RETAIL, HAIR AND BEAUTY
COVID-19
INDUSTRY PLAN

Industry recommendations to emerging from COVID-19 hibernation

Updated: 7 July 2020
Retail, Hair and Beauty COVID-19 Industry Plan

The Retail, Hair and Beauty COVID-19 Industry Plan (The Plan) has been developed to provide a consistent, practical and public health-led guide for shopping centres and retailers that continue to trade. Retail businesses and hairdressers who do not provide beauty services can utilize this document as best-practice guidelines, endorsed by Queensland health, whilst beauty therapists, hairdressers who provide beauty therapy services and personal appearance services can utilize this document as an Industry COVID Safe Plan.

This Plan:
- is a simple, practical and public-health led guide for retailers and shopping centres that continue to trade, are re-opening or are preparing to re-open when COVID-19 restrictions ease,
- is particularly focused on public gatherings, whereby retail employees, customers, contractors and others are physically in a retail store or shopping centre,
- provides 10 key actions that should be taken, however does not substitute legislative responsibilities. Further guidance should be taken from National Cabinet decisions, public health authorities and workplace health and safety authorities, and
- key actions will be different at each shopping centre and retailer, noting that each shopping centre, retailer (e.g. café versus clothing versus pharmacy) and retail premises is different, including issues such as location, tenancy mix, operating hours, size, customer visits, open-air / enclosed spaces, customer access points, car-parks, loading docks and co-location with public transport facilities.

The key principles which have guided this Plan are:
- public health and safety guidelines to protect people against infection and help prevent the spread of COVID-19,
- compliance with ongoing Government and public health authority rules, directions and restrictions, and
- working with and assisting Government and public health authorities when required.

In Queensland, from 12 noon on 1 June 2020, some businesses will be able to offer services to a larger number of customers and operate beyond the limits prescribed in the roadmap if they are following an approved industry COVID Safe Plan and provided they are following social and physical distancing requirements.

In Stage 2, the maximum number of persons permitted within each defined space of the business premises must not be more than 20, and there must be at least 4 square metres of space per person at all times.

From Stage 3, if your business is following an industry COVID Safe Plan, you will be able to offer services to the maximum number of people you can fit on your business premises. You must still comply with the 1 person per 4m² rule. Smaller venues less than 200m² can have 1 person per 2m², up to a maximum of 50 persons at a time.

This Industry Plan does not replace, or omit, the infection control requirements under the Queensland Public Health (infection Control for Personal Appearance Services) Act 2003.
**How do I opt in to The Plan?**

To opt into an industry COVID Safe Plan, eligible businesses should:

- check the COVID-19 website for your relevant approved industry COVID Safe plan
- complete the statement of compliance included in the approved plan
- display the completed statement prominently in your premises before you start trading with additional customers from Stage 2.

Beauty therapists can only opt-in to the Plan if they follow the requirements as outlined above. Hairdressers or barbers that also provide beauty therapy or nail services are required to operate in compliance with a COVID Safe Checklist to the extent they provide those services.

This plan operates in conjunction with the *Retail Food Services Industry COVID Safe Plan for Restaurants, Cafes and Caterers* and for businesses operating within this area, the guidelines in that Plan should take precedence.

It is important for businesses to stay up to date with changing public health directions and how these may affect operating conditions. Visit the [Queensland Government website](https://www.qld.gov.au) or subscribe to the [Queensland Health newsletter](https://www.qld.gov.au/organisations/health) for updates.
The 10 key actions

1. Making alcohol-based hand sanitiser at key locations such as store entrances, building entrances, customer service desks and food courts.

2. Increasing frequent cleaning and disinfecting of regularly used objects and hard surfaces (e.g. payment registers, EFTPOS machines, shopping trolleys, counters and benches, food-court tables, staff-rooms) and other key hygiene measures (e.g. waste disposal).

3. Facilitating and encouraging and enforcing physical distancing guidelines where practical, which is currently a distance of 1.5m. Actions could include signage ‘reminders’ and ground markings (e.g. stickers or tape) for queueing.

4. Ensuring public gathering limits in accordance with Government direction are adhered to, which is currently no more than 1 person per 4m² in stores (inclusive of staff). Smaller venues below 200m² can have 1 person per 2m², up to a maximum of 50 persons at a time. You can regulate access points, monitor customer counts at relevant entrances, and display signage.

5. Promoting contactless transactions such as ‘tap and go’ instead of cash for payments, facilitating distancing at counters and benches, and having staff wear disposable gloves when they are handling objects and money.

6. Monitoring and encouraging customer adherence to relevant public health guidelines by security guards and other personnel. Queensland Government enforcement agencies may monitor and enforce compliance with the Plan and the public health directives.

7. Continuing to focus on the community’s access to essential services such as supermarkets, pharmacies and health and medical facilities, especially for vulnerable people.

8. Daily check-ins with employees on their well-being, ensuring employees and contractors are properly trained and have access to relevant information and personal protective equipment (PPE). These check-ins will include monitoring customer behaviour to ensure retail workers are being treated with respect.

9. Fostering open and frequent communication between shopping centre management and retailers, including to alert each party to any public health authority directive, to assist authorities when required, and continue to release information and guidance to employees and customers about good hygiene advice.

10. Maintaining relevant essential safety measures such as air-handling systems, exit doors, emergency power supply, smoke alarms, sprinkler systems and fire-isolated stairs.
COVID-19

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is the disease caused by a new coronavirus so there is no existing immunity in our community. As such, it can spread widely and quickly due to its person to person transmission.

How it spreads

The COVID-19 virus can spread from person to person through:

- close contact with an infectious person (including in the 24 hours before they started showing symptoms)
- contact with droplets from an infected person’s cough or sneeze
- touching objects or surfaces that have cough or sneeze droplets from an infected person, and then touching your mouth or face.

Symptoms

Symptoms reported in identified cases of COVID-19 include:

- fever
- cough
- sore throat
- shortness of breath
- runny nose
- fatigue

Other symptoms such as headache, loss of smell, loss of taste, nausea or vomiting, muscle pain, joint pain, diarrhoea or a loss of appetite may also be present.

Keeping COVID-19 out of the workplace

Employees and customers must not enter the store and self-quarantine if they:

- are COVID-19 positive
- have symptoms relating to COVID-19
- have travelled overseas in the past 14 days
- have travelled to a COVID-19 hotspot in the last 14 days
- have been in close contact with a confirmed case of COVID-19

If an employee becomes ill with respiratory symptoms at work they should be isolated in a room or in an area away from others before being sent home to access medical treatment.

If an employee is confirmed to have COVID-19, call 13HEALTH (13 43 25 84) for advice. Inform co-workers about possible exposure to a confirmed case of COVID-19 but maintain confidentiality. Advise employees to seek immediate medical advice if they develop symptoms or are concerned about their health.

Everyone has an obligation to stay at home while displaying any symptoms of COVID-19 such as coughing or fever. Businesses have the right to refuse entry and insist that anyone with these symptoms leave the premises. Employees, customers and visitors who have symptoms related to COVID-19 must be excluded from stores. Placing signage at entrances to request customers not to enter the store if they are unwell or have COVID-19 symptoms, have been overseas or to a COVID-19 hotspot in the last 14 days is recommended.

Hand and respiratory hygiene are to be encouraged and frequent environmental cleaning and disinfection must be maintained.
RISK MANAGEMENT

Employers must adhere to the requirements of existing workplace health and safety legislation, enforceable by Workplace Health and Safety Queensland.

Duties under the Work Health and Safety Act 2011 (Queensland)

It is an employer’s duty to provide their employees with a safe and healthy work environment. Under the *Work Health and Safety Act 2011*, employers must assess risks and implement and review control measures to prevent or minimise exposure to these risks.

In line with this, employers must:

- identify workplace hazards such as the potential for transmission at the worksite or hazards resulting from a worker who tests positive to COVID-19 infection
- determine who might be harmed and how, including employees and any other individuals in the workplace
- decide on control measures including ways to prevent the spread of infection
- review the controls regularly.

At each stage of the risk management process, employers must communicate, consult, instruct, train and supervise their employees and representatives (e.g., HSRs, union representatives) and share information including about possible sources of exposure to COVID-19 and the associated health risks.

The consultation process should include giving employees an opportunity to express their views and take those views into account before making decisions on health and safety matters. In relation to COVID-19 in the workplace, employees should be consulted on the following as a minimum:

- identifying the tasks and processes that could result in the spread of COVID-19
- developing a plan in response to COVID-19
- making changes to processes or procedures that could result in the spread of COVID-19
- making changes to controls to protect employees from the spread of COVID-19
- providing information and training for employees.

Employees also have a duty to take reasonable care for their own health and safety and the health and safety of others in the workplace. They must cooperate with any reasonable policy or procedure that relates to health and safety in the workplace, including those that relate to COVID-19.

It is the employer’s responsibility to regularly monitor the effectiveness of their risk management policy and procedures, in line with any new public health advice with any necessary changes to be implemented accordingly. WHS risk management processes should be reviewed to identify and manage any new or changed hazards that may have arisen as a result of the Industry COVID Safe Plan.

Records must be retained of the risk management process, the detail and extent of which will depend on the size of the store/business. It is useful to keep information on:

- identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)
- how and when the control measures were implemented, monitored and reviewed
- who was consulted
- relevant training records
- any plans for change
Managing psychosocial risks

A psychosocial hazard is anything in the design or management of work that causes stress. Prolonged and/or severe work stress can cause by psychological and physical injury. Stress itself does not constitute an injury. To manage stress from COVID-19, employers should:

- regularly ask employees how they are and if there are any work-related stressors that need to be addressed
- be well informed with information from official sources and regularly share this with employees as new, relevant information comes to hand
- consult workers on any risks to their psychological health and how these can be managed
- provide workers with a point of contact to discuss their concerns and to find workplace information in a central place
- inform workers about their entitlements if they become unfit for work or have caring responsibilities
- proactively support employees who may be more at risk of a work-related psychological injury (ie shop floor staff)
- refer workers to appropriate channels to support mental health and wellbeing, such as employee assistance programs.
A contact tracing register is required for the following businesses:

- Hairdressers and barber shops
- Businesses undertaking beauty and personal care services
- Restaurants, cafes, pubs, bars, registered and licensed clubs, RS clubs and hotels offering dine in services or seated drinks.

This contact tracing register must record details for all staff, visitors and patrons who enter the business and must include, as a minimum:

- Full name
- Address
- Mobile phone number
- Email address
- Date and time of entry

This contact information must be securely stored, not used for any other purpose and deleted after 56 days. The information must be made available to public health officials on request.
REPORTING & MANAGEMENT OF COVID-19

If there is a confirmed or probable diagnosis of COVID-19 infection in a person who is part of your workplace, Queensland Health will be notified by the medical professional who confirms the diagnosis and the laboratory that completed the test.

Upon being informed, a person in control of the business must notify Workplace Health and Safety Queensland that the case has been confirmed.

Businesses must keep a record of each notifiable incident for at least five years from the day that the notice of the incident is provided to the regulator.

If an employee returns a positive test for COVID-19, they must self-isolate and follow the instructions of health authorities. Their health care provider will advise when they are able to return to work.

Duties under the Work Health and Safety Act 2011 (Queensland)

It is an employer’s duty to provide their employees with a safe and healthy work environment. Under the Work Health and Safety Act 2011, employers must assess risks and implement and review control measures to prevent or minimise exposure to these risks.

Training

If you are required to operate under a COVID Safe checklist, your staff must complete mandatory COVID Safe training to help ensure a safe work environment. Mandatory COVID Safe training is also required for those businesses operating under an Industry COVID Safe Plan.

Free training programs are available online through TAFE Queensland for:

- Dining in
- Beauty therapy, nail salons, tanning, tattoo parlours and spas.

Your employees must complete this training within two weeks of your business reopening. Staff who commence with your business after this two week period must complete the training before they start.

Restaurant and Catering Australia has also developed approved industry specific COVID-19 Hospitality Best Practice Training.
PHYSICAL DISTANCING

The most likely way of catching COVID-19 is by breathing in micro-droplets from another person sneezing, coughing or exhaling. It is for this reason that physical distancing is necessary.

The current advice from the Department of Health is that everyone must keep at least 1.5 metres from others (outside of their family or group) where possible. In addition to this 1.5 metre distance, there must be 4 square metres of space per person where possible. Smaller venues below 200 square metres can now have one person per 2 square metres, up to a maximum of 50 persons at a time.

Physical distancing is to be maintained by all workers and visitors.

PHYSICAL DISTANCING MEASURES

Below are some measures to ensure physical distancing is achieved:

- Where possible, provide each person with 4 square metres of space (2 square metres for venues below 200 square metres) in enclosed areas in accordance with current health advice. To achieve this, calculate the areas of the space (length x width) and divide by 4 (divide by 2 for venues up to 200 square metres). This will provide you with the maximum number of people you should have in the space at any given time.

- To help you achieve 4 square metres of space per person (or 2 square metres of space per person for smaller venues up to 200 square metres), limit the number of workers and customers in the store:
  - If you are set up for online trade, take additional steps to promote this over face to face service;
  - Use separate doors for customers to enter and exit if possible, to avoid contact between people;
  - Implement measures to restrict customer numbers in store in line with the 4 square metre requirement (or 2 square metres for smaller venues up to 200 square metres). This may include introducing customer queuing outside the store, with floor markings clearly identifying 1.5 metre distances;
  - Split or stagger workers’ shifts to reduce the number of workers in staff areas at any given time.

- Direct workers and customers to maintain 1.5 metres of distance:
  - Place signs around the store and create wall or floor markings to identify 1.5 metres distance, particularly in areas where customers may queue (eg checkouts, fitting rooms, service points);
  - Establish one-way aisles if possible and clearly sign post;
  - Use physical barriers at checkouts where possible such as clear Perspex;
  - Do not handle customers’ reusable bags;
  - Require workers to use other methods (such as mobile phone or radio) to communicate rather than face to face interaction.

If physical distancing measures introduce new health and safety risks (eg because they impact communication or mean that there are less people performing a task), you need to manage those risks also.

Ensure processes are implemented to regularly monitor and review physical distancing measures to confirm they are being followed and remain effective.
Hairdressing and beauty guidelines

This section is additional to the measures in the Retail, Hair and Beauty COVID-19 Industry Plan

Given the nature of hairdressing and beauty services, employees in this industry come in to close contact with their clients. The Hairdressing and Beauty Industry Association (HBIA) compiled a COVID-19 (Coronavirus) Guidance Plan to help inform how to minimise risk to workers in this industry.

The following businesses must operate in compliance with a COVID SAFE checklist to the extent it provides the services below:

- Beauty therapy eg facials, makeup, waxing and laser treatments
- Nail services
- Tanning
- Cosmetic injections
- Personal appearance services where skin penetration is used (eg tattooing, body piercing, skin implants, hair implants, microneedling)
- Massage therapy for the management or prevention of a disease, injury or condition, provided by a qualified massage therapist
- Day spas and wellness centres (excluding water-based spa services such as saunas and bathhouses)

A hairdresser or barber shop that also provides beauty therapy or nail services outlined above is also required to operate in compliance with a COVID SAFE checklist to the extent they provide those services.

The maximum number of customers for a business will now be determined by the one person per 4 square metres rule. Smaller venues below 200 square metres can now have one person per 2 square metres, up to a maximum of 50 persons at a time.

BOOKINGS / TIME MANAGEMENT

- Managing the business’ appointment schedule to have the appropriate number of clients to adhere to distancing guidelines. This may involve blocking appointments and also taking into consideration processing time or services which require more than one touch point.
- Rescheduling appointments at if clients feel in any way unwell or have flu like symptoms.
- Include extra time with each appointment so there is no overlap of clients arriving and leaving the business.
- Block time out in the appointment book to allow for cleaning and preparation for each client’s arrival.
- Discuss with clients to have clean hair on arrival.
- Ask clients when booking to attend their appointment alone.
- When booking clients request they bring their own refreshments. Where this is not possible, an alternative is to use single use cups/drinks or ensure a dishwasher is used that has a sanitising cycle.
CLIENT MANAGEMENT / ARRIVAL

- Consider removing seats and reducing the number of clients in the reception area as well as having only one staff member at the reception area.
- On arrival provide clients with a clean gown and ask them to put this on and secure without assistance.
- As hairdressers, beauty therapists and personal appearance service businesses interact with their clients and some are like friends be mindful to avoid contact (i.e. hug on arrival, handshakes or touching).
- Educate clients to understand you are managing a schedule and if they could leave after their service is complete, if they wish to rebook etc offer to call them and arrange their next visit.
- Refrain from using product testers or samples on more than one client. Clients should refrain from any unnecessary contact with products they are not purchasing.

WORK AREAS / EQUIPMENT

- Magazines, books and newspapers, brochures, service menus and promotional material need to be removed. Consider offering complimentary WiFi.
- Spread out client stations or close down every second client station (including those in the basin area).
- Set work trolleys or areas with everything required for the client’s service - tools, products, equipment.
- Be mindful to have limited contact with others within the workspace.
- Regular cleaning and sanitising of common contact surfaces such as eftpos machines, seats and counters.
- Where therapists were previously required to use masks and gloves to control for risks other than COVID-19 infection (e.g. dust exposures in a nail salon), they must continue to do so. For controlling the risk of COVID-19 infection, masks and gloves may be considered as part of a range of controls.

POST CLIENT SERVICE

- Use wireless eftpos machines and other electronic devices to finalise contactless payment (where possible)
- All capes, gowns and towels (if not disposable) are to be laundered between clients
- Clean and disinfect all non-disposable items such as brushes, scissors, combs, razors, etc with the appropriate cleaning products and disinfectant after each client. Check cleaning products are appropriate to use for COVID-19.
- When using items such as bobby pins, fringe pins, combs and clips, make sure they have not been used on another client’s hair.
- Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, eftpos equipment, tables, counter tops and sinks).
- Any surfaces used by clients must also be cleaned between clients. Ensure appropriate sterilization of relevant equipment between clients, allowing sufficient time between clients for this to occur.

*Note that 1 person per 4 square metres rule is the current minimum requirement. Smaller venues below 200 square metres can now have one person per 2 square metres, up to a maximum of 50 persons at a time. Keep updated on any changes to this as governments ease restrictions.
# LOGISTICS/OPERATIONS CHECKLIST

## DECIDING WHICH STORES TO OPEN

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<thead>
<tr>
<th>Box</th>
<th>Description</th>
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<tbody>
<tr>
<td></td>
<td><strong>Economic Analysis</strong></td>
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<td></td>
<td>PRE-CRISIS performance vs reopening projections. Also, cost of lease termination should a given location no longer prove viable post COVID-19</td>
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<td></td>
<td><strong>Co-Tenancy Considerations</strong></td>
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<td></td>
<td>HAVE COVID-19 closures impacted one or more co-tenancy provisions in your portfolio? If so, have you taken any necessary steps to claim the relief provided under your lease(s)?</td>
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<td></td>
<td><strong>Evaluate the Landlord/Tenant Relationship</strong></td>
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<td></td>
<td>IS this a multi-site landlord with loan agreement?</td>
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<td>IS this a location where we did not pay (or short-paid)?</td>
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<td>IF so, has a strategy been devised to restore that relationship?</td>
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<td><strong>Retrofit</strong></td>
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<td>DO the costs of post-COVID retrofits (to meet health and safety requirements including physical distancing) render a site no longer financially viable?</td>
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## PREPARING THE STORE TO OPEN

<table>
<thead>
<tr>
<th>Box</th>
<th>Description</th>
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<td></td>
<td>FOR leased properties, work with your landlord and your local jurisdiction to obtain early access to store location to ready it for return-to-work (deep cleaning, retrofitting as necessary for new regulations, installation of new signage, etc)</td>
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<td></td>
<td>THOROUGHLY inspect facilities for any damage or issues caused by vacancy including mechanical, air and water systems.</td>
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<td>CLEAN and prepare equipment for startup – install sneeze-guards or other protective measures as necessary/required.</td>
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<td>CONSIDER facility enhancements such as increased fresh air circulation, installing highest efficiency-rated filter recommended/allowed by manufacturer.</td>
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<td>IDENTIFY which vendors and/or distribution centres are functioning and the extent to which they may be delayed or limited in their operations. Establish contingency plan for vendor disruptions.</td>
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<td>ESTABLISH protocol for monitoring store occupancy in compliance with any applicable laws.</td>
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<td>IF applicable, establish procedure for use of escalators and elevators to avoid crowding.</td>
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<td></td>
<td>IN multi-tenant situations, obtain clarity on what customer screening will be required and who will perform it.</td>
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### SIGNAGE

- Familiarise yourself with new signage requirements and needs and update to indicate the number of customers allowed to be in the store at one time based on store size.
- Consider the public relations and health and safety concerns (eg capacity) related to any promotional signage you might otherwise normally employ.
- Assess whether you need to limit quantities of certain items or implement other anti-hoarding signage.

### SUPPLY CHAIN AND INVENTORY

- Assess supply needs and explore options for sourcing additional supplies required for business operations.
- Assess how to best leverage existing relationships with vendors.
- Establish procedure for regularly disinfecting inventory and newly received deliveries.
- Establish protocols for handling and processing shipping and receipts.
- Evaluate the current situation as it relates to ports of entry and trucking logistics for your product. Will this impact your ability to timely resupply, both now and in the medium term? Keep an eye out for future legislation which might have the effect of requiring truck drivers to quarantine upon crossing state lines, etc thereby further disrupting the supply chain.

### BUSINESS HOURS

- Adjust store hours of operation as necessary to support physical distancing efforts by limiting store traffic.
- Ensure staff have sufficient time to rest, sanitise and restock inventory.
- Consider offering seniors and other high-risk individuals exclusive early hours.
- Consider increasing pickup hours to serve more online customers.

### ESTABLISH PROTOCOL FOR VENDORS & NON-EMPLOYEES

- Notify vendors of reopening and any revised protocol as it relates to store entry, deliveries, paperwork, etc.
- Consider implementing measures to ensure vendor safety.

### SECURITY OPERATIONS

- Revise security protocol to conform to state health directives.
- Review how your antishoplifting procedures might change in the COVID-19 era.
- Consider employee training in safe de-escalation – both in the case of shoplifting as well as customer violation of health and safety rules and referral to management and security.
### PROMOTE CONTACTLESS SHOPPING OPTIONS

- [ ] ONLINE shopping
- [ ] CONTACTLESS payment options (eg credit and debit cards, Apple Pay, etc)
- [ ] SELF checkout – in non-peak times retailers are encouraged to close every second self service checkout to assist with physical distancing
- [ ] PICKUP and delivery services

### MERCHANDISE

- **RETURNS AND EXCHANGE**
  - CONSIDER suspending or modifying return and exchange policies.
  - ESTABLISH procedures for processing, handling and disinfecting returns and exchanges.

- **FITTING ROOMS**
  - DECIDE whether to reopen fitting rooms
  - IF you decide to open them, ensure fitting rooms are “customer ready” by cleaning prior to any usage.
  - ENCOURAGE customers to use hand sanitiser/wipes before trying on items.
  - DETERMINE the procedure for disinfecting fitting room items.

- **FRAGRANCE & BEAUTY SINGLE-USE TESTERS**
  - PROHIBIT customer use.
  - CONSIDER entirely removing from sales floor.
HEALTH POLICY CHECKLIST

**GENERAL**

- PLACE signage in conspicuous locations throughout the store and shopping centre, particularly high-traffic areas such as entrances and exits, checkouts, fitting rooms, etc.
- CONSIDER programming instore audio messaging to frequently remind employees and customers to follow guidance on hygiene and physical distancing.
- FOR high-traffic retailers and retailers with checkout counters that do not allow adequate distance between customer and employee, consider installing plexiglass sneeze-guards.
- MAINTAIN a physical distance of at least 1.5 metres from other staff and customers where possible and ensure the 4 square metres per person rule is applied. Smaller venues below 200 square metres can have 1 person per 2 square metres, up to a maximum of 50 persons at a time.
- DISTANCE markers should be located outside the store and at checkouts to allow for queuing when capacity limits have been reached. Where practical, employees should also be assigned to assist customers with waiting to enter the store.
- TO the extent possible, spread out employees across point of sale terminals and workstations.
- WIDEN high traffic areas to the extent that store configuration allows.
- DISCUSS with employees any changes to store operations and their role in the changed environment.

**PERSONAL PROTECTIVE EQUIPMENT (PPE)**

PPE includes:
- disposable gloves
- disposable aprons or other protective garments
- protective eyewear to protect eyes from cleaning chemicals
- surgical face masks

PPE must be worn when cleaning and disinfecting areas that have been used by a person with suspected or confirmed COVID-19 infection.

PPE that is usually worn for personal care services to prevent infection whilst completing a service, must still be worn.

- IN general circumstances, PPE is not required or recommended for healthy employees. However, staff and customers should not be discouraged from wearing PPE if they desire.
- IN certain high contact circumstances, or where a doctor has directed, it may be appropriate to encourage or require employees and customers to wear approved facial coverings, gloves and PPE. In this instance, do not reuse single masks and immediately replace the mask if it has been coughed or sneezed into. Hands should always be cleaned immediately after removing a mask and disposing of it.
- DETERMINE whether employees will be permitted to use their own face masks and PPE, and on what terms and conditions. Health authorities advise that surgical masks in the community are only helpful in preventing people who have COVID-19 infection from spreading it to others.
- DESIGNATE receptacles for discarded face masks and other PPE.
PERSONAL AND HAND HYGIENE

- ENCOURAGE all employees to practice good hygiene by frequently washing their hands. If hand washing is not practical, alcohol-based sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.
- PROVIDE hand washing facilities including clean running water, soap, paper towels or air dryer. If hand washing facilities are not readily available, provide hand sanitiser.
- KEEP hand hygiene facilities adequately stocked and in good working order.
- PLACE hand sanitiser in locations around the store including entrances and exits, fitting rooms and checkout to encourage hand hygiene.
- PROMOTE good personal hygiene when sneezing and coughing – people should cover their coughs and sneezes with an elbow or tissue, dispose of the tissue immediately and wash their hands, and avoid touching their face.
- ENSURE symptomatic staff, contractors and customers do not come into the store/workplace.

CLEANING/SANITISATION

- IMPLEMENT a cleaning regime to be undertaken at least once a day (more frequently in busier stores) which targets those frequently touched surfaces and spaces which are most likely to result in the transmission of communicable diseases. The cleaning process should commence in the cleanest areas and finish in the dirtier areas to prevent cross-infection. Physically clean surfaces with detergent and water, followed by rinsing and drying. A clean cloth should be used each time.
- Single-use or reusable gloves should be used during cleaning. If using reusable gloves, these should be washed off using running water and detergent after use and hung to dry. Hands should be washed after cleaning has been completed and gloves have been removed.
- DETERGENT and water is adequate for routine cleaning. Disinfectants are usually only required when a surface has been contaminated with potentially infectious material.
- ENSURE cleaning “kits” including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitiser and other cleaning supplies are readily accessible throughout the store and shopping centre, including point-of-sale terminals and other stations that will be cleaned periodically throughout the day. Cleaning equipment needs to be well-maintained, cleaned and appropriately stored. Cleaning equipment includes mops with detachable heads (that can be washed in a washing machine using hot water), disposable cloths or cloths that can be laundered.
- WEAR personal protective equipment when cleaning and disinfecting an area after suspected or confirmed COVID-19 infection. This includes:
  - disposable gloves
  - disposable apron or other protective garment
  - protective eyewear to protect your eyes from the cleaning chemicals
  - surgical face masks
- STORE alcohol-based sanitiser away from high temperatures and electrical equipment due to its highly flammable nature.
SPECIAL attention should be given to surfaces that are frequently touched, including benchtops/counters, door handles, point of sale equipment, telephones, etc.

- **GENERAL**
  - Shopping carts and baskets
  - Door and drawer handles
  - Light and other power switches (consider signage to keep lights on at all times or utilising existing motion sensor capabilities)
  - Shared tools such as pricing guns, pallet jacks, tape guns, box cutters, etc
  - Vending machines and self-serve kiosks
  - Refrigerators, microwave and other frequently touched objects and surfaces in employee break rooms
  - Time clocks

- **POINT OF SALE/CHECKOUT**
  - Cash register including touch screen, keyboard and mouse
  - PIN pads including touch screen, keypad and pen
  - Checkout counter and/or conveyor belt
  - Cabinet pulls
  - Checkout dividers

- **RESTROOMS**
  - Door handles and flush levers
  - Toilet bowls and toilet paper holders
  - Sinks and taps
  - Paper towel holders and/or air dryers
  - Nappy changing stations

- **SALES FLOOR**
  - Fixtures with handles or pulls
  - Any other identified “high-touch” surfaces
  - Ensure hand sanitiser is available through the store for customer and employee use including store entrance(s) and checkouts.

- **CONVENIENCE OUTLETS**
  - Coffee machine buttons/touch screens
  - FCB machines
  - Bakery/food utensils
  - ATMs
  - Cool room/freezer door handles
  - Microwave
  - Petrol pump nozzles
  - Watering cans and squeegees
  - Ice cabinets
  - Air hose nozzles and buttons
  - Ensuring towel holders are full at the pumps and sanitiser and wipes are available
  - No customer reusable cups to be refilled
  - Truckies dining/rest area/bathroom instructions clear and in place

- **SHOPPING CENTRE COMMUNAL AREAS (to be managed by Centre Management and its contractors)**
  - Water coolers
  - Playground equipment
  - Toilets including parents’ rooms
  - Rubbish bins

Further information regarding guidelines for cleaning can be found at the following websites:

- Safe Work Australia
- Queensland Health
- WorkCover Queensland
The information on this contact tracing register will be securely stored, not used for any other purpose, deleted after 56 days and will be made available to public health officials on request.

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STATEMENT OF COMPLIANCE

This site is operating in compliance with an Industry COVID Safe Plan


- Follow the rules and keep us all safe
- Practice social distancing
- Wash your hands regularly
- Be prepared to leave your contact details for tracing purposes
- This is a COVID SAFE site

Signed by: ___________________    Date: ___________________
( authorised business representative)