



National  
Retail  
Association

A photograph of a woman with shoulder-length brown hair, wearing a white surgical face mask and a dark blue and white striped long-sleeved shirt. She is standing in a grocery store aisle, looking down at a red apple she is holding in her right hand. The background is a blurred grocery store aisle with shelves of products and bright overhead lighting.

# COVID-19 risk management procedures

# RETAIL WORKERS

**Current as at 2 April 2020**

# DISCLAIMER

The information contained within this document has been produced in good faith based on the NRA's professional interpretation of the relevant legislation and guidance from government and health authorities as at 2 April 2020.

As the situation and our understanding of COVID-19 develops, it likely that recommendations from government and health authorities will change.

Accordingly, we can make no guarantee that the information within this document entirely corresponds with the position of authorities at the time you are using it. We encourage you to refer to the resources and authorities provided in Appendix A of this document for the latest updates and recommendations.

This document should not be taken as a statement of the law and it is intended as a guide only, and we do not accept any liability for loss or damage sustained on the basis of this information.

Workplace Health and Safety (WHS) laws state that the health and wellbeing of employees and customers are the responsibility of the employer. The two important points of this law are:

- Providing a safe and healthy work environment for staff
- Providing staff with fully functioning and adequate facilities in order for them to carry out their work

That being said, it is the responsibility of the employer to identify risks and eliminate/minimize them where possible. If your business has been deemed essential by the government, you must ensure that your employees have minimal to no exposure to these risks.

If you require any further assistance regarding any of the matters outlined in this document, please do not hesitate to contact the NRA Hotline on



## SOCIAL DISTANCING

An effective method to stop the spread. You can implement social distancing measures in your business by doing the following:

- Measure the amount of floor space in the store and limit the amount of customers that can enter at one time. Remember to include employees in the count.
- Print decals/place markings on the floor for appropriate distancing at the checkout.
- Place social distancing signage around the store. The National Retail Association has resources to support this available [here](#).
- Allow employees to work from home where possible (e.g. office based roles which can be conducted remotely).
- Facilitate cashless payments where possible to reduce risk of transmission from physical money.
- Create separate doors for entering and exiting where possible

## HYGIENE PRACTICES

COVID-19 can be transmitted by contact with contaminated surfaces. This hazard can be reduced by practicing good hygiene and frequently cleaning and disinfecting high traffic areas.

- Create a routine so frequently-touched items are disinfected or wiped down regularly (e.g. trollies, baskets, keyboards, POS).
- Ensure that alcohol-based sanitizer and gloves are available for employees.
- Advise workers to avoid physical contact with others where necessary.
- Have the bathroom facilities stocked with ample supplies of toilet paper, soap and hand sanitiser.

## COMMUNICATE UPDATES TO YOUR TEAM

As the situation unfolds, it is crucial to regularly touch base with your employees on changes to procedures, what each stage of restrictions means for work, and how they are coping with added stressors. Your employees will be able to work cohesively toward the same goal.

- Invite your staff into decisions and let them know the risks.
- If staff are uncomfortable speaking in a group environment, arrange a private meeting where they can disclose any concerns.
- Remind your staff of their duty of care to themselves and their health. Make them aware of what symptoms to watch out for and to stay away from work when they are unwell. Mental health is also a consideration during these unprecedented times.
- Put information together about employee assistance services for financial and mental help.
- If you have employees working remotely, keep regular communication via phone or web conferencing to create inclusivity.

## GENERAL ADVICE

- Avoid touching your face and mouth with ungloved hands.
- Wash your hands for at least 20 seconds with soap and fresh water, or an alcohol-based hand wash. Dry your hands thoroughly.
- Cover coughs and sneezes with a tissue or flexed elbow rather than your hands. Dispose of tissues immediately after use.
- Avoid people with cold and flue-like symptoms. Maintain the appropriate 1.5m difference between yourself and others.
- In an indoor venue, ensure each person has 4 square metres of space per the advice from the Federal Government.

## FURTHER SOURCES OF INFORMATION

National Retail Association dedicated website: [nracoronavirus.net.au](http://nracoronavirus.net.au)

Commonwealth Government National Coronavirus Health Information Line: [1800 020 080](tel:1800020080)

Commonwealth Department of Health: [Coronavirus \(COVID-19\) health alert - latest advice](#)

Commonwealth Department of Home Affairs: [Advice on travel, including current restrictions](#)

Fair Work Ombudsman: [Coronavirus and Australian workplace laws](#)

Safe Work Australia: [Coronavirus \(COVID-19\): Advice for PCBUs \(person\(s\) conducting a business or undertaking\)](#)

Services Australia: [Financial Assistance for those affected by Coronavirus \(COVID-19\)](#)

Smart Traveller: [Current advisories for overseas travellers](#)

World Health Organisation: [Guide - Getting your workplace ready for COVID-19](#)



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**NEED WORKPLACE ADVICE?**  
**CALL 1800 RETAIL**  
**PRESS OPTION 1**

To speak to one of our workplace relations specialists