

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

Retail and grocery

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS	
Business name:	MIRANDA BAKERY LTD (trading as PADDY THE BAKER)
Plan completed by:	ANNA MARCHANT
Approved by:	GERARD WINSTON

> GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

GUIDELINES	ACTIONS
Wellbeing of staff and customers	
Prompt customers to physically distance and perform hand hygiene on entry, where practical.	At market stalls X marked on the ground showing customers where to stand.
Exclude staff and customers who are unwell.	Staff are to notify manager if feeling unwell and not to come into work.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	COVID-19 poster to be displayed in bakery and at all stalls.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Pending casual or permanent staff will receive sick leave accordingly.

Wellbeing of staff and customers

Display conditions of entry (website, social media, entry points).

A copy of our COVID Safe Plan will be available on our website.

GUIDELINES

ACTIONS

Physical distancing

Capacity must not exceed one customer per 4 square metres of publicly accessible space (except for supermarkets, markets that mainly sell food, or grocery stores).

Market manager to ensure number of people admitted complies.

Use separate doors or barriers to mark the entry and exit wherever practical.

Signage to be displayed in Bakery.

Allow customers to click and collect, or purchase over the phone and pick up, where reasonably practical. Encourage this option for vulnerable people.

Customers may text order before 8am and pick up at designated times.

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people queue (such as at cashier terminals or for fitting rooms) or by visual cues, messages over loudspeakers or through staff monitoring.

At market stalls X marked on the ground showing customers where to stand. Market manager responsible to alert if necessary.

Ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office and meeting rooms), where reasonably practical.

Signage to be displayed in Bakery to remind staff of safe COVID practices.

Assign workers to specific work stations, shopping zones or pay points where reasonably practical.

Signage to be displayed in Bakery.

Stagger start times and breaks for staff to minimise the risk of close contact, where reasonably practical.

Staff roster in bakery to consider number of staff on at any given time to allow space to work.

If physical distancing can only be achieved with fewer workers completing a task, allow for extra time rather than crowding, when this can be achieved.

Staff roster in bakery to consider number of staff on at any given time to allow space to work.

Consider installing physical barriers in areas with high volume interactions with customers. For example, install plexiglass around counters.

Cough screens to be used at stalls when displaying food. Masks available to all employees.

Review regular deliveries and request contactless delivery and invoicing where practical.

Staff to practice hand hygiene after accepting any deliveries at bakery.

Physical distancing	
Try to manage delivery times to minimise the number of vehicles and people in loading dock areas. Designate a space where they can carry out their duties at a safe distance.	If conjection becomes an issue, manager to organise delayed time slots for deliveries.
Have strategies in place to manage gatherings that may occur immediately outside the premises, if crowding may occur.	If conjection becomes an issue, manager to ask crowd to disperse.
Put signs near lifts and passenger travelators directing customers and workers to maintain physical distancing wherever practical.	Signage to be displayed in Bakery and at stalls.

GUIDELINES	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	Wash hands thoughly on a regular basis and wear gloves when appropriate at the bakery. Wash hands, santize and wear gloves when serving at the stalls.
Limit the use of cash transactions by encouraging contactless payment options where possible.	Sign at market explaining: 'Credit Card preferred but cash accepted'.
Minimise contact with returned items and encourage staff to sanitise or wash hands after receiving and handling goods. Depending on the returned item, clean with a detergent or disinfectant wipe where practical.	Throw out any returned items and practise hand hygenie if in contact with a customer.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	Bathroom at bakery to be stocked with hand soap and paper towels.
Have hand sanitiser at key points around the centre or shop, such as entry and exit points.	Hand wash and sanitizer available at all stalls.
Indoor hard surface areas frequented by staff or customers must be cleaned at least daily with a detergent or disinfectant solution. Public bathrooms may need more frequent cleaning.	Daily deep clean to happen at the bakery. Work benches to be kept hygenic and clean at all times. Stall areas to use new table clothes each day. All EFT terminals to be wiped on a regular basis.
Frequently touched areas and surfaces must be cleaned several times per day with a detergent or disinfectant solution or wipe. Such surfaces include doors, handles, point of sale devices, fitting room areas, counters and displays, kiosks, trolleys and lifts.	Daily deep clean to happen at the bakery. Work benches to be kept hygenic and clean at all times. Stall areas to use new table clothes each day. All EFT terminals to be wiped on a regular basis.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.	Use appropriate cleaning solutions pending each area.

Hygiene and cleaning

Remove product testers or samples from public access.	Samples may be offered but must be kept behind screen and only given with tongs by a staff member.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Gloves are to be worn while cleaning.

GUIDELINES

ACTIONS

Record keeping

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	Staff to be given details of COVIDSafe app.
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.	SafeWork NSW to be contacted if any positive cases of COVID are found at our workplace.