



Retail workers

What you need to know

This information sheet aims to advise retailers and frontline retail workers on what they need to know about COVID-19. Due to the increasing spread of COVID-19 infections in South Africa the President declared a national state of disaster and a 21-day nationwide lockdown. Retailers selling essential goods such as supermarkets, spaza shops were exempt from the lockdown.

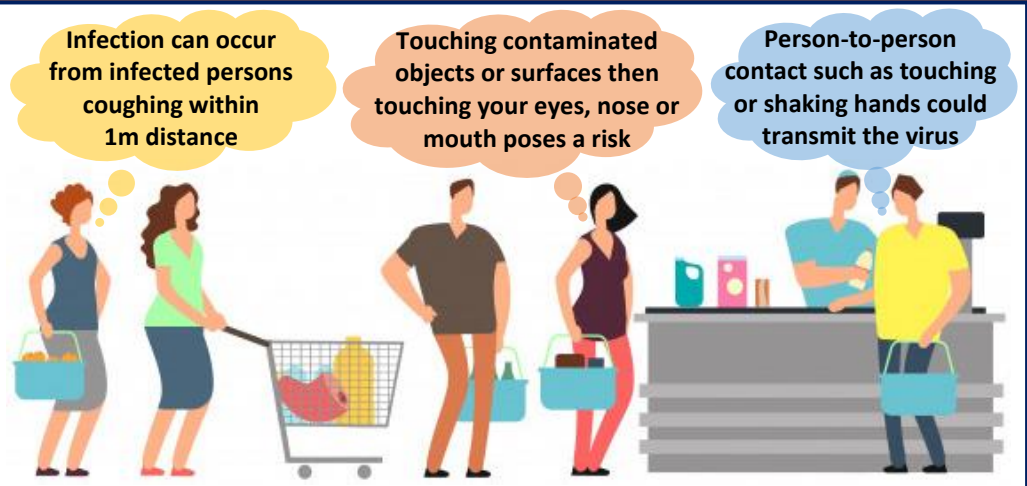
RISK GROUPS

All workers, including those working in industries deemed less essential during the lockdown period, are at risk of COVID-19. Hence, it is important that preventative measures be in place when workers return to work after the lockdown period. Risk groups include but may not be limited to:

- ▶▶ Cashiers
- ▶▶ Stock clerks
- ▶▶ Packers
- ▶▶ Retail salespersons
- ▶▶ Information clerks

AT RISK WORKERS

- Elderly
- Smokers
- Immunocompromised workers
- Chronic Lung Diseases, including TB, Asthma and COPD
- Auto Immune Diseases of any Kind
- Chronic Kidney Diseases
- Cancer, Diabetes
- HIV +ve with low CD4 count

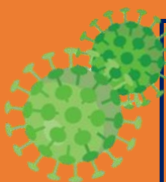


MITIGATION STRATEGIES TO PROTECT YOURSELF AND OTHERS

- **Clean and hygienic workplaces**
Clean and disinfect frequently touched objects and surfaces.
- **Handwashing or sanitizing**
Wash your hands often with soap and water (~20 seconds). If soap and water are not available, use an alcohol-based hand sanitiser with at least 60% alcohol.
- **Respiratory hygiene**
Employees should avoid close contact with people by maintaining a 1m distance. Cough or sneeze using a flexed elbow or into a tissue and safely dispose of it.
- **Flu vaccines**
There is currently no vaccine for COVID-19, but it will help to take the flu shot to prevent unnecessary testing.
- **Travel**
Avoid travelling if not necessary.
- **Close or casual contact**
If you have been in contact with a confirmed case, self-quarantine at home and monitor for signs of illness.

I suspect I have COVID-19 – what should I do?

If you suspect, you have COVID-19 avoid contact with other people, wear a mask and inform your supervisor/manager immediately to activate procedures for screening and testing if indicated.



PREVENTATIVE ACTION



STOP

Both the employers and employees in the retail industry play an important role in preventing the spread of **COVID-19**. The implemented measures must be effective, while minimising any disruptions to the provision of essential services rendered.

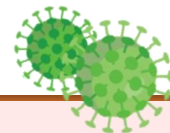
WHAT CAN ESSENTIAL RETAIL EMPLOYERS DO?

- ▶ Review, update and implement policies, procedures and emergency operations plans that address COVID-19.
- ▶ Have HR policies to account for unique sick leave such as self-quarantine (14 days).
- ▶ Conduct or review risk assessment to identify exposure risks for workers (e.g. pharmacists, store assistants, cashiers, cleaners, food servers, packers, security, etc) and implement appropriate control measures.
- ▶ Develop communication plan for sharing credible information (e.g. notice boards, announcement speakers).
- ▶ Provide training and education on prevention of COVID-19 infections.
- ▶ Ensure adequate ventilation is in place and functional at all times.
- ▶ Implement floor markings of 1m apart to indicate queueing, as far as reasonably practicable.
- ▶ Restrict the number of customers that can be in the stores per time and have queue marshals for crowd control.
- ▶ Online or mobile shopping is encouraged to reduce occupancy.
- ▶ Pre-ordering solutions should be explored to reduce waiting times
- ▶ The use of cashless or contactless payment to reduce cash handling should be promoted.
- ▶ Consider introducing drive through purchase or collection points.
- ▶ Provide resources at the shops for staff, customers and contractors e.g. hand washing facilities, education material, disinfectant wipes, etc.
- ▶ Where employees in retail operations are not able to wash hands frequently such as cashiers, a sanitiser may be provided for each till for regular sanitising.

¹ **Usage of masks and gloves is not advised for use in the retail or food manufacturing space. Frequent hand washing with soap and water or hand sanitising is essential. Staff involved in some operations, e.g. handling of food or cleaning chemicals, may need to wear appropriate PPE, as specified in the MSDS of the chemicals and materials used.**

WHAT SHOULD RETAIL WORKERS DO?

- ▶ Every employee should take responsible care for the health and safety of themselves and others.
- ▶ Adhere to the workplace health and safety protocols.
- ▶ Wear appropriate protective wear as determined by the risk assessment at all times when working in areas of high exposure, such as interacting with customers.
- ▶ Clean and disinfect frequently touched surfaces (fridge doors, counters, pay points, etc.).
- ▶ Practice frequent hand hygiene, that is, wash with soap and water or hand sanitizer for 20 seconds.
- ▶ Employees who have or are caring for laboratory confirmed COVID-19 family member/s at home should notify the employer and health officials for guidance on the appropriate course of action.
- ▶ Inform fellow workers of their possible exposure.
- ▶ Stay at home if you are unwell



SOCIAL DISTANCING

