



SDA COVID-19 RETAIL SAFETY PLAN

Employers must be doing everything they can to provide safe workplaces and there should be new policies that protect workers during this time.

The SDA is engaging daily with major companies on arrangements being put in place to keep workers safe during the pandemic.

1. Promote 'cash free' and accept card payments.
2. Install plexiglass screens at cash registers to protect workers who cannot keep at least 1.5 metres from customers.
3. Ensure social distancing measures are in place and enforced including display of signage, floor markings, register use and the regulation of customer numbers.
4. Ensure hand sanitiser approved by the Health Department is readily available to all staff. (Current standards require at least 60% alcohol content)
5. Provide workers with gloves and personal face shields where requested.
6. Provide bags free of charge for each purchase to avoid handling of customer bags. No use of customers' used bags unless the customer bags it themselves.
7. Continue to increase security to assist in enforcing social distancing, customer volumes, purchase limits, access limits and in dealing with unreasonable customers. Police resources may also need to be deployed to protect workers.
8. Ensure regular cleaning and sanitization of the workplace, including workstations, personal protective equipment and individual vests in self-serve checkout areas.
9. Take a zero-tolerance approach to customer violence and abuse.
10. Publicly promote the SDA's No One Deserve A Serve campaign to improve customer behaviour.