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## 1. TRADING AREAS & SALES FLOORS



- On-line shopping to be encouraged.
- Alcohol based 65% or higher sanitizers for use by customers and employees (at entry and exit to and from stores and at the cash desks).
- Implement OHASA guidelines / requirements in relation to PPE in the retail context.
- Cloth facemasks should be worn by non-customer facing employees whilst Perspex visors/face shields should be worn by customer facing employees.
- Train employees using protective clothing and equipment on how to put it on, use/wear it, take it off correctly, replace parts (e.g. filters), how to clean it and how to dispose of it after the recommended period of use.
- Increase cleaning of high traffic and high risk areas e.g. floors, frequently touched surfaces (work stations, keyboards, telephones), countertops and door handles throughout the day within set intervals.
- Minimise tender contact at cash point (point of sale) i.e. customer to swipe own payment / account card and use cashless transactions /app payment technologies (eg: Snapscan) where possible.
- Sanitize after each cash payment and wipe card machine after pin entered by hand by customer.
- Avoid shared stationery at paypoints/cash desks (look to providing "stationery packs").
- Regularly clean fitting room, discs, door handles and high-touch surfaces of fitting rooms.

- Garments returned by customers and garments tried on in fitting rooms to be isolated for a recommended period before displayed on sales floor again.
- Daily cleaning after trading hours.
- Regularly wipe shopping basket handles and/or trolleys. Discontinue use of cloth or mesh shopping baskets.
- Use of appropriate grade cleaning materials (assess with cleaning service provider).
- Have no touch refuse bins where possible.
- Implement OHASA guidelines for Covid-19 symptom monitoring and management (which could include temperature screening of employees and onward referral to a healthcare provider and/or public health organisation (eg: NCID).

### \*Social distancing measures:

- Display signage outside store indicating size of store and how many allowed in store at time (propose trading area divided by 4 less number of employees).
- Introduce a controlled queuing system at store entrances with recommended spacing between customers.
- Where a store has multiple entrances, reduce the number of entrances into a store.
- Control the number of employees and customer on the sales floor based on size (m<sup>2</sup>) of trading area to allow for recommended distance at all times between people– propose a formula of trading area divided by 4 less number of employees.
- Ensure sufficient aisle space.
- Introduce visible signage and demarcate space on floor where queues form for easy reference (e.g. pay points, fitting rooms, etc.)
- Extend the space between till operators.
- Install Perspex screens in front of cashiers, alternatively employees to wear visors or face masks.
- Provide additional pay points/cash desks throughout the trading floor to reduce the length of queues.
- If applicable, close off and limit the access to areas not trading.

- Rotational work OR A & B shifts.
- Where feasible, introduce additional shift starting times to limit the number of employees arriving and leaving at the same time.

## 2. IN-STORE BACK OF HOUSE

- Alcohol based 65% or higher sanitizers for use by employees on entry and exit.
- Erect clear signage on Covid-19 symptoms, hygiene practices and social distancing.
- Implement an "open door policy" where possible to reduce contact with doors and door handles.
- Increase cleaning of high traffic and high risk areas e.g. floors, frequently touched surfaces (work stations, keyboards, telephones), countertops and door handles throughout the day within set intervals.
- Daily cleaning after trading hours.
- Hand washing facilities in back of house areas with single use paper towels.
- Discourage sharing of equipment, stationery, utensils or similar items.
- Use of appropriate grade of cleaning materials (assess with cleaning service provider).
- Have no touch refuse bins where possible.
- Install high-efficiency air filters in A/C systems and increase ventilation rates.
- Implement OHASA guidelines for Covid-19 symptom monitoring and management (which could include temperature screening of employees and onward referral to a healthcare provider and/or public health organisation (eg: NCID)).
- Facilitate state or private testing.



### \*Social distancing measures:

- Limit the number of employees to allow for the recommended distance at all times between people.
- Introduce visible signage and demarcate space on floor where queues form for easy reference.
- Close off and limit the access to areas not in use.

- Rotational work OR A & B shifts including staggered tea and lunch breaks.
- Where feasible, introduce additional shift starting times to limit the number of employees arriving and leaving at the same time.

## 3. DISTRIBUTION CENTRES & WAREHOUSES



- Alcohol based 65% or higher sanitizers for use by employees and visitors (e.g. suppliers and service providers) on entry and exit.
- Erect clear signage on Covid-19 symptoms, hygiene practices and social distancing.
- Implement an "open door policy" where possible to reduce contact with doors and door handles.
- Garments returned by stores to be thoroughly steam cleaned and then isolated for recommended period before being processed.
- Consider single direction routes to limit people passing each other.
- Clear demarcated areas for delivery of samples and supplier.
- Implement OHASA guidelines / requirements in relation to PPE.
- Cloth face masks should be worn by employees.
- Train employees using protective clothing and equipment on how to put it on, use/wear it, take it off correctly, replace parts (e.g. filters), how to clean it and how to dispose of it after the recommended period of use.
- Discourage sharing of equipment, stationery, utensils or similar items.
- Increase cleaning of high traffic and high risk areas e.g. floors, frequently touched surfaces (work stations, keyboards, telephones), countertops and door handles throughout the day within set intervals.
- Daily cleaning after hours.
- Hand washing facilities with single use paper towels.

- Use of appropriate grade of cleaning materials (assess with cleaning service provider).
- Have no touch refuse bins where possible.
- Install high-efficiency air filters in A/C systems and increase ventilation rates.
- Implement OHASA guidelines for Covid-19 symptom monitoring and management (which could include temperature screening of employees and onward referral to a healthcare provider and/or public health organisation (eg: NCID)).
- Facilitate state or private testing.

**\*Social distancing measures:**

- Limit the number of employees to allow for the recommended distance between people.
- Demarcate space on floor for easy reference.
- Close off and limit the access to areas not in use.
- Review distribution model to allow for reduced number of employees within facility at any given time.
- Rotational work OR A & B shifts including staggered tea and lunch breaks.
- Where feasible, introduce additional shift starting times to limit the number of employees arriving and leaving at the same time.

#### 4. HEAD OFFICES & CALL CENTRES



- Alcohol based 65% or higher sanitizers for use by employees and visitors (e.g. suppliers and service providers) on entry and exit.
- Erect clear signage on Covid-19 symptoms, hygiene practices and social distancing.
- Increase cleaning of high traffic and high risk areas e.g. floors, frequently touched surfaces (work stations, keyboards, telephones), countertops and door handles throughout the day within set intervals.
- Implement an "open door policy" where possible to reduce contact with doors and door handles.
- Daily cleaning after hours.

- Implement OHASA guidelines / requirements in relation to PPE.
- Cloth face masks should be worn by employees.
- Train employees using protective clothing and equipment on how to put it on, use/wear it, take it off correctly, replace parts (e.g. filters), how to clean it and how to dispose of it after the recommended period of use.
- Hand washing facilities with single use paper towels.
- Use of appropriate grade of cleaning materials (assess with cleaning service provider).
- Have no touch refuse bins where possible.
- Install high-efficiency air filters in A/C systems and increase ventilation rates.
- Discourage sharing of equipment, stationery, utensils or similar items.
- Disable access points with biometric contact.
- Clean surfaces and equipment in high density offices before a new shift starts and regularly thereafter.
- Implement OHASA guidelines for Covid-19 symptom monitoring and management (which could include temperature screening of employees and onward referral to a healthcare provider and/or public health organization, e.g. NCID).
- Facilitate state or private testing.

**\*Social distancing measures:**

- Extend operating hours / flexible work hours and the work week to spread employees and work activities out.
- Minimise the number of attendees at meetings.
- Shorten meeting times as may be feasible.
- Increase use of video conferencing.
- Limit the number of visitors and visits by suppliers and service providers to essential/ key requirements and needs.
- To reduce traffic into our offices, enhance delivery areas at the entrances of our buildings/office sites to cope with greater number and variety of deliveries and the storage of parcels.

## 5. GENERAL PREVENTION & RESPONSE STEPS



### Prevention:

- Employees feeling ill should not attend work.
- Employees who had close contact with a confirmed COVID-19 case should not attend work and go into self-isolation.
- Employees who show COVID-19 symptoms must not attend work, self-isolate and see a doctor.
- Medical clearance must be required before returning to work.

### Response

(Validation is key – only respond if you have a CONFIRMED case)

- Centre Management to be notified immediately.
- Covid-19 Help Line to be notified.
- Close store/facility/business unit.
- Complete contact tracing (identify any individual who had close contact e.g. 1 meter and for longer than 15min.)
- Isolate and monitor those who had close contact.
- Those with symptoms must be tested for the virus.
- Deep clean & forensic clean the store/facility/business unit (identify specialist service providers who can perform this function).
- Reopen store/facility/business unit once deep clean has been completed and it's operationally possible to do so.

## 6. OPERATING HOURS

**NOTE:** Retailers are advised to consult with centre management where applicable regarding trading hours. This should take into account curfew and time employees take to get home.



- 1st trading hour for customer shopping dedicated to customers 60+, pregnant woman, those with medical certificates indicating Covid-19 high risk categories e.g. Cancer, Diabetes and those with physical disabilities.
- 2nd trading hour for customer shopping dedicated to nurses, hospital, police etc (must show official identification).
- Centre trading hours for customer shopping will depend on location, type of centre and availability of transport however no shopping centre operating/management hours will be longer than indicated above.

## 7. STAFF PERMITS

All essential staff are required to have permits.  
(Refer to page 16, 17 & 29, Form 2 of Government Gazette.)

## 8. WORKPLACE READINESS

A COVID-ready Workplace Plan must be developed prior to the reopening of an enterprise employing persons or serving the public. (Refer to Page 38 of Government Gazette.)