



## Considerations in Retail for COVID-19 Response

### General Measures

- Promote regular and thorough handwashing by staff with soap and water.
  - Put sanitizing hand rub dispensers in prominent places. Keep all topped up, refilled.
  - Display posters promoting handwashing and the use of hand sanitizer (including in the washroom). Ask the local public health authority for these or look on [www.WHO.int](http://www.WHO.int)
- Staff should try to avoid touching their face, including their mouth, nose, or eyes.
- Promote social distancing and cough etiquette.
  - Maintain distance of approximately 6 ft from customers to cashier and between customers in line where possible. Reduce contact time to <15 minutes.
  - Consider installing floor markings indicating customer placement for 6-foot distances.
  - Consider installing plexiglass sneeze guards for cashiers/customers.
  - Review promotional activities and consider cancelling activities if they may result in people congregating.
  - At high frequency sites, consider regulating the number of people in the store if possible, to help maintain social distancing.
  - Optimize stock replenishment to help with social distancing; undertake shelf stacking during night or when customers are not in the shop.
  - Define unloading protocols to minimize contact between hauliers and dry stock and staff and maintain social distancing (6 ft).
- Staff handling credit cards/money are recommended to wash hands frequently.
- Staff (employees and contractors) undertaking cleaning duties to wear nitrile gloves or equivalent. Disposable apron is also recommended and ensure that uniform is washed at 146 °F. Make sure the workplace is clean and hygienic:
  - Surfaces (e.g. counters) and objects likely to be touched by multiple people (e.g. telephones, keyboards, door handles etc) should be wiped regularly with disinfectant.
  - Fuel pump handles and other communal areas of contact by customers should be wiped regularly with disinfectant.
  - Toilets (especially when the toilets are open to customers).
- Staff using gloves should if possible, change them every 2 hours. However, if supply is limited, longer periods of wear may be necessary.
  - Staff should take care when removing gloves, avoid touching the outer surface and always wash their hands and dry well after removal.
- Train staff on the hazard of chemicals and follow manufacturer's instruction (concentration, application method, contact time) for specific disinfectants being used. Always reference the chemical disinfectant product Safety Data Sheet for proper use, storage, and disposal.

- Include COVID 19 within all communications. (e.g., briefings at team meetings, daily briefing by store / site manager and communications with contractors' employers).
- Brief staff working at retail sites that if COVID-19 starts spreading in the community they should follow local health authorities' recommendations. In the absence of any specific local health authority recommendations, anyone with even a mild cough or low-grade fever (99.1 F or more) should stay at home. This is also recommended if they have had to take simple over-the-counter medications, such as paracetamol which may mask symptoms of infection.
- Staff should notify their supervisor if they feel unwell (or follow their regular procedure for absence) or have been in contact with a confirmed case of COVID-19. Additionally, if they have been in, or travelled through, a country with travel approval work restrictions and recommendations within the last 14 days.
- Develop a plan of what to do if a staff member or customer becomes ill with suspected COVID-19 at one of your workplaces.
  - Create an isolation area and limit the number of people who have contact with the sick person while awaiting instructions from the local health authorities.
  - Wear Personal Protective Equipment (PPE) (e.g., mask, gloves, etc.) for the ill person and first responder.
  - Support liaison with relevant public health authorities for contact tracing as appropriate.

(Reference: WHO Getting your workplace ready for COVID-19 27 February 2020, Version 1.4)

- Develop a process for cleaning in the event of a confirmed or suspected case.

#### **Food Offer Considerations**

- Consider whether to stop serving coffee, fresh foods, and unpackaged items based on risk of exposure and local authority recommendations

#### **Other Considerations**

- Closure of carwash facilities where an attendant is required, or customers need to leave their vehicles.
- Closure of restrooms/toilets (considering local ordinances).
- Recommend customers to pay contactless, BPme or at pump and avoid cash where possible.
- Limiting maintenance works to corrective or critical activities.
- In case of forecourt attendance (for full service) provide protocols to minimize contact, use gloves and masks.
- Consider when to move to a night pay window only (if available) – provides a physical barrier between the staff and the customer
- Consider possibility of moving to limited hours or a fuel-only offer with minimal staffing when appropriate
- Develop a site closure plan if necessary