



# roadmap to retail recovery

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Your guide to emerging  
from COVID-19 hibernation



11 May 2020

# About our organisation

We are one of Australia's most representative retail industry organisations, servicing more than 28,000 retail and fast food outlets nationwide.

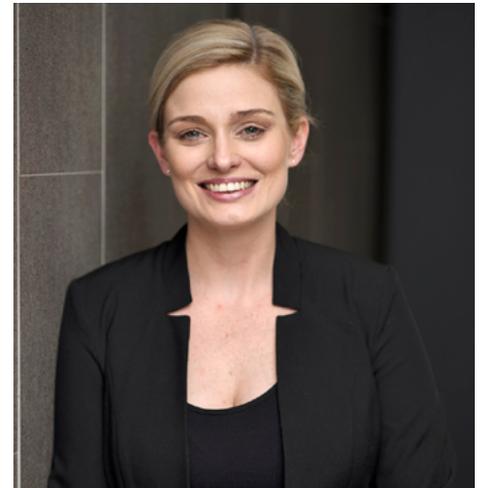
At our core, we are a union for employers, dedicated to helping retail and service sector businesses navigate and comply with an ever-changing, highly competitive environment.

We are a not-for-profit organisation built on strong relationships with retailers and have been a trusted voice for the retail sector for almost 100 years, working to protect and promote the industry.

Our members encompass all sub-categories of retail including fashion, grocery, department stores, household goods, hardware, fast food, cafes and broader service sector employers.

We understand the issues and opportunities facing retailers every day and our members can expect to receive the latest industry information, the fastest news updates and the best range of industry insights.

We offer a complete suite of business solutions, with professional services and critical information for the retail and broader services sector.



**Dominique Lamb**

chief executive officer

"With the current volatility in retail and business, and the ever-changing regulatory environment, it is vital to ensure that retail businesses are supported and protected."

## Business management services we provide



Range of training suites

Workforce planning

Digital marketing



Tenancy and leasing assistance

Consumer research

Workforce planning



Rostering requirements

Human resources

Trading hours

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# Government restrictions

Are you on the “must close” list? Here is a current list of businesses, premises and places closed for business under current social distancing restrictions as at 11 May, 2020.

Business	Exceptions
Cafes and restaurants	<ul style="list-style-type: none"> <li>• Takeaway and home delivery</li> <li>• Cafes or canteens at hospitals, care homes or schools</li> <li>• Prison and military canteens</li> <li>• Services providing food or drink to the homeless</li> <li>• Workplace canteens can provide takeaway</li> </ul>
Food courts	Delivery and takeaway can remain operational
Auction houses	
Real estate auctions and open house inspections	Private appointments for inspection
Outdoor and indoor markets will be a decision for each state and territory	Food markets will continue to operate in all states and territories
Hairdressers and barber shops	Can open if 1 person per 4m <sup>2</sup> rule applies in the premises
Beauty therapy, tanning, waxing, nail salons, tattoo parlours	
Spas and massage parlours	
Cinemas, nightclubs	
Casinos, gaming or gambling venues, entertainment venues	
Concert venues, theatre, arenas, auditoriums, stadiums	Live streaming of a performance by a small group could be permissible with social distancing observed
Amusement parks and arcades	
Play centres (indoor and outdoor)	
Community and recreation centres	Facilities may remain open for the purpose of hosting essential voluntary or public services, such as food banks or homeless services.
Health clubs, fitness centres, yoga, barre and spin facilities, saunas, bathhouses and wellness centres	
Boot camps, personal training operating outside and inside	For outside events, limited to groups of no more than 2 people and social distancing must be exercised.
Social sporting-based activities	
Swimming pools	
Hotels, hostels, bed and breakfasts, campsites, caravan parks, and boarding houses will be a decision for each state and territory	Excluding permanent residents and workers.
Caravan and camping parks will be a decision for each state and territory	Where people live permanently in caravan parks or are staying in caravan parks as interim abodes where their primary residence is not available, they may continue to do so.
Galleries, museums, national institutions and historic sites	
Libraries, community centres, and youth centres	
Local government non-essential facilities and services (such as libraries and pools)	
Community facilities (such as community halls, clubs, RSLs, PCYCs);	
Places of worship, weddings and funerals	Variation to weddings and funerals by state and territory.
International airport retail outlets	pharmacies; shops that sell predominantly food and/or beverages that are located in departure areas of international terminals; and shops that sell predominantly food and/or beverages that are located in the departure areas of joint domestic/international terminals.

# Roadmap to a COVIDSafe Australia

The National Cabinet has finalised an indicative three-step plan to gradually remove baseline restrictions to allow the reopening of the Australian economy.

The three-step plan provides a pathway for states and territories to move towards COVID safe communities in a way that best suits their individual circumstances, their current public health situation and local conditions. It is recommended you visit [www.australia.gov.au](http://www.australia.gov.au) to be linked to individual state and territory resources.

This plan will be reviewed by the National Cabinet every three weeks.

## STEP 1

**COVIDSafe reopening commences with physical distancing and hygiene**

Up to 5 visitors in your home

Gatherings of up to 10 outside your home and outdoors

Work from home if it works for you and your employer

Libraries, community centres, playgrounds and boot camps open

Australians can do more in gatherings of up to 10:

- Shopping
- Restaurants and cafes (with physical distancing and 10 person capacity)
- Home sales and auctions
- Local playgrounds
- Golf courses
- Swimming pools
- Outdoor boot camps
- Local and regional travel
- Schools open
- Funerals may have 30 attendees outdoors
- Weddings may have 10 attendees

## STEP 2

**Most businesses reopen with physical distancing and hygiene**

Gatherings of up to 20 outside your home and outdoors

Work from home if it works for you and your employer

Australians can do more in gatherings of up to 20:

- Gyms
- Beauty therapists
- Cinemas, theatres, and amusement parks
- Organised community sports
- Galleries and museums
- Caravan and camping grounds
- Some interstate travel

States and territories may allow larger numbers in some circumstances

## STEP 3

**All Australians return to work with physical distancing and hygiene**

Gatherings of up to 100 outside your home and outdoors

Return to workplace

Consider cross-Tasman, Pacific Island travel and international student travel

Australians can do more in gatherings of up to 100:

- Food courts
- Saunas and bathhouses
- All interstate travel

Pubs and clubs open with restrictions

States and territories may allow larger numbers in some circumstances

# Becoming operational

How do you know when to reopen? What should you consider as you're planning to unshutter your doors?

## Appoint a Return to Work team

Consider your human resources, IT, health and safety team, office managers and senior management who can make company-wide decisions. This team will take the lead in ensuring re-opening will take place safely and they will identify which areas need more consideration for your business.

## Are your premises safe?

If your premises have been closed for a period of time, are they functionally safe? Check for damage from vandals, or issues caused by vacancy including malfunctioning air-conditioning, water damage, gas leaks and damaged electrical wiring. A deep clean of any premises that have been closed is also something to consider.

## Determine your Transition Plan

Consider whether to reopen operations straight away and get employees back to work as quickly as possible as permitted by the applicable law, or try a phased approach. Companies may wish to phase-in employee returns on a gradual basis to limit the number of employees present at a single location at any given time.

## Consider screening and testing measures

Put up signs about the symptoms of COVID-19 in the workplace, and direct workers to stay home if they are unwell. It is unlikely you will need to perform temperature checks on your workers or customers. This is because temperature checks will not tell you whether a person has COVID-19, only identify symptoms.

## Review your processes

Is your sign on and sign off process set up to reduce high traffic touch points? Is your team aware of cleaning and disinfecting procedures? Can you implement social distancing for your staff and customers? Do you have product testers that need to be removed from the shop floor to prevent handling by customers?

# Your operating checklist

Calculate whether it is financially viable to open your store or whether you should remain closed until restrictions ease further		Put up handwashing instructions in bathrooms for staff and customers	
Review foot traffic around your store and whether this traffic is one of your potential customers		Review your delivery methods for stock and request contactless delivery where possible	
Review whether it makes more financial sense to reopen with limited trading hours		Review your in-store payment methods to facilitate cashless transactions	
Check to see if your neighbouring stores, schools and tenants have opened their doors - being the only one open in a sea of closed stores can be counter to your business needs.		Remove tester products from display to reduce infection	
Conduct an inspection of your premises to check for damage or issues caused by vacancy		Ensure you have sufficient stores of tissues, paper towels, and toilet paper	
Appoint a team member to be the point of contact for any workers with concerns about infection		Increase access to closed bins in your workplace	
Consider reducing the amount of staff you have on premises at one time or staggering		Consider whether you can offer a click and collect service to reduce in store traffic	
Communicate the measures you have taken to make your workplace safe with your staff		If a click and collect service is implemented, identify a suitable collection area and use floor markers for social distancing	
Train your staff on cleaning and disinfecting procedures and handwashing (see Appendix)		Create a protocol for managing sickness in the workplace	
Put up signage around your workplace detailing social distancing measures, store capacity, how to queue (available <a href="#">HERE</a> )		Put up signage about symptoms of COVID-19 in the workplace	
Mark social distancing spacing on your floor with tape or stickers - consider implementing one-directional traffic flow		Consider extra training for your managers and employees in dealing with difficult customers	
Nominate a staff member each shift to ensure all persons in the premises maintain a 1.5m distance apart.		Consider if you have adequate cleaning products and personal protective equipment to disinfect your premises following an outbreak.	
Put hand sanitiser stations at your entry and exit and throughout the workplace where possible		Put a protocol in place for reopening your workplace after an outbreak or quarantine period.	
Identify high risk areas for customers (i.e. fitting rooms) and plan cleaning protocols or closures of these areas		Install plexiglass screens on cash registers where possible	

More information on COVIDSafe workplaces at [safeworkaustralia.gov.au](https://safeworkaustralia.gov.au)

# Queuing inside and outside stores

With restrictions on how many people can be within your store at one time while observing 1.5m social distancing, what questions do you need to consider when planning your re-opening?

## What do you do when the maximum capacity has been exceeded?

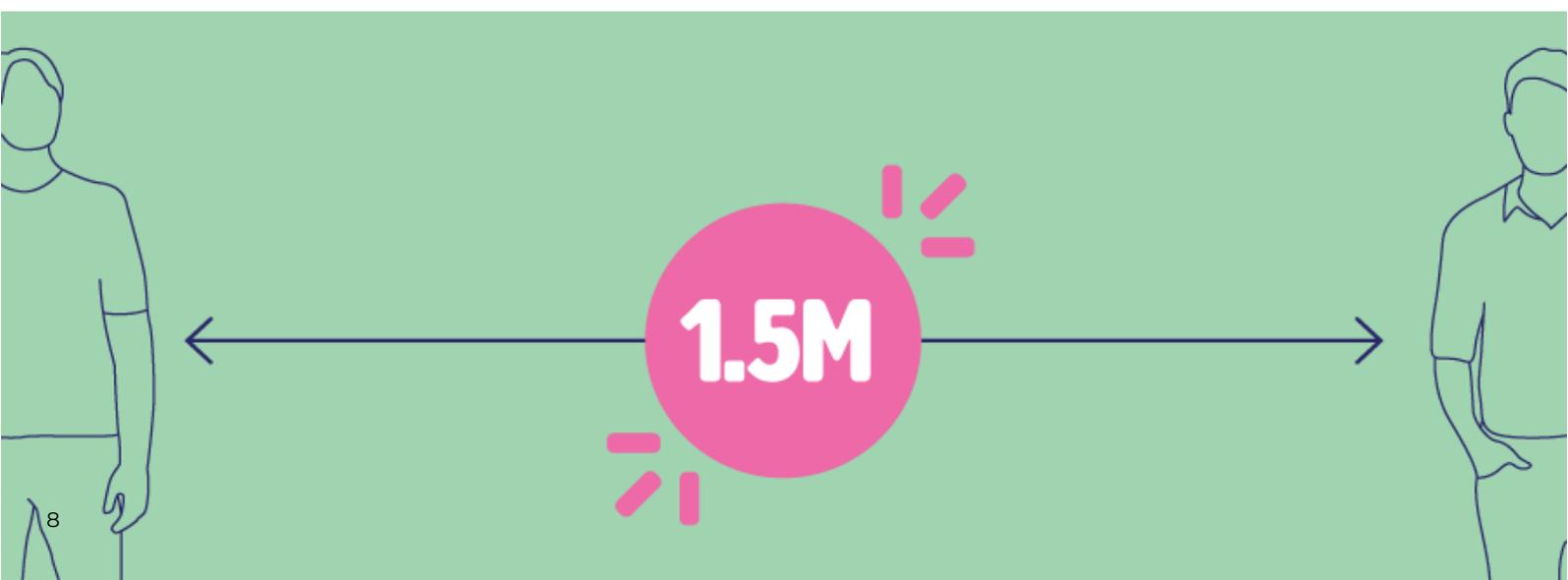
Have you given thought to organised queues outside your store? How can you ensure that social distancing will be observed in the queue, and that the line up for customers does not impede access to another retailer? How can you ensure that your queue and a queue for another store do not combine and cause confusion?

## Calculate the capacity of your premises

How many people total can fit within your store while observing the 4m<sup>2</sup> per person rule? How many staff do you have rostered on, and once that has been taken into consideration how many customers can you allow into your store at any one time? Signpost this at the entry and exit to your premises.

## Working together on external queue management

This is the time to speak to your neighbouring tenants, and centre management, to work together to find a solution to queuing and access to stores. There will not be any "one size fits all" solutions, but with cooperation and communication retailers can work together to provide a good outcome for their stores and customers.



# Leasing and tenancy

What legislation applies to you? In April 2020, the National Cabinet devised a Code of Conduct and national tenancy framework to protect the interests of tenants and landlords during the COVID-19 crisis. Here is your relevant legislation, state by state.

## COVID-19 Rent Relief template letter

Retailers have cited landlords requesting information outside of the scope of the Code of Conduct and national tenancy framework. To assist with resolving this issue, the NRA has put together a template letter for your use.

NEW SOUTH WALES	<a href="#">COVID-19 Legislation Amendment (Emergency Measures) Act 2020</a> No 1 – 2.18 <a href="#">Retail Leases Act 1994 No 46 – Retail and Other Commercial Leases (COVID-19) Regulation 2020</a> See also <a href="#">Public Health (COVID19) Restrictions on Gathering and Movement) Order 2020</a> and <a href="#">Small Business Commissioner Act 2013</a>
TASMANIA	<a href="#">COVID-19 Disease Emergency (Miscellaneous Provisions) Act 2020</a> – s22. Provisions restricting rent increases or termination of commercial tenancies and <a href="#">COVID-19 Disease Emergency (Commercial Leases) Act 2020</a>
VICTORIA	<a href="#">COVID-19 Omnibus (Emergency Measures) Act 2020</a> – Part 2.2 Regulations temporarily modifying law relating to retail leases and non-retail commercial leases and licences. See <a href="#">Retail Leases Act 2003</a> and <a href="#">Retail Leases Regulations 2013</a> <a href="#">COVID-19 Omnibus (Emergency Measures) (Commercial Leases and Licences) Regulations 2020</a>
NORTHERN TERRITORY	<a href="#">Tenancies Legislation Amendment Bill 2020</a> to amend the <a href="#">Business Tenancies (Fair Dealings) Act 2003</a> (passed)
AUSTRALIAN CAPITAL TERRITORY	<a href="#">COVID-19 Emergency Response Bill 2020</a> amends the <a href="#">Leases (Commercial and Retail) Act 2001</a> by insertion of Part 17 COVID-19 emergency response 177 Declaration–COVID-19 emergency response.
QUEENSLAND	<a href="#">COVID-19 Emergency Response Act 2020</a> -Appoints and regulates a Small Business Commissioner and the <a href="#">Retail Shop Leases Act 1994 (QLD)</a>
SOUTH AUSTRALIA	<a href="#">COVID-19 Emergency Response Act 2020</a> Part 2 section 7 Provisions applying to commercial leases – <a href="#">COVID-19 Emergency Response (Commercial Leases) Regulations 2020</a> . See <a href="#">Retail and Commercial Leases Act 1995</a> and <a href="#">Retail and Commercial Leases Regulations 2010</a>
WESTERN AUSTRALIA	<a href="#">Commercial Tenancies (COVID-19 Response) Act 2020</a> and <a href="#">Commercial Tenancies (COVID-19 Response (Early Termination)) Bill 2020</a> . If passed into law, a Bill permits some lessees to terminate leases for severe financial distress, subject to certain conditions.

# Human resources

To help our retailers with the complex issues that accompany standing down staff or compliance with the Awards, we've developed a series of resources you can use to navigate the tricky situations.

**NRA National Retail Association**

## FAQ: JOBKEEPER RULES AND CHANGES TO THE FAIR WORK ACT 2009

Current at 5 May 2020

- Policy & Procedure - Epidemic/Pandemic**
- Introduction
    - 1.1** **1.1.1** **1.1.2** **1.1.3** **1.1.4** **1.1.5** **1.1.6** **1.1.7** **1.1.8** **1.1.9** **1.1.10** **1.1.11** **1.1.12** **1.1.13** **1.1.14** **1.1.15** **1.1.16** **1.1.17** **1.1.18** **1.1.19** **1.1.20** **1.1.21** **1.1.22** **1.1.23** **1.1.24** **1.1.25** **1.1.26** **1.1.27** **1.1.28** **1.1.29** **1.1.30** **1.1.31** **1.1.32** **1.1.33** **1.1.34** **1.1.35** **1.1.36** **1.1.37** **1.1.38** **1.1.39** **1.1.40** **1.1.41** **1.1.42** **1.1.43** **1.1.44** **1.1.45** **1.1.46** **1.1.47** **1.1.48** **1.1.49** **1.1.50** **1.1.51** **1.1.52** **1.1.53** **1.1.54** **1.1.55** **1.1.56** **1.1.57** **1.1.58** **1.1.59** **1.1.60** **1.1.61** **1.1.62** **1.1.63** **1.1.64** **1.1.65** **1.1.66** **1.1.67** **1.1.68** **1.1.69** **1.1.70** **1.1.71** **1.1.72** **1.1.73** **1.1.74** **1.1.75** **1.1.76** **1.1.77** **1.1.78** **1.1.79** **1.1.80** **1.1.81** **1.1.82** **1.1.83** **1.1.84** **1.1.85** **1.1.86** **1.1.87** **1.1.88** **1.1.89** **1.1.90** **1.1.91** **1.1.92** **1.1.93** **1.1.94** **1.1.95** **1.1.96** **1.1.97** **1.1.98** **1.1.99** **1.1.100**
  - Scope and Purpose
    - 2.1** **2.2** **2.3** **2.4** **2.5** **2.6** **2.7** **2.8** **2.9** **2.10** **2.11** **2.12** **2.13** **2.14** **2.15** **2.16** **2.17** **2.18** **2.19** **2.20** **2.21** **2.22** **2.23** **2.24** **2.25** **2.26** **2.27** **2.28** **2.29** **2.30** **2.31** **2.32** **2.33** **2.34** **2.35** **2.36** **2.37** **2.38** **2.39** **2.40** **2.41** **2.42** **2.43** **2.44** **2.45** **2.46** **2.47** **2.48** **2.49** **2.50** **2.51** **2.52** **2.53** **2.54** **2.55** **2.56** **2.57** **2.58** **2.59** **2.60** **2.61** **2.62** **2.63** **2.64** **2.65** **2.66** **2.67** **2.68** **2.69** **2.70** **2.71** **2.72** **2.73** **2.74** **2.75** **2.76** **2.77** **2.78** **2.79** **2.80** **2.81** **2.82** **2.83** **2.84** **2.85** **2.86** **2.87** **2.88** **2.89** **2.90** **2.91** **2.92** **2.93** **2.94** **2.95** **2.96** **2.97** **2.98** **2.99** **2.100**
  - Definitions
    - 3.1** **3.2** **3.3** **3.4** **3.5** **3.6** **3.7** **3.8** **3.9** **3.10** **3.11** **3.12** **3.13** **3.14** **3.15** **3.16** **3.17** **3.18** **3.19** **3.20** **3.21** **3.22** **3.23** **3.24** **3.25** **3.26** **3.27** **3.28** **3.29** **3.30** **3.31** **3.32** **3.33** **3.34** **3.35** **3.36** **3.37** **3.38** **3.39** **3.40** **3.41** **3.42** **3.43** **3.44** **3.45** **3.46** **3.47** **3.48** **3.49** **3.50** **3.51** **3.52** **3.53** **3.54** **3.55** **3.56** **3.57** **3.58** **3.59** **3.60** **3.61** **3.62** **3.63** **3.64** **3.65** **3.66** **3.67** **3.68** **3.69** **3.70** **3.71** **3.72** **3.73** **3.74** **3.75** **3.76** **3.77** **3.78** **3.79** **3.80** **3.81** **3.82** **3.83** **3.84** **3.85** **3.86** **3.87** **3.88** **3.89** **3.90** **3.91** **3.92** **3.93** **3.94** **3.95** **3.96** **3.97** **3.98** **3.99** **3.100**
  - Company Commitment
    - 4.1** **4.1.1** **4.1.2** **4.1.3** **4.1.4** **4.1.5** **4.1.6** **4.1.7** **4.1.8** **4.1.9** **4.1.10** **4.1.11** **4.1.12** **4.1.13** **4.1.14** **4.1.15** **4.1.16** **4.1.17** **4.1.18** **4.1.19** **4.1.20** **4.1.21** **4.1.22** **4.1.23** **4.1.24** **4.1.25** **4.1.26** **4.1.27** **4.1.28** **4.1.29** **4.1.30** **4.1.31** **4.1.32** **4.1.33** **4.1.34** **4.1.35** **4.1.36** **4.1.37** **4.1.38** **4.1.39** **4.1.40** **4.1.41** **4.1.42** **4.1.43** **4.1.44** **4.1.45** **4.1.46** **4.1.47** **4.1.48** **4.1.49** **4.1.50** **4.1.51** **4.1.52** **4.1.53** **4.1.54** **4.1.55** **4.1.56** **4.1.57** **4.1.58** **4.1.59** **4.1.60** **4.1.61** **4.1.62** **4.1.63** **4.1.64** **4.1.65** **4.1.66** **4.1.67** **4.1.68** **4.1.69** **4.1.70** **4.1.71** **4.1.72** **4.1.73** **4.1.74** **4.1.75** **4.1.76** **4.1.77** **4.1.78** **4.1.79** **4.1.80** **4.1.81** **4.1.82** **4.1.83** **4.1.84** **4.1.85** **4.1.86** **4.1.87** **4.1.88** **4.1.89** **4.1.90** **4.1.91** **4.1.92** **4.1.93** **4.1.94** **4.1.95** **4.1.96** **4.1.97** **4.1.98** **4.1.99** **4.1.100**

## Workplace Policy Template Epidemic &

**Handout - Employee FAQs**

**What is COVID-19?**

A coronavirus is a kind of virus that can make humans and animals unwell. There has been a recent outbreak of a new Coronavirus, named COVID-19, originating in China's Hubei Province. COVID-19 has now spread to countries all around the world. Accordingly, the World Health Organisation has declared that this outbreak is now a pandemic.

**What are the symptoms?**

Symptoms of COVID-19 include:

- fever;
- flu-like symptoms such as a cough, sore throat, or tiredness; and/or
- shortness of breath.

**What should I do if I suspect I have symptoms of COVID-19?**

- Due to the high transmission rate of COVID-19, if you suspect that you are exhibiting the above symptoms, it is important that you stay away from work. This includes if you have only mild symptoms, or have had to take simple medications (e.g. paracetamol, ibuprofen) which may mask the symptoms.
- Please notify your relevant manager that are exhibiting symptoms of COVID-19 and that you are unfit for work.
- You should see your nearest hospital for testing, or call your local GP, as many pathologists are now able to test for COVID-19. When you receive confirmation of whether you have COVID-19, you should notify your Manager of the result.

**What should I do if I am diagnosed with COVID-19?**

- If it is confirmed that you have contracted COVID-19, you should follow directions from your treating practitioner regarding your care and self-isolation, and ensure your Manager remains informed of when you are expected to return to work.
- You may take personal leave (if applicable) while you are unfit for work.
- Pursuant to current guidelines from health authorities, you should self-isolate for a period of 14 days once received of infection.
- If you do not have adequate personal leave to cover the relevant period, you may request that the Company grant you annual leave to cover the relevant period. This may include granting annual leave in advance if permitted.

**What if I don't have COVID-19?**

- If it is confirmed that you have **not** contracted COVID-19, you may return to work when you are fit to return and are no longer displaying symptoms.

**What should I do if a member of my immediate family or my household is diagnosed with COVID-19?**

- You should notify your relevant manager as soon as possible that this has occurred.
- You will need to self-isolate for a period of 14 days.
- If you are acting as a carer for the person with COVID-19, you should make a request to your manager to access carer's leave.
- You should continue to monitor yourself for symptoms for 14 days and take your temperature twice a day.
- If you develop even a mild cough or runny nose fever (i.e. a temperature of 37.3°C or more), you should stay at home and self-isolate, and you may instead wish to access personal leave.

**JOBKEEPER ENABLING DIRECTIONS TEMPLATES**

**How to use these templates**

Each of these templates is developed to assist businesses in complying with the requirements of the following sections of the Fair Work Act 2009 (FWA) as recently amended:

- section 790GDC - jobkeeper enabling stand down direction;
- section 790GE - direction to perform alternative duties;
- section 790GF - direction to perform work at a different location; and
- section 790M - consultation requirements with respect to the above provisions.

Please ensure that the above provisions apply to your business, and the relevant employees, before issuing any direction using these templates.

These templates contain highlighted text which indicate areas which are to be completed by you before issuing to any employee or include further instructions as to how to use these template documents. Please ensure that all replacement text has been completed or removed, as appropriate, before issuing to any employee.

If you have any questions as to how to complete these templates, please contact the NRA Workplace Relations Hotline on 1800 RETAIL 1739 2455.

**Disclaimer**

This document is intended as a guide only and does not provide, or purport to provide, legal advice to any person. Individuals and businesses should obtain independent legal advice specific to their circumstances.

The information contained in this document has been produced in good faith and is based on NRA's professional interpretation of the legislation as was publicly available on **Tuesday, 14 April 2020**. The NRA does not accept liability for loss or damage sustained by any person acting in reliance on this information.

**REQUEST TO TAKE ANNUAL LEAVE FOR JOBKEEPER Template letter**

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If your business is entitled to receive JobKeeper payments, you may be able to request eligible employees to take a period of annual leave. Any JobKeeper payments you receive are able to be used for the purposes of paying employees who are on annual leave.

To be able to request an employee to take annual leave, you must:

- be receiving, or be entitled to receive, JobKeeper payments for the employee to whom the request is made; and
- ensure that after making the request, the employee will not have less than two (2) weeks of annual leave accrued.

If you are able to satisfy the above criteria, the employee must not unreasonably refuse your request. A template letter requesting an employee to take annual leave for JobKeeper may be found at **Annexure A**.

You may also request for annual leave to be taken at half pay to increase the total period of annual leave, however the employee must agree to this request. If you agree with an employee to take annual leave at half pay, you must still pay them at least \$1,500 per fortnight even if this is more than their annual leave entitlement.

For employees who are not eligible for the purposes of receiving the JobKeeper wage subsidy, if their employment is covered by a modern award (for example, the General Retail Industry Award 2020 or the Fast Food Industry Award 2020), they may also agree to take annual leave at half pay.

Handout | Employee FAQs

Template Letter JobKeeper enabling directions

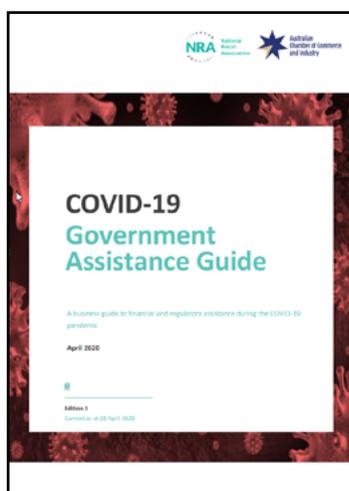
Template Letter JobKeeper annual leave request

# Financial resources

Managing cash flow and working through the varying levels of government stimulus can be daunting, but necessary to get your store open and your business back up and running. Here are the resources that can get you out of hibernation and back into business.



Business Continuity Toolkit



COVID-19 Government Resources Guide

## Download editable templates

After you've watched the tutorials, download and complete:

- Cash flow model
- Weekly cash flow template
- Personal budget template
- Boosting cash flow for employers editable template

# Re-engaging your customers

Once you have reopened, it's paramount to let your customers know you're back and ready for COVID-safe business.

Download the poster pack [here](#).

## How do you assure your customer of safety?

Let your customers know that you are COVID safe in a variety of ways. In-store signage, an addition to your website laying out the steps you have taken to reduce risk, an email to your loyal customers. Social media can also be leveraged at this time to get the message out.

## How will you let your customers know you are open, and which locations are open?

If you have only partially reopened, or have reduced trading hours, or are in a location that cannot open (i.e. international airports), then you need to consider how to get this information out to your customers to facilitate a frictionless experience.

## How are you rewarding customer loyalty?

How are you positioning yourself to reward loyal customers? Consider special incentives for those on your mailing list like a special in-store offer, or an exclusive event. Did you know existing customers are 50% more likely to try a new product of yours as well as spend 31% more than new customers?

## Signage and posters

We've consolidated everything in one place for retailers. Whether you need signage to communicate changes to trading hours, social distancing procedures and more, or social media assets to update followers, we have the resources.

You can see more resources at [nracoronavirus.net.au](http://nracoronavirus.net.au)

# Restaurant opening guidelines

As the COVIDSafe stages are rolled out, restaurants and cafes will be able to return to seated service. However, certain practices must be in place to ensure the safety of your patrons. The Restaurant and Caterers Association has put into place a series of guidelines to help assist with the resumption of business.

The guidelines provide a set of requirements that restaurants would need to follow to reopen following the relaxation of lockdown laws.

Some of the guidelines that restaurants would need to follow include:

- Pre bookings required for dine in customers
- Walk in patrons to sign in
- Use of COVID-19 tracking app
- No condiments left on tables
- All condiments to be disposable
- No communal water stations
- No keep cups
- Menus to be laminated or disposable
- Chalk board menus where possible
- No bar service to prevent customer contact
- Different entry and exit points to limit contact between patrons.

# Hairdressing and beauty guidelines



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

Guidelines for the workplace include:

- Pre-bookings required for clients.
- Regular hand washing and sanitising is an essential part of this plan.
- Washing hands and using hand steriliser between every client.
- Paper towels and tissues should be used and be disposed of in bins provided, immediately after use.
- Coughing and sneezing should be done into tissues or elbows, but not hands.
- Bacterial wipes or hospital grade disinfectant should be used on shelves, counters, eftpos machines and registers, or wherever there are areas used by several staff or members of the public.
- All client gowns and towels are single use only.
- Encourage clients to pay with cards versus cash.
- Maintain a safe distance and avoid close contact with those infected individuals or those exhibiting symptoms of the virus.
- Where and when possible separate clients by 1.5 metres from each other.
- Use cutlery when eating and avoid using your hands.
- No unwrapped food items to be given to clients.
- Avoid touching your eyes and mouth.
- Eliminate the use of handshakes when greeting others.
- Monitor your personal health and condition, keeping an eye out on any of the symptoms.
- Drink water regularly as this limits the spread of the virus.

# COVID-19 Retail Recovery Protocol



The Shopping Centre Council of Australia (SCCA), National Retail Association (NRA), Shop Distributive and Allied Employees Association (SDA), Pharmacy Guild of Australia (PGA) and Australian Retailers Association (ARA) have jointly developed the Protocol to provide a consistent, practical and public-health led guide for shopping centres and retailers that continue to trade, are

## This Protocol:

- 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 focussed 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 such as WorkSafe Australia, 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 Protocol 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.

# 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, ETFPOS machines, shopping trolleys, counters and benches, food-court tables, staff-rooms) and other key hygiene measures (e.g. waste disposal).
- 3 Facilitating and encouraging social distancing guidelines, 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 4m<sup>2</sup> in stores (inclusive of staff). 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, which may also include police visits to shopping centres.
- 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.

# Appendix

The National Retail Association has collated a list of resources to facilitate your reopening.

## Government Restrictions

Prime Minister of Australia: [Roadmap to a COVIDSafe Australia](#)

Prime Minister of Australia: [Roadmap to a COVIDSafe Australia \(summary\)](#)

## Workplace Health and Safety

Safe Work Australia: [National COVID-19 safe workplace principles](#)

Safe Work Australia: [How to clean and disinfect your workplace](#)

Safe Work Australia: [Workplace Checklists](#)

Safe Work Australia: [COVID-19 Resource Kit](#)

Australian Government: [COVID-19 hygiene practices for supermarkets](#)

National Retail Association: [COVID-19 Risk management procedures for retail workers](#)

## Financial resources

Australian Chamber of Commerce & Industry and National Retail Association: [COVID-19 Government Resources Guide](#)

Vincents Chartered Accountants COVID-19 Financial Hotline (NRA members): [1800 846 236](#)

## Leasing and tenancy resources

National Retail Association: [Template letter | COVID-19 Rent Relief](#)

Lpc Cresa Hotline (NRA members): [\(07\) 3051 0218](#)

## Workplace relations and human resources

National Retail Association Workplace Relations Hotline: [1800 RETAIL](#)

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

## COVID-19 government advice

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

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

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



# roadmap to retail recovery



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