



Minimum Standard Guidelines for the Management of Coronavirus (COVID-19) – **Retail Supermarkets**

Version 1.2

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Introduction

Due to the COVID-19 pandemic, all supermarket retailers are required to take extra precautions and implement strict processes and procedures in order to reduce the spread of the virus. This is achieved by ensuring adequate physical distancing and hygiene measures are in place.

Retail supermarkets are an essential service to the community and will remain open. Community visitation will remain high and this provides an increased risk of spreading the virus.

Physical distancing and prevention of spread of COVID-19 via contaminated surfaces is important in your business. These guidelines have been developed to help support and provide advice to Supermarkets within the Surf Coast Shire to reduce the spread of COVID-19 in our community.

Entrance to store

1. Provide a temporary hand wash station or hand sanitiser at the entrance of the store for customer use. Customers should be directed to use this prior to entering the store.
2. Provide disinfectant wipes at trolley stations for customers to wipe trolley and basket handles prior to use. If disinfectant wipes cannot be sourced, a chlorine solution of 1000ppm diluted fresh each day can be used on paper towels. (Refer to Table 1 and Table 2)
3. Provide signage (that stands out) with instructions on these steps.

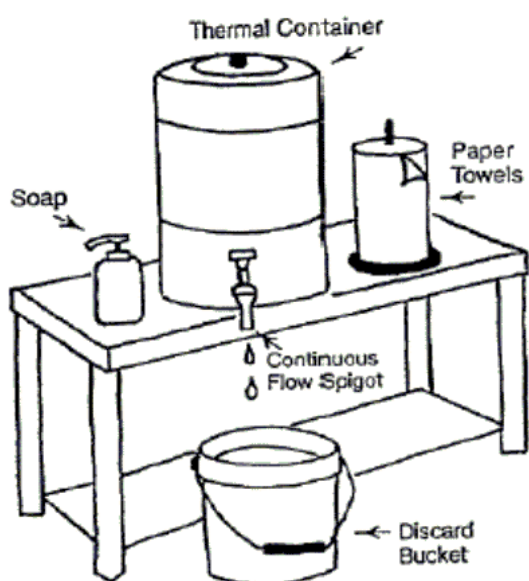


Photo 1— How to set up a temporary hand wash station



Photo 2 – Picture of a temporary hand wash station

Density Signage

Measure the floor space of the supermarket to work out how many square metres of accessible public floor area. Divide this number by 4 to work out how many people are permitted within the supermarket at once. The number permitted is to be displayed on a sign at the entrance to the supermarket.

One way traffic flow

Where possible promote a one way flow throughout the store. 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. This will hopefully minimise congestion.

Social distancing markings

Wherever people queue within the supermarket i.e. entrances, at checkouts and at the deli, provide space markings on the floor at a minimum of 1.5m apart to indicate where people are to stand. Markings need to be bright coloured or of a pattern that stands out. Also advise customers to use the length of a trolley as guide to always maintain 1.5m gap between other people. Signage should be used to reiterate the message and bring this requirement to the customer's attention.

Photo 3—Picture of social distancing markings



Cleaning

Throughout the COVID-19 pandemic additional cleaning needs to be carried out throughout the store according to the Victorian Chief Health Officers directions. The focus needs to be on frequently touched surfaces. You may need additional cleaning staff to carry out these duties or assign certain staff to cleaning duties.

All reasonable steps must be taken to ensure:

- Frequently touched surfaces are cleaned at least twice a day. Frequently touched surfaces may include:
 - Door handles e.g. fridges, freezers, display cases
 - Trolley and basket handles
 - Self-service displays and utensils e.g. Tongs, scoops
 - Numbered ticket dispensers at delis
 - Service counters/check-out areas
 - Hand rails
 - EFTPOS keypads
 - Bathrooms
- Surfaces are cleaned when visibly soiled; and
- Surfaces are cleaned immediately after a spill on the surface.

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.

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

Chlorine dilutions calculator

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 [department’s website](http://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator) <www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator> .

Please also refer to the Victorian Department of Health and Human Services, [Cleaning and disinfecting to reduce COVID-19 transmission](#).

Staff health and hygiene

Ensure hand washing facilities and hand sanitisers are made readily available to staff.

Educate staff to maintain good social distancing 1.5m from customers and one another.

Educate staff so that they are not touching their nose, mouth and face. If they do then they must wash hands with soap and water, and dry with paper towel.

Ensure any staff member that has been overseas in the last 14 days OR who have any symptoms of respiratory infection i.e. fever, sore throat, runny nose, cough, shortness of breath, or has been a close contact to someone confirmed a COVID-19 case DOES NOT WORK.

Payments

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.

Physical Barriers

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 to install, you may want to use barrier tape or furniture 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

Photo 4—Perspex barrier at cash register



Do staff have to wear masks and/or gloves?

Masks – the current advice is that masks are not necessary. For people that can practice good physical distancing and hygiene in their workplace, masks are not required.

Gloves - Gloves should only be used if part of the businesses normal procedures for food safety i.e. when handling ready to eat foods in the deli. Similarly to masks, the focus should instead be on good physical distancing and hygiene. Gloves can cause more of an issue as they are often not changed regularly enough and can become a source of contamination.

Communication with customers

It is important that you maintain contact with your customers and the community via means such as social media and website updates. This is an opportunity for you to advise the community of any policy and procedure changes, in particular ones that will impact your customers.

We have seen social media being used to update customers on stock supply issues, changes in procedures such as moving to cashless payments only and asking the community to do the right thing by maintaining physical distancing and only sending 1 family member to the store at a time.

The use of these platforms can be beneficial in demonstrating to the community that you are taking the COVID-19 issues seriously. Providing regular updates to your customers, particularly as things change, will help them stay informed and know what to do when they visit your supermarket.

Additional things to consider

1. Removal of shopping baskets will take away one extra item that needs constant cleaning and becomes a transmission risk from one customer to the next.
2. Stopping/reducing visitations other than customers that are not essential such as sales representatives.
3. Do not undertake tasting activities.
4. Temporarily stop self-serve displays.
5. Encourage customers to pack their own bags

Where can I find more information?

- Surf Coast Shire Coronavirus (COVID-19) Update at www.surfcoast.vic.gov.au/covid19
- Stay informed directly with DHHS via www.dhhs.vic.gov.au/coronavirus or the 24 hour hotline 1800 675 398.
- Cleaning and disinfecting to reduce COVID-19 transmission, available at www.dhhs.vic.gov.au
- Vic Health www.vichealth.vic.gov.au
- Food Standards Australia New Zealand - FSANZ at www.foodstandards.gov.au
- World Health Organisation at www.who.int/health-topics/coronavirus
- Premier of Victoria at www.premier.vic.gov.au
- Business Victoria at www.business.vic.gov.au

References:

Department of Health and Human Services - <https://www.dhhs.vic.gov.au/coronavirus>

You can contact the Surf Coast Shire Environmental Health Unit on (03) 5261 0600 or email: info@surfcoast.vic.gov.au