoor hard surface areas frequented by staff or customers must be cleaned at least daily with a detergent or disinfectant solution. Public bathrooms may need more frequent cleaning.

Frequently touched areas and surfaces must be cleaned several times per day with a detergent or disinfectant solution or wipe. Such surfaces include doors, handles, point of sale devices, fitting room areas, counters and displays, kiosks, trolleys and lifts.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

### Hygiene and cleaning

Remove product testers or samples from public access.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

| GUIDELINES | ACTIONS |
|------------|---------|
|------------|---------|

### Record keeping

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.