COVID-19 Transitioning - Standards and Guidance for Retail Outlets and Lotto Booths

Version 4.0
Effective from 26th April 2021

The following standards are issued under the Public Health Act Chapter 465 of the Laws of Malta. They apply to all retail outlets and lotto booths.

Standards to be observed in retail outlets and lotto booths

The Superintendent of Public Health hereby orders that all retail outlets and lotto booths shall implement the following standards:

(a) exercise the right of refusal of entry into the shop/booth of customers if they are visibly unwell or have respiratory symptoms.
(b) ensure that inside the shop every person keeps a minimum of 2 metres from others.
(c) ensure that maximum capacity of customers that the retail outlet /lotto booth can hold at any one time inside the shop (retail area) is one person per 4 square metres, including staff.
(d) allow only one (1) customer and one (1) member of staff at any one time inside a shop/booth with a total area less than 4 square metres.
(e) affix visible signage at the entrance of the shop indicating the maximum capacity that the shop/booth can hold at any one time.
(f) indicate with visible markings outside and inside the shop/booth two (2) metre distances that customers shall respect whilst queuing for services.
(g) provide an appropriate 70% alcohol hand-rub at the entrance of the shop/booth and ensure that all persons sanitise their hands prior to entrance.
(h) ensure that customers and staff always wear a face mask or visor whilst inside the shop/booth.

Standards applicable to shopping malls

The Superintendent of Public Health hereby orders that shopping mall operators, with respect to retail outlets within shopping malls, shall, until further notice, be obliged to implement the following additional standards:

a. ensure that the general measures listed above are being implemented by every shop in the shopping mall.

b. regulate entrance into the shopping mall adopting crowd management techniques as necessary.

c. ensure that the maximum number of customers inside the shopping mall at any one time does not exceed the sum total of the maximum capacity of each shop inside the mall, excluding staff, as determined by Articles (2)(c) and (2)(d) above.

d. affix visible signage at the entrance of the shopping mall indicating the maximum capacity that the shopping mall can hold at any one time.
e. indicate with visible markings outside the entrance of the shopping mall 2 metre distances that customers shall respect whilst queueing at the entrance. The collaboration of Local Councils shall be sought, where applicable.

f. customers shall be subject to temperature checks at entrance for the presence of fever and those with a temperature of 37.2°C Celsius or higher shall be denied entrance.

g. provide an appropriate 70% alcohol hand-rub at the entrance of the shopping mall and ensure that all persons sanitise their hands prior to entrance.

h. ensure that customers and staff always wear a face mask or visor whilst inside the shopping mall.

i. provide ongoing sterilisation operations of all the common areas inside the shopping mall.

j. ensure that any food or drink outlets in shopping malls shall adhere to all Standards issued by the Public Health Authorities and relevant legislation, including Closure of Food and Drink Outlets Regulations 2021 and all subsequent amendments to said Regulations.

k. ensure that any events, once authorised, held in shopping mall premises adhere to the Standards for Gatherings and events and relevant legislation, including Organised Public Mass Events Regulations 2021 and all subsequent amendments to said Regulations.

Guidelines for the application of COVID-19 standards in retail shops and lotto booths

All retail shops and lotto booths are being advised to operate in accordance with the conditions for good practice included in this document.

Retail outlets usually involve the sale of goods or services to the public. These outlets include both areas where workers interact with customers and closed areas such as warehouses or distribution centres that may involve only minimal face-to-face contact with customers, supply chain delivery persons or fellow workers.

Principles for business continuity

Business continuity in respect of the COVID-19 pandemic should be founded on expert public health advice and on social dialogue, the following principles shall apply:

✓ All workers, regardless of their occupation or how they are engaged, have the right to a healthy and safe working environment.

✓ The COVID-19 pandemic requires a focused approach to work health and safety as it applies to non-essential retail outlets, including staff, clients, suppliers, and service providers.

✓ To keep retail shops healthy and safe, employers must, in consultation with staff and their representatives, assess the way they work to identify, understand, and quantify risks and implement and review control measures that address those risks.

✓ Employers and workers must work together to adapt and promote safe work practices consistent with advice from public health authorities, to ensure that
staff and clients are wearing masks or visors and that retail shops respect social distancing, exemplary hygiene and preventive measures that are important public health measures required to address the pandemic.

✓ Employers and workers must continue to prepare for the potential eventuality of COVID-19 in the workplace and respond immediately, appropriately, effectively, and efficiently, and consistent with specific recommendations from health authorities.

How COVID-19 spreads
The virus which causes COVID-19 disease can be spread through droplets from a sick person or on contact (by touch). COVID-19 disease often presents with coughing or sneezing which release droplets of infected fluid. Most of these droplets can fall on nearby surfaces and objects - such as desks, tables, machinery, equipment, floors, walls, clothes, or telephones. People can catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose, or mouth. Being less than two metres away from a person with COVID-19 for a prolonged period of time, one can catch the disease by breathing in droplets coughed out or exhaled by them.

In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. The most common symptoms of coronavirus include cough, fever, shortness of breath, tiredness, sore throat, runny / blocked nose, headache, muscle pain, loss of smell, loss of taste, diarrhoea, or vomiting. However, some go on to experience more serious illness and may require hospital care. Risk of serious illness rises with age. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

Persons who develop any of these symptoms, even if mild, are to stay at home, contact their doctor and contact the Public Health team on (+356) 111 for further advice and guidance. For more information, seek guidance on www.covid19health.gov.mt

Guidance on the use of medical or cloth masks or visors
Legal Notice 402 of 2020 prescribes that persons shall wear a mask or visor in a proper manner covering the nose, mouth, and chin of the person outside their residence, both when going to an indoor place and outdoors. The mandatory use of medical or cloth masks or visors also applies to retail outlets and lotto booths.

All staff and clients shall use medical or cloth masks or visors at all times. Where tolerated, masks (or masks together with visors) are preferred to visors alone. Masks or visors are to be invariably worn on entering or exiting retail outlets and lotto booths including all common areas when such outlets or lotto booths are located within shopping malls.
COVID Alert Malta
All staff are encouraged to download the COVID Alert Malta application to help facilitate the contact tracing process in case they develop COVID-19 or have been in close contact with someone known to have COVID-19. The instructions for downloading the application can be found at https://covidalert.gov.mt

COVID Vaccination
All employers and employees are encouraged to register online for vaccination via the link at MALTA – COVID-19 VACCINATION (gov.mt), according to the current age-groups / cohorts being invited. All employers are encouraged to facilitate attendance for vaccination appointments if these happen to be given during working hours.

Duties of the employers and workers
Employers are expected to take care of the health, safety, and welfare of workers, including themselves, and all other staff, including contractors and delivery persons, clients, and customers to their shops. This includes providing and maintaining a work environment that is without risk to health and safety, providing adequate and accessible facilities for the welfare of workers to carry out their work and monitoring the health of workers and the conditions of the workplace for the purpose of preventing illness or injury. Employers must minimise the risk of exposure to COVID-19 of workers and customers by taking reasonable and practical measures to mitigate risk.

Protection of workers from the risk of exposure to COVID-19 may include, for example:
✓ Requiring workers to practice social distancing
✓ Requiring all staff to wear masks or visors at all times
✓ Requiring workers to practice good hygiene (e.g., through workplace policies and ensuring access to adequate and well stocked hygiene facilities)
✓ Requiring workers to stay home when sick
✓ Cleaning the workplace regularly and thoroughly
✓ Implementing working from home arrangements for those aspects of the business where such arrangements can be applied

Employers must take actions to ensure that retail shops do not put the health and safety of clients, customers, contractors, and delivery persons at risk of contracting COVID-19. Such protection from the risk of exposure to COVID-19 may include, for example:
✓ Requiring them to practice social distancing, including through contactless deliveries and payments
✓ Requiring them to practice good hygiene, and
✓ Requiring others to stay away from the workplace, unless essential, e.g., such as family, friends, and visitors.

Employers must maintain a safe work environment in shops and facilities by, for example:
✓ Cleaning the workplace regularly and thoroughly,
✓ Restructuring the layout of the workplace to allow for social distancing,
✓ Limiting the number of people inside non-essential retail shops at any given time,
✓ Providing adequate facilities to protect workers, as much as possible from contracting COVID-19 such as:
  o Toilet facilities including adequate supply of soap, water and paper towels
  o Hand sanitisers around the workplace, where it is not possible for workers to wash their hands,
  o Staff rooms (where applicable) that are regularly cleaned and that allow for social distancing,
✓ Providing workers with regular breaks to use sanitizing facilities, particularly to allow workers to wash their hands, or to access hand sanitiser where this is not possible,
✓ Providing information, training, instruction, and supervision which may include:
  o guidance on how to properly wash hands
  o training on how to fit and use any necessary personal protective equipment (PPE)
  o training on adequate cleaning practices throughout the day
  o instructions on how to set up a safe home workplace for those working from home, and
✓ Providing workers with instructions on staying home from work if sick.

Employers have the duty to consult with workers on health and safety matters relating to COVID-19. Employers must give workers the opportunity to express their views and raise their concerns. Workers are most likely to know about the risks of their work. Involving them will help build commitment to any changes that employers need to implement. Employers must advise workers of the outcome of consultation. Adapting retail shops to manage and mitigate the risk of exposure to COVID-19 requires a thorough risk assessment. These guidelines provide considerations that employers must make when deciding on control measures such as restrictions within shops to allow for social distancing, the adequacy of facilities for proper personal hygiene, cleaning arrangements, working from home arrangements, and other changes that may affect the health and safety of workers. Consultation does not require consensus or agreement, but employers are strongly advised to allow workers to be part of the decision-making process for COVID-19 related matters.

**Promoting good hand and respiratory hygiene**
Employers must direct workers and customers to practice good hygiene inside retail shops. Good hygiene requires regular washing of hands with soap and water for at least 20 seconds and drying them with a clean paper towel. Workers must wash their hands before and after eating, after coughing or sneezing, after going to the toilet, when changing tasks and after touching potentially contaminated surfaces. When it is not possible to wash hands, an alcohol-based hand sanitizer with at least 60% ethanol or 70% alcohol as the active ingredient must be used as per the manufacturer’s instructions.
Good respiratory hygiene requires everyone at the shop to, at all times:

- cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
- avoid touching their face, eyes, nose, and mouth
- dispose of used tissues and cigarette butts hygienically, e.g. in closed bins
- wash their hands before and after smoking a cigarette
- clean and disinfect shared equipment and machinery after use
- have no intentional physical contact, for example, shaking hands and patting backs.

To enhance good hygiene outcomes:

- train workers on the importance of washing their hands with soap and water for at least 20 seconds and drying them correctly or use an alcohol-based hand sanitiser, before entering and exiting a common area
- place posters near hand washing facilities showing how to correctly wash and dry hands and clean hands with sanitizer,
- inform workers of hygiene standards expected when utilising common areas (cleaning up after use, placing rubbish in bins provided, avoiding putting items such as phones on work surfaces, etc.).

**10 STEPS TO CLEAN YOUR HANDS**

- Wet hands with water
- Use soap
- Palm to palm
- Fingers interlaced
- Back of hands
- Base of thumb
- Fingernails
- Rotationally rub wrists
- Rinse hands with water
- Dry hands with paper towel

*Fig. 1: 10 steps to wash your hands properly*

- keep communicating and promoting the message that people need to stay at home even if they have just mild symptoms and to return to work 24 hours only after they are symptom free.
- persons who develop a mild cough, fever (i.e. a temperature of 37.2°C or higher), shortness of breath, headaches, tiredness, muscle pain, sore throat, runny/blocked nose, loss of taste, loss of smell, diarrhoea or vomiting, should call the public health helpline on 111 giving details of their symptoms.
✓ Provide alcohol wipe dispenser for customers to wipe shopping bag handles before and after use.
✓ Provide more bins for people to dispose of any used tissues/items.
✓ It is not recommended that clothes are tried on prior to purchase, however if these are tried on in the changing rooms, the changing rooms need to be cleaned and disinfected appropriately after each use.
✓ Encourage the use of contactless payments, without disadvantaging older or vulnerable customers. Ask for the exact payment and provide workers with disposable gloves if they must collect money from customers. One pair of gloves per customer is to be used and used gloves are to be thrown away safely after use. Staff should have necessary items at hand so they can perform hand hygiene immediately after handling cash.
✓ Display posters with these messages in retail shops. Please contact the Health Promotion and Disease Prevention Directorate on 2326600 or visit www.covid19health.gov.mt. Combine this with other channels commonly used for communication in your business.

Hygiene facilities
Employers must ensure there are adequate and accessible facilities to achieve good hygiene and that facilities are in good working order, clean and safe. Employers must also consider whether there are an adequate number of hand washing stations, in convenient locations, to sustain the increase in good hygiene practices of workers and customers. Washroom facilities must be properly stocked and have adequate supplies of toilet paper, soap, water, and drying facilities (paper towels). Employers may also need to provide alcohol-based hand sanitizer in appropriate locations if there are limited hand washing facilities available.

When determining what facilities are needed, employers must consider the number of workers on site, the shift arrangements and when access to these facilities is required. If employers have temporarily down-sized worker numbers in response to COVID-19 and these will now be increased, employers must take this into account to determine the facilities needed before workers return to work.

In providing drinking water, employers should favour individual bottles of water to common drinking fountains. Rubbish bins must be cleared regularly and as often as necessary.

Employers should consider opening windows or adjusting air-conditioning for more ventilation in common areas. See a short summary below and for more details refer to guidance on air conditioning and ventilation systems available on covid19health.gov.mt

Social distancing
Social distancing refers to the requirement that people distance themselves from others. **Public Health Authorities have determined that everyone must keep at least 2 metres from others.**
Employers should consider and adjust the layout of the shop and workflows to enable workers and customers to keep at least 2 metres apart and that ‘4 square metres of space per person’ rule including staff is respected. This can be achieved by, spreading out furniture or plants to increase distancing.

Put signs and markings outside the entrance of the shop to identify 2 metres distance. Inside the shop create wall or floor markings to identify 2 metres distance, focusing particularly where customers queue such as at checkout counters or service points.

Employers should also review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between workers themselves and between workers and customers (e.g. payment counters).

**My workers cannot maintain a social distance of 2 metres when performing work. Does this mean they cannot perform work?**

Working in close contact increases the risk of workers being exposed to COVID-19. If the task must be completed and workers will be in close contact, undertake a risk assessment to determine what control measures are reasonably practicable in the circumstances to eliminate or minimise health and safety risks from COVID-19. For example, if close contact with others is unavoidable, implement other control measures such as:

- minimising the number of people within an area at any time.
- staggering start, finish and break times where appropriate.
- moving work tasks to different areas of the shop or off-site if possible.
- if necessary, separating workers into dedicated teams and have them work in shifts.
- ensuring each worker has their own equipment or tools.

**What other social distancing measures can be implemented in retail shops?**

Apart from restricting customer numbers within the store and setting wall / floor markings outside and inside the shop to identify 2 metres distances, businesses can take the following additional measures:

- split or stagger workers’ in shifts to reduce the number of workers in the shop at any given time.
- if adopting a shift system, do not rotate workers between teams. Keep team members fixed so that if a team member develops COVID-19, the number of exposed workers is minimised.
- schedule time between shifts so that there is no overlap of staff arriving at and leaving the workplace to avoid / reduce interaction.
- staff could wear a badge as a visual reminder to themselves and customers of social distancing requirements.
- use social barriers, such as acrylic or tempered glass, at checkouts, where appropriate.
- limit social interactions between workers and customers, where possible.
✓ limit social interactions between workers, and between workers and other persons at the workplace – e.g. by using contactless deliveries, and
✓ require workers to use methods such as mobile phone to communicate rather than face to face interaction.

**Layout of the retail shop**
The layout of the shop and workflows should enable workers and customers to keep at least 2 metres apart whilst performing their duties and shopping respectively. This can be achieved by, where possible:

✓ restricting workers and/or customers and others to certain pathways or areas, and
✓ spreading out furniture or store fittings to increase distancing.

The layout must allow for workers to enter, exit and move about the outlet both under normal working conditions and in an emergency without risks to their health and safety.

**Changing rooms and exchange of items**
Staff should ensure that changing rooms are cleaned after each client. If any clothing is tried on this is to be kept aside for 72 hours before another person can handle the clothing. Outlets should refuse exchanges of any purchased underwear items. If exchanges of purchased items other than underwear items are accepted, ensure that any returned items are left untouched and safely stored for at least 72 hours, prior to being offered again for purchase by customers.

**Staff meetings and training (where applicable)**
If meetings or training are essential, use non face-to-face options such as tele- and video-conferencing. If this is not possible, ensure face-to-face time is limited, make sure the gathering, meeting or training goes on for no longer than it needs to, and hold the gathering, meeting or training in spaces that enable workers to keep at least 2 metres apart and with 4 square metres of space per person – e.g. outdoors or in large conference rooms. Limit the number of attendees in a gathering, meeting, or training by holding multiple training sessions. Ensure adequate ventilation if gathering, meeting, or training is held indoors. Consideration needs to be given to how to communicate with workers and others for whom Maltese or English are not their first language.

**Workplace staff facilities (where applicable)**
Reduce the number of workers utilising staff common areas at a given time and stagger start times and meal breaks. Spread out furniture in common areas. Ensure workers maintain 2 metres distance when travelling in lifts. Depending on the size of the lift, this may result in only one person travelling in a lift at any one time.

Place appropriate signage about social distancing both outside and around the shop. Employers may consult the [www.covid19health.gov.mt](http://www.covid19health.gov.mt) website for links to a range of posters and resources to help remind workers and customers of the risks of COVID-
19 and the measures that are necessary to stop its spread. These posters can be placed around the shop and in entrances.

**Deliveries, contractors, and visitors attending the shop**

Non-essential visits to the shop should not be allowed. Family members of staff, particularly children, should not be allowed inside shops. Minimise the number of workers attending to deliveries and contractors as much as possible. Delivery drivers and other contractors who need to provide maintenance or repair services or perform other essential activities, should be given clear instructions of requirements while they are on site.

Ensure that they are wearing a mask or visor at all times. Ensure hand washing facilities, or if not possible, alcohol-based hand sanitizer, is readily available for workers after socially handling deliveries. Direct visiting delivery drivers and contractors to remain in vehicles and use contactless methods such as mobile phones to communicate with workers wherever possible. Direct visiting delivery drivers and contractors to use alcohol-based hand sanitizer before handling products being delivered.

Use, and ask delivery drivers and contractors to use, electronic paperwork where possible, to minimise social interaction. Where possible, set up alternatives to requiring signatures. For instance, see whether a confirmation email or a photo of the loaded or unloaded goods can be accepted as proof of delivery or collection (as applicable). If a pen or other utensil is required for signature, ask that the pen or utensil is cleaned or sanitised before use or use your own.

**Do I need to provide personal protective equipment to workers who are in close contact with each other or with customers for prolonged periods of time?**

Employers must ensure workers comply with social distancing requirements where possible. In circumstances where the nature of the task requires workers to be in close contact, put control measures in place that minimise the time workers spend with each other or with other people in the shop. Employers must also ensure workers are practicing good hygiene.

If employers have a situation where, despite other control measures, workers will be in close contact with each other or with other people for longer than the recommended time (i.e. more than 15 minutes face to face cumulative over one day or more than 2 hours in a shared closed space), the use of personal protective equipment (PPE) is recommended.

Workers must be trained in the proper use of PPE. Be aware of risks that may arise as a result of workers using and wearing PPE. Personal protective equipment (PPE) can be used to supplement the other control measures put in place to protect against COVID-19 including good hygiene measures, social distancing, environmental
cleaning and providing workers with information and training. Employers must implement more control measures to protect against COVID-19 than only PPE.

The type of PPE to be provided will depend on your shop and the outcomes of risk assessment. Common PPE that can be used to protect against COVID-19 include masks, gloves, eye protection, and screens. The use of certain types of masks, gowns and disposable suits is restricted to healthcare settings. It is not recommended that these types of PPE are used outside of healthcare to protect against COVID-19.

Eye protection, in the form of safety glasses, goggles or a face shield, can be used as PPE for protecting against the risks of COVID-19. Eye protection can assist to act as a physical barrier from droplet spray and prevent unintentional rubbing of eyes between hand washing. Eye protection may be necessary for workers who are in close proximity to droplet spray. For many retail shops, eye protection will not be a required control measure. Good hygiene practices should be followed if eye protection is used.

**Do I need to provide masks to workers?**
Legal Notice 402 of 2020 prescribes that persons shall wear a mask or visor in a proper manner covering the nose, mouth, and chin of the person outside their residence, both when going to an indoor place and outdoors. The mandatory use of medical or cloth masks or visors also applies to retail outlets and lotto booths.

Customers and staff are being directed to wear a mask or visor at all times whilst inside a shop or shopping mall. It is the responsibility of employers to provide appropriate masks or visors to their workers. Employers must also provide appropriate training and instruction on how to put on and fit, wear, remove and dispose of masks and on how to put on, remove and sanitise visors. Information about using masks or visors is provided by the manufacturer. Workers must comply with those instructions.

**Do I need to provide gloves?**
Gloves will not normally be necessary in many retail shops. A risk assessment must be conducted to help inform what gloves, if any, are appropriate for the shop. If employers choose to supply or use gloves, they should make sure the gloves are suitable for the work; not all gloves are appropriate for all work or workplaces. Be aware that wearing gloves may result in new risks. For example, wearing disposable gloves could cause skin irritation, contact dermatitis or other sensitivities in some workers.

When providing gloves, workers must be trained in how to put on, use, remove and dispose of gloves (Fig. 2). Employers must provide the appropriate facilities to use gloves properly including a hand washing area and appropriate products and a sealed bin for disposal. Even if workers wear gloves in the shop, employers should ensure that workers have good hygiene practices including washing or sanitizing hands frequently.
For more information on proper use of gloves, visit covid19health.gov.mt

**Do I need to install screens in the workplace?**
Acrylic or tempered glass screens can be considered at workplaces where workers are in close proximity to each other or to customers for long periods. For example, such a screen could be considered where two workers work side by side or back to back for a whole day. This does not remove the obligation to wear a mask or face visor.

If employers choose to install an acrylic or tempered glass screen, they need to ensure that the screen is fit for purpose and protects workers from droplet spray. The screen must allow the workers to safely work and protect their face from exposure to droplet spray. Be aware that installing a screen may result in other risks that need to be considered. Employers must provide appropriate training and instruction to workers who will use them. Screens should be cleaned in the same manner as other frequently handled objects or surfaces. See cleaning guide below for more information on cleaning and disinfecting, including for specific surfaces.
My workers need to travel in a vehicle together for work purposes. How do they practice social distancing?

Employers must reduce the number of workers travelling together in a vehicle for work purposes. Employers should ensure that only two people are in a 5-seat vehicle – the driver and a worker behind the front passenger seat. Only one worker should be in a single cab vehicle / delivery van.

These measures may mean that more vehicles are on the road at one time and more workers are driving and for longer periods than usual (if driving by themselves). Because of this, employers should review procedures and policies for vehicle maintenance and driver safety to ensure they are effective and address risks that arise when workers drive for work purposes. Workers using cars are required to wear face masks or visors, to follow air conditioning guidance (see below) and to keep all windows opened for the duration of the trip. Employers must ensure that vehicles are cleaned more frequently, no matter the length of the trip, but at least following each use by workers.

Do workers need to practice social distancing when on lunch break?

Workers must always comply to public health directions or orders. This includes maintaining a social distance of 2 metres between people. It is recommended to avoid staying in staff rooms during breaks and respecting social distance when having lunch in presence of others since they are not wearing masks. Hand hygiene before and after lunch should be respected.

Air conditioning and ventilation

Ventilation of retail shops and lotto booths should be through fresh air from either windows and doors or air-conditioning units equipped with ventilation systems. Mitigation measures are required to reduce the risk linked to the horizontal movement of air potentially laden with suspended viral particles across a room and between persons.

- Air-conditioning systems in shopping malls that are equipped with ventilation systems are suitable if they provide at least 3 air changes per hour of fresh air so as to satisfactorily dilute the air being circulated - this information can be obtained either from the installer or by contracting a ventilation engineer.

- Air-conditioning systems in shopping malls that are not equipped with ventilation systems are to be kept switched off unless they can be fitted with a suitable ventilation system that can provide at least 3 air changes per hour of fresh air - this can be done by contacting the installer or contracting a ventilation engineer. Until ventilation is available, windows and doors should be kept open to provide natural ventilation. Additional extractors are recommended which must be thoroughly cleaned at least weekly.

- Stand-alone units in retail shops and lotto booths can be utilised as long as doors and windows are kept open, the flaps are directed towards the ceiling, the filters
are cleaned well and maintained properly, and recirculated air-conditioning avoided. Additional extractors are recommended which must be thoroughly cleaned at least weekly.

✓ Indoor fans should be used in combination with open doors and windows and arranged to blow air either towards the ceiling or towards the floor, in a way that horizontal movement of air is avoided.

In vehicles, avoid using the recirculated air option for the vehicle’s ventilation. Operate the AC with ventilation selector on outside air. Typically, this is presented with the following icon.

On long trips either keep vehicle windows slightly open or open windows frequently to ventilate with fresh air

**Cleaning and disinfecting measures**

A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus. Retail shops must be cleaned at least daily. Cleaning with detergent and water is sufficient. Once clean, surfaces can be disinfected. When and how often the shop should be disinfected will depend on the likelihood of contaminated material being present. Alternatively, cleaners may be able to do a 2-in-1 clean and disinfection by using a combined detergent and disinfectant.

**How to clean and disinfect**

Cleaning means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is designed to break up oil and grease with the use of water. Anything labelled as a detergent will work. Cleaning should start with the cleanest surface first, progressively moving towards the dirtiest surface. When surfaces are cleaned, they should be left as dry as possible to reduce the risk of slips and falls, as well as spreading of viruses and bacteria through droplets.

Disinfecting means using chemicals to kill germs on surfaces. It is important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectants containing ≥ 70% alcohol, ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (surfaces where liquids pool, and do not soak in). The packaging or manufacturer’s instructions will outline the correct way to use disinfectant. Disinfectants require time to be effective at killing viruses. If no time is specified, the disinfectant should be left for ten minutes before removing.

**Which areas should be cleaned and disinfected, and how often?**
Any surfaces that are frequently touched should be prioritised for cleaning, e.g. door handles, counters, phones and POS machines, Perspex screens (if installed) and sanitary facilities (such as toilets). Any surfaces that are visibly dirty, or have a spill, should be cleaned as soon as they are identified, regardless of when they were last cleaned.

Workplaces should be cleaned and disinfected every day. If the shop has many customers entering each day, more frequent disinfection is recommended. If the work environment e.g. warehouse, administration, offices, etc. is only attended by the same small work crew each day and involves little interaction with other people, routine disinfection in addition to daily cleaning may not be needed.

**What should cleaners wear?**

In most circumstances, it will not be necessary for cleaners to wear protective clothing to clean the shop. However, workers should use personal protective equipment (PPE) that is necessary for the products they are using. Gloves and a disposable apron are the minimum requirements. Medical masks should be used if cleaning an area impacted by a suspected or confirmed COVID-19 case. Clothes that can be washed afterwards are suitable.

**Operating your shop with community spread of COVID-19**

**If an employee becomes ill with COVID-19 in the workplace**

- Develop a plan of what to do if someone becomes ill with COVID-19 at the shop. It is obligatory to notify the public health authorities.
- Identify persons who may be at risk, and support them, without inviting stigma and discrimination.
- Review operational procedures and continue to promote teleworking, if applicable.
- Treat personal information about individual workers’ health carefully, in line with privacy laws.

**If there is an outbreak of COVID-19 in the shop**

- The business continuity plan should address how to keep the business running if a significant number of employees, contractors and suppliers cannot come to your place of business - either because they are on obligatory quarantine or because they are ill.
- Alert and consult with the public health authorities in case of difficulties.
- Communicate with employees and contractors about the business continuity plan. Make sure they are aware of what they need to do – or not do – under the plan. Emphasise key points such as the importance of staying away from work even if they have only mild symptoms or have had to take simple medications (e.g. paracetamol, ibuprofen) which may mask the symptoms.
✓ Be sure the plan addresses the mental health and social consequences of a case of COVID-19 and offer information and support.

**Tips for managing stress from COVID-19**

✓ Regularly ask workers how they are getting along and if anything is stressing them.

✓ Where workers are distressed about the challenging conditions caused by the pandemic, acknowledge their feelings about the situation and re-assure workers they are doing what they can in the circumstances.

✓ Stay informed with information from official sources and regularly communicate or share this information with workers.

✓ Evaluate with workers and their representatives any risks to their psychological health and physical health and safety.

✓ Address the psychosocial risks where it can be reasonably done.

✓ Provide workers with a point of contact to discuss their concerns.

✓ Proactively support workers identified to be more at risk of workplace psychological injury particularly frontline workers. Remember also those working from home.

✓ Refer workers to appropriate mental health and wellbeing support services, such as Helpline 1770.