

# Retail Business - Guide and Checklist for COVIDSafe Plans

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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:

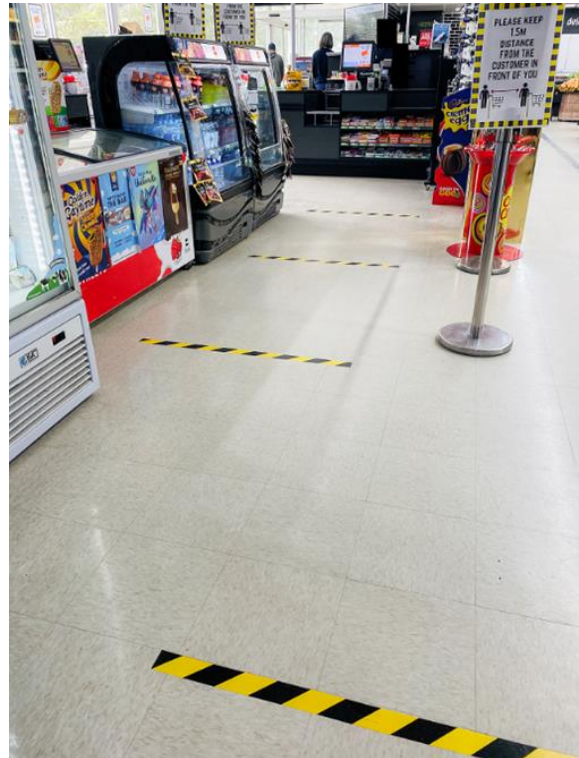
1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

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

## 1. Ensure 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)



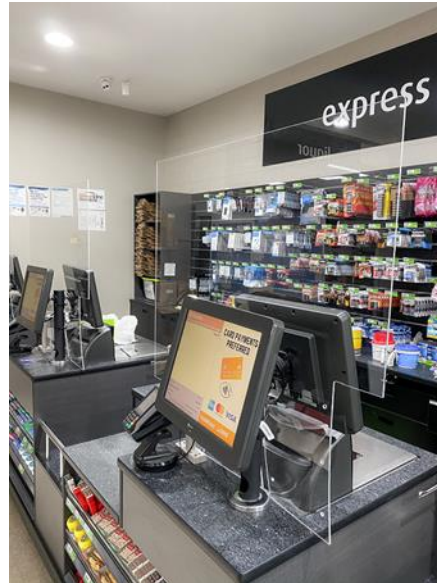


## Physical Barriers

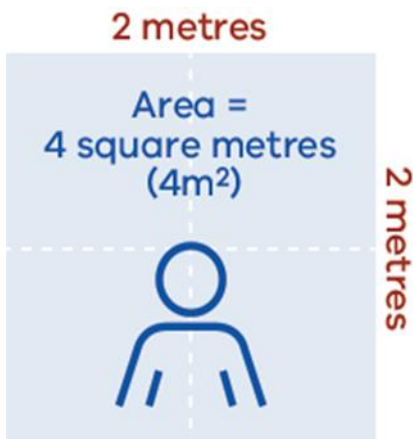
Where practical provide a physical barrier such as Perspex between customers and checkout staff. This is particularly effective in narrow checkout areas where 1.5m separation is not possible.

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



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



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

## 2. Wear a face covering

- 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 has to be accepted, implement a procedure where the two people 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.



## 4. Keep records and act quickly if workers become unwell

- Keep records of workers and visitor details to help contact tracing
- Support workers to stay home and get tested if they have mild symptoms
- Have a plan in place to immediately close for cleaning and contact tracing if there is a confirmed case of coronavirus (COVID-19)

## 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

## Further Information:

To obtain further information please contact:

### Department of Health and Human Services Victoria

[www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)

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.

### Business Victoria

Coronavirus (COVID-19) business support and the Industry Coordination Centre

Call Business Victoria on - 13 22 15

[www.coronavirus.vic.gov.au/covidsafe-plan](http://www.coronavirus.vic.gov.au/covidsafe-plan)

### City of Greater Dandenong

Ph: 8571 1000

[www.greaterdandenong.com/](http://www.greaterdandenong.com/)

## 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).**

<i>Household bleach 4% available chlorine</i>	<i>Add the following amounts of bleach to the water to give the required concentration</i>
<i>Volume of water to which chlorine is added</i>	<i>1000ppm</i>
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).**

<i>Household bleach 12.5% available chlorine</i>	<i>Add the following amounts of bleach to the water to give the required concentration</i>
<i>Volume of water to which chlorine is added</i>	<i>1000ppm</i>
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>