**Coronavirus (COVID 19) Store Guidance Plan**

**Introduction**

[Name of store] is committed to protecting all our employees against the possibility of contracting illness due to the recent outbreak of the coronavirus. We have a duty of care to protect our employees wherever possible and we will take all precautions necessary to ensure the safety of our staff.

We understand that the coronavirus is highly contagious and that we need to have measures in place to ensure any risk of infection in the workplace is minimised.

We trust that all staff will understand that the requirements to keep everyone safe are essential and are not intended to cause any hardship to anyone. We have a duty of care and we intend to ensure that is provided to everyone.

**Workplace guidelines**

The following guidelines are intended to assist employees in regard to attendance at work. It is important for us to protect our employees and for us all to be aware of our personal obligations to protect ourselves and others in an effort to prevent and control the spread of the virus.

We believe it is essential to consider our need for high level hygiene practices, travel arrangements and coming back to work and the need for each one of us to take care in our daily practices.

1. ***Our hygiene policy***

* Regular hand washing (20-30 seconds including palms, back of hands, fingers, and nails)
* And/or sanitise hands by using alcohol-based hand rub with more than 60% ethanol or 70% isopropanol (also known as hand sanitiser) Use the same procedure to rub your hands with sanitiser for 20-30 seconds.
* Paper towels and tissues should be used and be disposed of in bins provided, immediately after use.
* Coughing and sneezing should be done into tissues or elbows, but not hands.
* Bacterial wipes should be used on shelves, counters, and registers, or wherever there are areas used by several staff or members of the public.
* Maintain a safe distance and avoid close contact with those infected individuals or those exhibiting symptoms of the virus.
* Use cutlery when eating and avoid using your hands.
* Avoid touching your eyes and mouth at all times
* Eliminate the use of handshakes when greeting others.
* Monitor your personal health and condition, keeping an eye out on any of the symptoms.

***2. Social Distancing***

Social distancing is important because COVID-19 is most likely to spread through close contact with a person who has the virus.

Limit face-to-face interactions to less than 15 minutes

Limit close proximity interactions (less than 1.5 metres between people) to 2 hours

Where possible, maintain a distance of 1.5 metres between people 2

To protect staff working in close proximity for prolonged periods, for instance two staff working in back-to-back checkouts, our store will review rotating staff or another solution to another solution that best suits the store layout and the social distancing rules

***3. Cash Bag and Object Handling***

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

Where possible, staff should encourage customers to pay for their shopping electronically, including contactless or tap-and-go payments.

***4. Personal Protective Equipment***

**Gloves**

Washing hands regularly or using alcohol-based hand rub will offer more protection against COVID-19 than wearing gloves.

If you are feeling well, there is **no need** to wear gloves, other than in line with usual supermarket practice (such as food handling, deli).

Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus.

**Masks**

If you are feeling well, there is **no need** to wear a protective mask, as there is little evidence to support use of in healthy people to prevent transmission of viruses.

Masks are only useful for people who are sick, so that they do not cough on others, and for health care workers who have frequent, prolonged close contact with sick people.

If you choose to wear a mask, it will only be effective when used in combination with frequent hand cleaning with soap and water or alcohol-based hand rub.

***5. Travel guidelines, close contact with infected individuals and return to work***

If you have recently travelled to a designated infected area such as China, South Korea Italy or Iran please notify the store, visit your doctor and follow the health guidelines that will be provided to you by the appropriate authorities. (Please note that these designated infected areas may be extended).

If you have been in a lower health risk area, then we require that you visit a medical centre and obtain a clearance before returning to work. Please provide the medical clearance to your Manager on your return to work.

If you are a permanent employee (full time or part time) and you are required to be absent from work, then you may take paid personal leave. A medical certificate will be required for your days absent from work.

If you are a casual employee, then you will not be entitled to payment during your absence. A medical clearance will be required.

***6. General on-going responsibilities***

We are uncertain how long the virus will last, and we should all take calm precautions and we should not overreact.

If at any time during work time you feel unwell or show any symptoms of a cold, then you must inform management and immediately seek medical advice. Remember, although we all must take the necessary precautions, you do not have to have been overseas to contract the virus. Be conscious of your surroundings. Do not shake hands or embrace anyone and be careful on public transport.

The Department of Health in each State and the Federal Government is providing guidelines on a daily basis for the management of the virus and its containment, so please ensure you adhere to the authorities’ guidelines.

***7. Store Hygiene***

**Customers entering the store**

When entering the supermarket, customers should be given antibacterial wipes and/or hand sanitiser for personal use, and antibacterial wipes for use on their trolley and/or basket.

**Sneeze guards**

There is no recommendation from health authorities that a physical barrier, outside of a health care environment, is effective in preventing the spread of COVID-19.

The best control is to supervise food fixtures and remove contaminated products from sale.

If a customer is spreading droplets (sneezing, coughing, or vomiting) at the check-out, clean surfaces with appropriate disinfectant and single use cloth or wipe.

Dispose of used cleaning materials appropriately.

**Cleaning supermarkets**

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face, especially eyes, nose and mouth after handling objects that have cough or sneeze droplets from an infected person

The store will maintain a regular cleaning regime for all ‘high touch’ surfaces and a daily clean of all ‘low touch areas’.

To clean thoroughly clean surfaces should be done with water and detergent and apply commonly used hospital-level disinfectants (such as sodium hypochlorite)

**Disinfecting individual workspaces**

The store will use standard cleaning practices at the end of each shift, taking into consideration how often the surfaces are touched.

Touch screens that are high contact areas (including self-serve checkouts) should be regularly disinfected with wipes.

If wipes are not available at the self-serve checkouts, customers and staff should have access to hand sanitiser prior to, and after, using the touch screens.

**Feeling unwell when at work**

You must not come to work if you have any of the symptoms: fever, cough, sore throat, fatigue or tiredness and shortness of breath.

If you or your staff begin to develop symptoms while at work, you must:

* isolate yourself from others
* practice good hand hygiene
* inform your manager and call a doctor or hospital and tell them your recent travel or close contact history.

If you have serious symptoms such as difficulty breathing:

* call 000, ask for an ambulance and notify the officers of your recent travel or close contact history.

***8.Confirmed cases of COVID-19***

Where a team member has a confirmed case of COVID 19, public health officials will determine if any other team members need to self-isolate based on the period in which the confirmed individual would have been infectious.

A manager can pass on information to state or territory health departments, who will advise if close contact team members need to self-isolate.

If no close contacts are identified, all other staff members should be given information on COVID-19 but can continue their usual work duties.

There is **no requirement** to close a store if a staff member tests positive for COVID-19.

There is **no need** for specialised additional cleaning in a store with a confirmed case of COVID-19, beyond this advice.

*In the event of a confirmed case in a supermarket, the store manager may choose to undertake a general clean, in line with this advice.*

[Name of store] has an obligation under the relevant Workplace, Health and Safety Act to ensure the safety and well-being of all our employees and we hope that everyone will do their best to cooperate with us and keep our store virus free.

Should you require further information, please [click here](https://static1.squarespace.com/static/58bf5b93d2b8578f530168b4/t/5e670f697325ed3b08f8a12a/1583812458043/COVID-19+eNewsletter_4+Mar+V4.pdf) for a fact sheet about updated advice from your Federal Member of Parliament and Senator.

Signed ………………………………………

Manager.