



Retail Protocol for COVID-19

For operating at
Level 3 and Level 2

22 April 2021



WorkSafe New Zealand has assessed this guidance and is satisfied that it meets our expectations for management of COVID-19-related risks in the workplace.



Phil Parkes

Chief Executive

WorkSafe New Zealand

2020

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This guide is aimed at businesses that are open at Level 3 or Level 2.

For retailers to operate at Level 3 or Level 2 you need a plan for controlling the spread of COVID–19, by playing it safe. This Retail Protocol for COVID–19 includes a template plan from WorkSafe. It also includes guidance to help retailers fill in the plan.

What retail activities are permitted?

- **Alert Level 3:** You can sell any goods to customers by phone/online order and contactless delivery or collection. You cannot open your physical retail storefront to customers unless you are a supermarket, dairy, petrol station, pharmacy, butcher, fishmonger or greengrocer. Customers can also collect goods through drive-through or contactless pick-up, such as click and collect. Some businesses may have the capability to deliver goods. (See [additional requirements](#) for dairies and petrol stations at Level 3.)

Provide that contactless pick-up be permitted to take place within malls, outside individual stores rather than outside the mall itself.

- **At Alert Level 2** businesses can operate if they're able to do so safely. Businesses can have customers on their premises if they can meet public health requirements, including distancing, hygiene, contact tracing if required (see below) and managed entry. See the latest information at www.covid19.govt.nz.
 - Retail business should manage customer entry and exit to achieve physical distancing. Customers are likely to prefer retail premises that are able to achieve good physical distancing and COVID–19 risk management.
 - Retail businesses need to keep customers 2 metres apart.
 - Retailers do not need to keep records of customers to enable contact tracing.

About this guide

This guide was produced by ShopCare (the Retail and Supply Chain Health and Safety Sector Group) and the Business Leaders' Health and Safety Forum with significant input from retailers. It has been endorsed by Retail NZ and NZ Food and Grocery Council. It is also supported by First Union.

This guide does not exempt retailers from their legislative duties. Under the Act, the onus is on retailers to ensure that all health and safety at work requirements are being met.



- See the latest information on Alert Levels at www.covid19.govt.nz.
- See more on creating a COVID-19 plan on the [WorkSafe website](#).

Retail businesses operating at Level 3

Workplaces

Under Alert Level 3, you are required to work from home if you can.

At Alert Level 3, most businesses and services can operate (in accordance with the required public health measures), but there are restrictions on the businesses that can operate with customers on their premises.

Workplaces can only open if:

- workers cannot work from home, and
- workplaces are operating safely, and
- customers are not allowed on the premises, and
- businesses can trade without physical contact with customers, for example through phone or online orders, delivery, pick-up and drive-through.

What retail activities are permitted?

Alert Level 3: You can sell any goods to customers by phone/online order and contactless delivery or collection. You cannot open your physical retail storefront to customers unless you are a supermarket, dairy, petrol station, pharmacy, butcher, fishmonger or greengrocer. Customers can also collect goods through drive-through or contactless pick-up, such as click and collect. Some businesses may have the capability to deliver goods. (See [additional requirements](#) for dairies and petrol stations at Level 3.)

Provide that contactless pick-up be permitted to take place within malls, outside individual stores rather than outside the mall itself.

Golden rules for business at Level 3

Do everything you can to reduce the risk of COVID-19 transmission at work – we all have a part to play in keeping each other safe.

- 1 If your business requires close physical contact it can't operate.
 - 2 We recommend your staff work from home if they can.
 - 3 Businesses need to display a QR code and have an alternative contact tracing system. We recommend making sure people either scan in or provide their contact details.
 - 4 Customers cannot come onto your premises – unless you are a supermarket, dairy, petrol station, pharmacy, butcher, fishmonger, greengrocer or permitted health service.
 - 5 Your business legally must be contactless. Your customers can pay online, over the phone or in a contactless way. Delivery or pick-up legally must also be contactless.
 - 6 Basic hygiene measures legally must be maintained. Physical distancing, hand washing and regularly cleaning surfaces. Workers legally must stay home if they are sick.
 - 7 Staff legally must remain a minimum of 1 metre apart at all times where practical. Other measures, such as PPE including face coverings, we recommend being used where appropriate.
 - 8 Different advice applies to essential healthcare workers, border agencies, courts and tribunal staff, first responders and corrections staff. You can get further advice from the [Ministry of Health](#).
 - 9 You legally must meet all other health and safety obligations.
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How to do business safely

Under Alert Level 3, there are restrictions to keep workers safe, limit interaction with customers, and help prevent the spread of COVID-19. Your workers should work from home if they can.

Businesses should self-assess their ability to meet these restrictions and operate safely, just as they would normally to meet their duties under the Health and Safety at Work Act. Government agencies will not make these decisions for businesses.

Be contactless

If your business requires close physical contact it can't operate.

Customers cannot come onto your premises — unless you are a supermarket, dairy, butcher, fishmonger, greengrocer, petrol station, pharmacy or permitted health service.

Retail is possible through delivery and non-contact collection of goods and prepared food at the door (including the doors of businesses located inside malls).

Customers can pay online, over the phone or in a contactless way. We recommend delivery or pick-up should also be contactless.

For retailers, manufacturers and the service industries, if you did not use personal protective equipment (PPE) before COVID-19, you do not need it now.

[More information](#) on operating a business at Alert Level 3.

Businesses providing necessities

Businesses providing necessities, such as a supermarket, pharmacy, dairy, petrol station, butcher, fishmonger or greengrocer can operate under Alert Level 3.

Any business providing necessities should minimise, or eliminate if possible, physical interactions among workers and between customers to ensure appropriate health, hygiene and safety measures are in place.

For example, dairies and petrol stations can remain open at all Alert Levels, if they can operate safely. At Alert Level 3, prepared food and drink can be bought and sold, but should not be consumed by customers onsite.

Restrictions on travel between areas with different Alert Levels

Travel between Alert Level areas is strictly limited.

Anyone wanting to travel between Alert Level 3 and Alert Level 2 regions for business reasons needs to check whether they are permitted to travel.

A person may go in or out of an Alert Level 3 area but only if that travel is permitted under the COVID-19 Public Health Response (Alert Level Requirements) Order or you have an exemption granted by the Director-General of Health under that Order.

You or your employer need to make sure you have evidence that you are permitted to cross the boundary.

Permitted business purposes for travel between an Alert Level 3 area and other Alert Level areas:

- **Businesses engaged in the production, processing, or supply of food or drink and its packing**, but only if the travel between alert level areas is reasonably necessary to enable those activities.

Evidence needed

Everyone travelling across the boundary **must** carry evidence of their purpose of travel and destination.

This evidence can include:

- a Business Travel Document issued by MBIE (the preferred type of evidence), or
- a letter (issued by the person's employer) stating:
 - the person named in the letter is providing a business or service that is listed in Schedule 3 of the Order, and
 - the destination the person is travelling to.Note that the letter and a document showing the destination can be 2 separate documents.

Drivers **must** have their photo driver's licence, as usual, and everyone **should** have photo ID, unless it is not reasonably practicable, for example because they are a minor.

Contact tracing at your workplace

To stop any future spread of COVID-19, we need to trace the contacts of anyone who may have been exposed to COVID-19 and break the chain of transmission. Contact tracing helps us do that.

To enable contact tracing all businesses, workplaces and public transport operators legally must display an NZ COVID Tracer QR code for each location and provide alternate contact tracing systems.



Retail businesses operating at Level 2

Golden rules for business at Level 2

Do everything you can to reduce the risk of COVID-19 transmission at work – we all have a part to play in keeping each other safe.

- 1** Reduce the risk of COVID-19 transmission at work.
 - 2** All businesses can operate if they can do so safely. Alternative ways of working are encouraged where possible.
 - 3** Talk with your staff to identify risks and ways to manage them.
 - 4** Ask everyone – workers, contractors and customers – with cold or flu-like symptoms to stay away from your premises.
 - 5** Keep workers 1 metre apart and customers in retail businesses 2 metres apart.
 - 6** Businesses are legally required to display a QR code and provide an alternative contact tracing system.
 - 7** Face coverings are strongly encouraged if you are in close contact with others.
 - 8** Reduce the number of shared surfaces, and regularly disinfect them.
 - 9** Wash your hands. Wash your hands. Wash your hands.
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Engaging with customers

At Alert Level 2, businesses can have customers on their premises.

Retail

Retail businesses, including malls, markets and takeaway shops legally must:

- keep customers 2 metres apart
- display an NZ COVID Tracer QR code.

There is no maximum number of customers allowed in a store, as long as they can keep 2 metres apart at all times.

Services can also be provided on customers' premises, for example, cleaning and home help.



What your COVID-19 plan should cover

Steps to be taken at each level: Level 3 and Level 2

- Draw up your COVID-safe plan. Involve workers and contractors in developing the plan to get their ideas and buy-in and to make sure it works for them.
- Start putting your plan into action, including making agreed changes to rosters, modifying the layout of the premises, updating cleaning processes etc. Regularly check the plan is being followed and is working.
- Clean your premises in preparation for people returning. (COVID-19 can't survive on surfaces for more than a few days so simple cleaning should be all that's required.) Open windows and doors to air out the spaces. Where relevant, talk to your building manager about maintenance required for your air-conditioning system.

Ensuring workers know how to keep themselves safe at Level 3 and Level 2

- Share relevant parts of your COVID-safe plan with workers and contractors.
- Discuss the plan at meetings and seek feedback on how it's working.
- Put up signs to remind people of key parts of the plan.
[See Ministry of Health posters.](#)

Gathering information on the wellness of workers and others to enter your premise at Level 3 and Level 2

- **Vulnerable workers:** Find out if any workers have underlying health conditions that make them vulnerable to the effects of COVID-19 or if they have someone in their household who is vulnerable and discuss options. [See who is vulnerable.](#)
- **Check fitness to enter:** Each day ask workers to confirm they feel well and have not had contact with someone who might have COVID-19. Ask them to stay at home if the answer is no and seek medical attention as per Ministry of Health guidance. (Flexible leave arrangements will help reduce financial pressures on workers to come to work when they shouldn't.) Put up signs at store entrances asking other people (contractors, customers etc.) to not enter if they feel unwell.
- **Reduce access points:** Change access arrangements so people can't access your premises without you being aware of it. (But ensure all emergency exits remain unlocked and easily accessible.)

Operating in a way that keeps workers and others safe from exposure at Level 3 and Level 2

Minimise contact and maintain physical distancing

Level 3

Customers cannot come onto your premises (unless you are a supermarket, dairy, petrol station, pharmacy, butcher, fishmonger or greengrocer).

Your business must be contactless: Customers can pay online, over the phone or in a contactless way.

Delivery or pick-up must also be contactless.

At Level 3 the required **minimum** physical distancing is: 2 metres outside home, or 1 metre in controlled environments like schools and workplaces.¹ However, a minimum distance of 2 metres at all times could be safer and more reassuring for workers and customers.

Level 2

Current information (August 12th) states that customers can come instore with appropriate measures in place, including physical distancing of at least 2 metres. Check [covid19.govt.nz](https://www.covid19.govt.nz) for updates.

¹ COVID-19 website: www.covid19.govt.nz/alert-system/covid-19-alert-system

At Alert Level 2 businesses can operate if they're able to do so safely. Businesses can have customers on their premises if they can meet public health requirements, including distancing, hygiene, contact tracing if required (see below) and managed entry.

- Retail business should manage customer entry and exit to achieve physical distancing. Customers are likely to prefer retail premises that are able to achieve good physical distancing and COVID-19 risk management.
- Retail businesses need to keep customers 2 metres apart.
- Retailers must provide a QR Code for customers for contact tracing.
- Maintain physical distancing using things like signs and markers, a 'one-way' system around the store and barriers around check-out and service desks. Use signs and messages over the PA to remind people of the need for distancing, including if possible in other languages more easily understood by customers.
- Arrange shifts (with worker agreement) so people work with the same team in a 'work bubble'. Stagger shift start and finish times to reduce interaction between bubbles, and to help those using public transport to travel at off-peak times.
- Keep a record of who has spent time in your premises including delivery people, contractors, and salespeople. Also record any work visits your workers make to other sites. This record should include their full name (not nickname), contact phone number, address (workers) or business name (contractors etc.), and the reason for the visit/duration.

See [Appendix 1](#) for more tips on minimising contact and maintaining physical distancing.

Maintain good hygiene and Level 3 and Level 2

- Workers should be given information on when and how to wash or sanitise their hands and opportunities to do this regularly.
- Provide hand-sanitiser for anyone coming into the premises to use at the door, and for workers to use between customers.
- Follow current guidance (August 12th) on the wearing of face coverings.

See [Appendix 2](#) for more tips on maintaining good hygiene.

Keep things clean at Level 3 and Level 2

- Regularly (at least every hour) clean surfaces that are frequently touched by others with detergent and hot water, then disinfectant. Wipe down selfpos machines between customers. Avoid sharing of tills and other equipment or clean between use.
- Increase cleaning of break rooms and bathrooms. Stagger breaks and reduce chairs/tables in break rooms to achieve distancing requirements. Provide disposable cups or assign each worker their own cup.
- Remind customers to only touch items they intend to buy, and any item touched by a customer should be washed or wiped down afterwards. Unpacking of goods and restocking of shelves should be done by a worker wearing disposable gloves, afterhours if possible. New equipment should be sanitised before use. Where possible, use electronic means to record deliveries.

See [Appendix 3](#) for more tips on keeping things clean.

Ventilation at Level 3 and Level 2

- Increase the amount of fresh air entering the building as much as practical, either by opening doors and windows more frequently or by adjusting air conditioning controls if possible. Having the ventilation systems turned on 24/7, at lower rates when people aren't present, is preferable to increase ventilation. Have ventilation systems increase speed or turn on 2-hours before workers arrive at work and reduce speed or turn off 2-hours after workers leave. Where there are toilets on premises, ensure all toilet windows are kept open or ventilation fans are kept turned on at all times. Encourage workers to flush the toilet with the lid closed.

Managing suspected cases of COVID-19 at Level 3 and Level 2

- A worker with [COVID-19 symptoms](#) should be isolated immediately, given a mask if they do not have one, and suggest they go to a Covid testing centre or to go home and call Healthline (0800 358 5453). Keep in touch with them so you can track their progress. If a worker tests positive and you are contacted by Public Health, provide information from your records about who they had close contact with. Follow any other advice they give you and share relevant information with other workers/contractors. [See more from the Ministry of Health.](#)
- Clean the area where the sick person was working and places they have been. This might mean evacuating and closing those areas temporarily. Use PPE when cleaning.

Confirming the plan is working at Level 3 and Level 2

- Have a process to regularly review that your COVID-safe plan to check it's working. This could involve regular meetings where people can raise any issues or suggest improvements to the plan.
- Make sure workers who can't attend meetings, or aren't comfortable speaking up in front of others, can contribute, for example by sending feedback via messages or emails or having another worker assigned to seek their feedback beforehand and share it.
- Have a process to share any changes to the plan with workers, contractors and customers, including at meetings, via emails and messages, and via notices at the premises.

Make sure changes made to control COVID-19 don't create other risks at Level 3 and Level 2

Business owners, managers, supervisors and individual workers are required to actively manage controls on a continuous improvement basis. They should start by looking at ways to eliminate the risk (e.g. by having people work from home wherever possible) before looking at other controls like physical distancing.

Retailers are required to co-ordinate and consult with workers, suppliers and contractors to manage the risks of COVID-19, and to communicate their plans with their workers, suppliers, contractors, and customers where appropriate. Workers should be involved in ongoing continuous improvement.

- With your workers, go through any changes proposed to control COVID-19 and identify if they might create new risks. (E.g. Shift changes that mean you don't always have trained fork-lift drivers at work.)
- Write down how you are going to manage these new risks. (E.g. Re-arrange shifts so there is always a trained fork-lift driver working or ban fork-lift use on shifts with no trained driver.)
- In particular, identify any critical risk in your business (the ones that can kill or cause life-changing harm) and confirm that proposed changes to COVID-19 don't undermine the way you control these risks.

Contact tracing at your workplace at Level 3 and Level 2

How contact tracing helps

To stop any future spread of COVID-19, we need to trace the contacts of anyone who may have been exposed to COVID-19 and break the chain of transmission. Contact tracing helps us do that.

Meet your contact tracing requirements

All people on-site – employees and visitors – should sign in using either the QR code or a register. Make sure it is done every day, including weekends and after hours.

At Alert Level 3, as much as possible, you should ensure your customers scan your QR code or sign in at a register.

People who sign in with the [NZ COVID Tracer app](#) do not need to use a contact tracing register.

Display your QR code poster

All businesses must display an [NZ COVID Tracer QR code](#) for each business location.

Have alternative systems

Businesses must also have a contact tracing system — like a contact tracing register — for customers who do not use the NZ COVID Tracer app.

The Ministry of Health or District Health Boards may contact a business if a person is diagnosed with COVID-19 and the business is a potential contact. They will ask for your register for the time that person visited. Contact tracing information will not be used for any other purpose.

Keep your contact tracing register in a secure place for 2 months. Once all records on a page are 2 months old, they should be destroyed. You should only share your register with the Ministry of Health or District Health Boards.

Your contact tracing register or record-keeping system should collect employees or visitors’:

- full name
- phone number
- date of entering the business
- time in and out.

You can make your own register or use one of the available templates.

- covid19.govt.nz/business-work-and-money/business/doing-business-at-alert-level-3

More information

Email enquiries to: advice@retail.kiwi

More information can also be found on the following websites:

- covid19.govt.nz
- business.govt.nz
- worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid-19/your-covid-19-safety-plan
- health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus
- shopcare.org.nz
- hasanz.org.nz/hasanz-register



Appendix 1:

Ways to minimise contact and maintain physical distancing

Minimise contact and maintain physical distancing

Level 3

Customers cannot come onto your premises (unless you are a supermarket, dairy, petrol station, pharmacy, butcher, fishmonger or greengrocer).

Your business must be contactless: Customers can pay online, over the phone or in a contactless way.

Delivery or pick-up must also be contactless.

At Level 3 the required **minimum** physical distancing is: 2 metres outside home, or 1 metre in controlled environments like schools and workplaces.² However, a minimum distance of 2 metres at all times could be safer and more reassuring for workers and customers.

Level 2

Current information (August 12th) states that customers can come instore with appropriate measures in place, including physical distancing of at least 2 metres. Check [covid19.govt.nz](https://www.covid19.govt.nz) for updates.

² COVID-19 website: www.covid19.govt.nz/alert-system/covid-19-alert-system

Limiting numbers

- Limit the number of people on the premises (front of store and storage areas) and the time they spend there. Use online or telephone sales, have non-customer facing workers work from home, and defer non-essential maintenance, sales visits etc. Have online team meetings. Level 3.
- When customers are allowed in, regulate entry and have signs to explain the entry process. Set up a queuing area that runs parallel to the building, avoiding traffic. Mark out spacing to ensure people, including any security workers, can safely maintain physical distancing. Where you are in close proximity with other retailers, work together to manage customer flow and queues. Sufficient security should be provided to protect against abusive customers and those not adhering to physical distancing. Level 3 and 2.
- Separate workers whose work could be done alone, such as sorting stock, in backroom areas. Have a system for checking that people working alone are okay during their shift.

Maintain physical distancing

- When customers are allowed in store, mark out safe physical distancing spaces, particularly around check-outs/service desks. A 'one way' system around the store (marked out with signs or tape on the floor) might help people maintain distancing if aisles are too narrow.
- Include regular reminders about physical distancing over the PA system and with signage throughout store – including if possible, in other languages. If necessary, have workers dedicated to ensuring safe distancing and to help vulnerable customers get in and out of the store quickly.
- At check-outs or service desks, if possible, put an impervious barrier between workers and customers or use furniture or other barriers to maintain physical distancing. Reduce the number of check-outs if required. Only have one person behind the counter or change workflows so workers can stay away from each other while working. Limit the amount of self-service check-out machines open and if customers are not observing safe distancing, close self-service areas.

Adjust shifts

- Where possible, arrange shifts so workers work with the same people to limit their 'work bubble'. Limit exposure to colleagues outside the work bubble. If relevant use physical 'zoning' to limit each work bubble to a particular part of the premises. Encourage workers to only travel in vehicles with people from their home or work 'bubbles'.
- Stagger shift start and finish times so workers can maintain physical distancing in locker rooms or entrance ways. Consider ways to do shift handovers in a way that avoids physical contact between shifts.
- If these measures change in a worker's normal hours, explain the reason for the suggested change and seek mutual agreement. Put this agreement in writing making it clear it is a temporary change.



Appendix 2:

Ways to maintain good hygiene

Handwashing

- Workers should be given information on when and how to wash or sanitise their hands and should be given opportunities to do this regularly. This includes that they should wash or sanitise their hands at the beginning and end of the day, before and after breaks, and after coughing or sneezing. See more information on [good hand-washing](#).
- Workers working around surfaces also touched by the public should be washing their hands at least once an hour. Ensure there are enough workers on hand to enable this to happen.
- At check-outs and customer service desks, workers should have access to hand-sanitiser to use between customers. Hand-sanitiser should also be provided at the door for workers and customers to use when they enter and leave.

Clothing

- Ideally workers should not wear their uniforms on public transport but should change into them at work.
- Once home, before having any physical contact with others, workers should remove uniforms or work clothing and put them into a hot wash.
- Provide additional uniforms or relax uniform policies in order to ensure this can be done practicably by workers.

Personal protective equipment (PPE)

- Gloves must be provided where they are required for tasks like cleaning or where workers are touching cash.
- Although this is not a Ministry of Health requirement, providing masks for workers to wear on an optional basis might make them and customers feel reassured.³ Workers might also want to wear disposable gloves when touching high touch surfaces.
- Workers must be told how to use and dispose of PPE correctly.

³ If respirator-type mask are used (e.g. P2, N95) these need to be [fit tested](#).



Appendix 3:

Ways to keep things clean

General cleaning

- Frequently (at least every hour) clean surfaces that are frequently touched by others with detergent and hot water, then disinfectant. Encourage customers to use contactless payment methods and wipe down eftpos machines with disinfectant between customers. Have customers pack their own goods and use signs to encourage them to wash reusable bags often.
- Where possible, assign a piece of equipment/till to be used only by one worker during their shift and have them clean this equipment at the beginning and end of their shift. If workers share equipment it should be cleaned between users.
- At the end of the day, have workers clean and sanitise equipment and surfaces. All waste and any PPE used should be disposed of in leak-proof bags. Do a thorough clean overnight and ensure staffing levels accommodate deep cleaning requirements.

Break rooms and bathrooms

- Stagger breaks to reduce the number of people using break rooms at any one time. Reduce the number of chairs/ tables in break rooms to achieve distancing requirements. If needed, use other rooms like offices to increase the number of break rooms and make sure these are not used by customers, visitors or other outsiders.
- Regularly clean break rooms and put up signs reminding people of the importance of cleaning up after themselves, including washing benches, taps, and jugs with detergent and hot water. Discourage sharing of cups by providing disposable cups or assigning each worker their own cup. Use signs to encourage people to wash their reusable cups regularly.
- Regularly clean bathrooms and limit use of bathrooms to one person at a time to maintain distancing. Put up signs to remind workers of the importance of washing their hands after using the bathroom or having breaks.

Stock and deliveries

- Remind customers to only touch items they intend to buy. Ideally items touched by customers and not bought should be wiped down with detergent and hot water or with sanitiser. Put up notices to discourage people from touching items they are not going to buy. Remove all self-service bins or deli options and replace with pre-packaged products.
- Deliveries should be closely managed and should be made after hours where possible. Unpacking of goods and restocking of shelves should be done by workers wearing disposable gloves. New equipment should be sanitised before use.
- Where possible, use electronic means to record deliveries. If paper must be used, use gloves to hand it and dispose of them afterwards. Do not share pens. If delivery workers are not unloading stock they should stay in their vehicles.



Appendix 4:

Additional guidance for clothing retail stores at Level 2

This guidance is intended for all clothing retailers. It is recommended retailers determine the best approach based on the size and nature of their individual stores. This appendix is additional to the ShopCare Retail Protocol for COVID-19 including appendices 1–3, and should not be read in isolation.

1. Maintain physical distancing

- Limit/monitor the number of customers in store, to allow for physical distancing.
- Retail businesses need to keep customers 2 metres apart.
- Retailers do not need to keep records of customers to enable contact tracing.
- Marking out safe physical distancing spaces, particularly around check-outs/service desks could help. A 'one way' system around the store (marked out with signs or tape on the floor) might also help people maintain distancing if space is limited.
- Include regular reminders about physical distancing, either over the PA system or through signage throughout store – including if possible, in other languages. Ensure workers understand and are able to monitor safe distancing and can help vulnerable customers get in and out of the store quickly.
- At check-outs or service desks, ensure physical distancing can be maintained, using furniture or barriers if necessary. Reduce the number of check-outs if required. Only have one person behind the counter or change workflows so workers can stay away from each other while working. Limit the amount of self-service check-out machines open and if customers are not observing safe distancing, close self-service areas.

2. Hygiene

- Hand-sanitiser should be provided at the door for all people, including contractors, workers and customers, to use when they enter and leave. If there is concern with customers handling delicate items, gloves can also be offered as an alternative.
- Check-out, customer service desk and fitting room workers should have access to hand-sanitiser to use between customers.
- Workers working around surfaces also touched by the public should be washing their hands at least once an hour.

3. General cleaning

- Frequently (at least every hour) clean surfaces that are frequently touched by others with detergent and hot water, then disinfectant. Encourage customers to use contactless payment methods and wipe down eftpos machines with disinfectant between customers. Wipe down check-out surfaces and tills between operators.
- Clean wrapping and packing surfaces between customers. If customers pack their own goods, use signs to encourage them to wash reusable bags often.

4. Fitting rooms

- Encourage customers to only try on what is necessary.
- Ensure fitting rooms are “customer ready” by cleaning prior to any customer usage. This includes proper sanitisation after customer use, especially high touch areas such as door handles, hooks and rails.
- Ensure safe physical distancing spaces are available outside fitting rooms, and mark out if necessary.
- Consider having a dedicated worker at fitting rooms to monitor distancing, and provide verbal assistance. Ensure these workers maintain physical distance from customers as much as possible, in particular offering verbal rather than physical assistance to customers trying on clothes.
- Communicate safe trying-on of clothes with customers, through the use of signs and verbally from workers. This should include directives to avoid clothing touching the face when trying on, and to avoid sneezing or coughing in fitting rooms. Smaller stores can, where possible, establish a protocol to provide scarves for customers to cover their face area when trying on clothes. This protocol should include a procedure for contactless collection of scarves at the end of each customers fitting-room visit, and sanitisation or safe disposal of scarves.

5. Stock

- Ideally, space items out on rails and display units to allow more visibility. Discourage excessive touching of clothing by customers, you can use signage to do this.
- Workers undertaking restocking should either wear gloves or regularly clean their hands using soap and water or hand-sanitiser.
- Returns and exchanges should be contactless where possible. Provide a receptacle for returns and develop a procedure for returns to be unpacked and processed in a designated area. Workers handling returns should wear gloves, or wash and sanitise their hands frequently. Returns should be kept segregated for 24 hours before being returned to the shop floor. Communicate the returns procedure visibly and clearly to customers and workers.

6. Record keeping

- You are required to keep a record of everyone who has spent time on your premises including workers, delivery people and contractors. Also record any work visits your workers make to other sites. This record should include their full name, contact phone number, address (workers) or business name (contractors etc.), and the reason for the visit/duration.

This document is intended to provide guidance to operate safely at Alert Level 2 and help inform your plan. As outlined in the ShopCare guidance document, all retail stores must draw up a COVID-safe plan, consulting with workers and contractors to get their input to ensure it is workable for them. It is also important to monitor feedback from customers based on their experiences in your store, to make sure the plan is working for them.

This document has been developed after reviewing international guidance and best practice, in conjunction with industry consultation and professional advice from Chemsafety, an independent provider of occupational hygiene.



COVID-19

Safety plan template



You can download Word and PDF versions of
the following plan from the WorkSafe website.