Retail Business - Guide and Checklist for COVIDSafe Plans

June 2021

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COVIDSafe Plan - Guide and Checklist

What's the purpose of a COVIDSafe Plan?

A COVIDSafe plan helps business owners:

- take practical steps to stop COVID-19 spreading
- prepare how to respond if there is an outbreak at their business

It is your responsibility to have a COVIDSafe plan and make sure your employees know what to do.

What goes in the plan?

A COVIDSafe plan should be written down and cover the six COVIDSafe principles:

1. Practise physical distancing

2. Wear a face mask

3. Practise good hygiene

4. Keep records and act quickly if workers become unwell

5. Avoid interactions in enclosed spaces

6. Create workforce bubbles

You can use this guide and checklist ☑ to assist in implementing COVIDSafe principles within your business.

1. Practise physical distancing

Physical Distancing Markings

☐ Display a sign at each entry that shows the maximum number of people that can be in the space at a single time

☐ Use floor markings/signs to remind staff and customers where to stand. Guides should be a minimum of 1.5m apart

☐ Use floor markings and signs that are a bright colour or a pattern that stands out

☐ Where possible promote one-way flow throughout the store

☐ Space out furniture and avoid large crowds

☐ Ensure workers and customers are 1.5m apart at all times. Consider providing physical barriers (such as sneeze guards)

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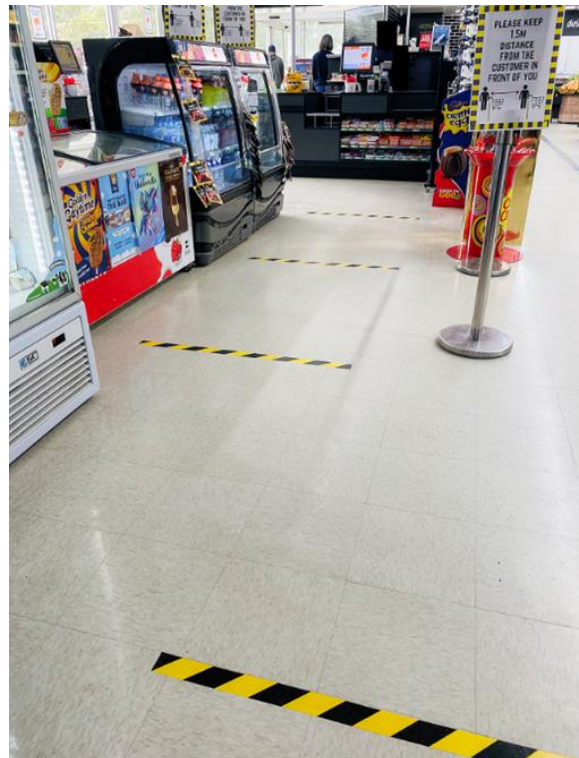
Physical Barriers

Where practical provide a physical barrier such as Perspex between customers and checkout staff. This is particularly effective in narrow checkout areas where 1.5m separation is not possible.

Where physical barriers are not practical, you may want to use barrier tape or furniture that can be placed between customers and checkout staff to ensure 1.5m can be maintained.

Where checkout lanes are close together it may be necessary to close every second checkout to maintain 1.5m between people.

Density Signage

2 metres

Area = 4 square metres (4m²)

2 metres
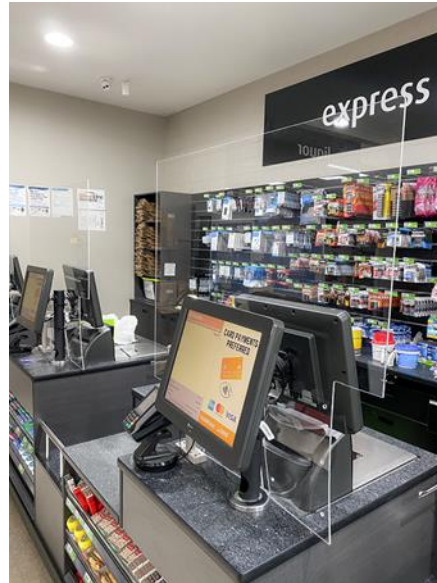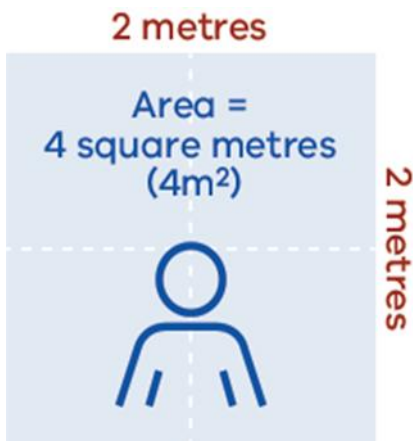
☐ Measure the floor space of your business to work out how many people you can have in the area.

Divide this number by four to work out how many people are permitted within the business at one time.

☐ Display a sign to show patron limits at the entrance to the business.

One-way traffic flow

Where possible promote a one-way flow throughout the business. If you have multiple entrances, dedicate one as an entrance and the other as an exit.

Consider arrow markings on the floor to indicate the direction customers should walk through each aisle and throughout the store. The purpose of this is to avoid customers having to walk around each other or towards one another and to avoid congestion

Signage

PLEASE keep 1.5meters away from other customers.

Signage should be used to reinforce messaging that physical distancing needs to be maintained.

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2. Wear a face mask

☐ Identifying when face masks and PPE required for the workplace. Describe when and how they need to be worn

☐ Workers and customers must always wear a face covering except where health or other exemptions apply

☐ Provide masks and personal protective equipment (PPE) to employees that do not have their own

☐ Do not take face coverings off when serving customers or talking on the phone

3. Practice good hygiene

Maintaining effective hygiene includes:

- regular handwashing
- cleaning and sanitising facilities and equipment
- maintaining strict requirements around worker health and hygiene
- implementing social distancing

☐ Regularly clean and disinfect high touch surfaces

☐ Provide hand sanitiser at the entrance for customers

☐ Replace high-touch communal or self-service items with single use alternatives

☐ Provide disinfectant wipes for baskets and trolley handles

☐ Encourage staff to use hand sanitiser and wash their hands regularly

☐ Promote cashless payments. If cash is necessary and there are multiple checkouts, consider dedicating one checkout for cash sales only. If money is handled, implement a procedure where the employee and customer do not physically touch - such as placing the money on the counter. Ensure that hands are washed with soap and water, or a hand sanitiser is used

☐ Provide workers with their own personal equipment, labelled with their name

☐ Installing no touch amenities such as contactless taps, rubbish bins and soap dispensers

☐ Monitor supplies of cleaning products and regularly restock

4. Keep records and Act quickly if workers become unwell

Keeping Records:

☐ Register for the free Victorian Government QR Code Service

☐ Ask workers to complete a health questionnaire before starting their shift.

All workers and visitors must check in using the free Victorian Government QR Code Service

To help with contact tracing

☐ Have staff download the Service Victoria App and make sure they check in each day
☐ Ensure all visitors check in with the Service Victoria App
☐ Provide a pen and paper to record visitor details when the app is not available
☐ Keep a staff roster for contact tracing

Act quickly if workers become unwell

☐ Support workers to stay home and get tested if they have any symptoms

Have a plan in place to immediately close for cleaning and contact tracing if there is a confirmed case of coronavirus (COVID-19)

☐ Have a process for notifying workers and close contacts about a positive case in the workplace
☐ Establish a cleaning process in the event of a positive case
☐ Notify Worksafe Victoria on 13 23 60
☐ Notify Department of Health and seek advice 1800 675 398
☐ Having a plan in the event that you have been instructed to close by the Department of Health

If your premises is named as an exposure site you will need to follow instructions from the Department of Health, which will include:

- Providing a list of all staff that worked at your business, including their names, contact phone numbers and start and finish time of their shifts.
- Staff that have worked during exposure will need to get COVID19 tested immediately and quarantine for 14 days – the Department of Health will advice when isolation periods are completed.
- You will need to arrange a deep clean as per the Department of Health Guidelines

☐ Having a plan to re-open your workplace once agreed by Department of Health and notify workers they can return to work

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5. Avoid interactions in enclosed spaces

☐ Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms

☐ Enhancing airflow by opening windows and doors

☐ Optimising fresh air flow in air conditioning systems

6. Create workforce bubbles

☐ Keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes

☐ Keep records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts

☐ Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time.

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Further Information:

Victorian Government Coronavirus Advice and Assistance:

24/7 Coronavirus Hotline - 1800 675 398
If you suspect you may have coronavirus (COVID-19) call the dedicated hotline – open 24 hours, 7 days

Keep up to date with public exposure sites in Victoria
www.coronavirus.vic.gov.au/exposure-sites

COVIDSafe Plan
www.coronavirus.vic.gov.au/covidsafe-plan

Register to use the Victorian Government QR Code Service
www.coronavirus.vic.gov.au/register-to-use-vic-gov-qr-code-service

Free infection control training
www.skills.vic.gov.au/s/free-infection-control-training

Business Victoria:

Coronavirus (COVID-19) business support and information

Call Business Victoria on - 13 22 15

Department of Health:
www.dhhs.vic.gov.au/coronavirus

Keep up to date with the current chief health officer directions:
www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19

City of Greater Dandenong:

Ph: 8571 1000

www.greaterdandenong.vic.gov.au/covidsafe-plans

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Cleaning Guide

Frequently and regularly clean and disinfect shared spaces, including high touch communal items such as fridge handles, service counters, trolley and basket handles and EFTPOS keypads.

Ensure surfaces are also cleaned when visibly soiled and after spills.

Cleaning Products

Use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Chlorine-based (bleach) disinfectants are one product that is commonly used. Other options include common household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).

Follow the manufacturer's instructions for appropriate dilution and use.

Diluting Chlorine

Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid — can be found on the product label.
Contact time is usually 10–30 seconds but check the manufacturer's instructions.

Throw diluted bleach away after 24 hours.

Table 1. Dilutions using household liquid bleach (with 4% available chlorine as written on the label).

Household bleach 4% available chlorine	*Add the following amounts of bleach to the water to give the required concentration*
Volume of water to which chlorine is added	*1000ppm*
1 litre	26.3ml
5 litres	125ml
10 litres	250ml

Table 2. Dilutions using household liquid bleach (with 12.5% available chlorine as written on the label).

Household bleach 12.5% available chlorine	*Add the following amounts of bleach to the water to give the required concentration*
Volume of water to which chlorine is added	*1000ppm*
1 litre	8.4ml
5 litres	42ml
10 litres	84ml

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the DHHS website: https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator

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