

Coronavirus (COVID-19): Readiness checklist for retail sector



Store Details	
Name of retail outlet	
Number of staff employed	
Number of staff in shop per shift	
Area of shop (m ²)	
Opening hours	

Manager Details			
Name			
Contact details			
Office			
Mobile			
Fax			
Email			
Signature		Date of report	

Intervention area	Indicators	Store response			Comments
		Yes	No	Not Applicable	
1. Preparation for prevention	Has a risk assessment of the shop been done to determine (a) likely points where people interact and (b) places where contact between people and objects would occur?				
	For each point identified above, have practical measures been devised to both limit contact and disinfect after contact?				
2. Staff training	Have staff been educated on ways in which coronavirus is spread and trained on how to prevent spread of coronavirus at work and home?				
	Have staff been advised what activities of their job poses risk of infection and which prevention measures apply specifically to them?				
	Have staff been informed on how to manage clothes worn at work?				
	Have the above messages been repeated at regular intervals and are they supported by appropriate signage?				
3. Monitoring staff	Have staff been advised to stay away from work if they develop any symptoms of coronavirus, and to attend a coronavirus testing centre or call the provincial hotline?				
	Are staff being screened for symptoms of coronavirus on arrival at work?				
	If temperature checks are being done, is a non-contact thermometer (thermal scanner) being used?				
	Is there a protocol in place for how to manage an employee who presents with symptoms at the workplace?				

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4. Cleaning of hands	Have staff been educated on hand hygiene measures, including when and how to clean hands properly?				
	Are facilities available for staff and customers to clean their hands regularly, either with soap and water or with alcohol-based hand sanitiser?				
	Is there an alcohol-based hand sanitiser available at each till point for staff and customer use?				
	Have sanitising wipes been placed at frequent touch point areas, such as weighing scales and door handles?				
5. Other hygiene measures	Have staff been educated on other hygiene measures, such as not touching mouth/nose/eyes with unwashed hands, and coughing/sneezing into elbow or tissue?				
6. Daily cleaning routines	Are all frequently-touched surfaces and objects cleaned and disinfected daily?				
	Are these surfaces being cleaned with soap and water, and then disinfected with a dilute bleach solution?				
	If the area cannot be cleaned with soap and water, is it being wiped down with a 70% alcohol solution?				
7. Cloth face masks	Have staff been provided with at least 2 cloth masks each, free of charge, to wear while at work and while commuting to and from work?				
	Have staff been trained on how to put on, wear, remove and wash cloth masks correctly?				
8. Face shields or visors	If face shields or visors are being used, have staff been trained on how to put on, wear, remove and clean these correctly?				
	If face shields or visors are being used, are masks being worn in addition to these?				
9. Perspex or glass guards at tills	If perspex or glass guards at till points, are they being cleaned regularly with soap and water and then disinfected with dilute bleach or alcohol solution?				
	If perspex or glass guards at till points, is there signage advising staff and customers to avoid touching the guards?				
10. Ventilation	Has natural ventilation been maximised where possible, e.g. leaving doors and windows open?				
11. Physical distancing of staff	Have work spaces been rearranged if necessary, to allow physical distancing of at least 1.5m between staff members?				
	Have staff been advised to avoid gathering closely together in common areas such as kitchens?				
	Have administrative staff members been allowed to work from home if possible?				
	Has the number of administrative staff members in store at same time been minimised?				
	Has movement of staff (such as managers and supervisors) between stores been minimised where possible?				
	If staff transport being used, are measures in place to ensure vehicles filled to a maximum of 50% loading capacity, windows kept open and staff wearing cloth masks?				

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12. Store entrance	Have additional entrances/exits been closed so only 1 entrance/exit is available for customers?				
	Has the maximum number of people allowed in the store at one time been calculated?				
	Has a staff member been positioned at entrance/exit to store to control number of customers entering the store and ensure those in the queue are maintaining a distance of at least 1.5m from each other?				
	Are customers being offered alcohol-based hand sanitiser to clean their hands when entering and exiting the shop?				
	Are customers being offered alcohol-based sanitising wipes to clean handles of shopping trolleys/baskets, or is a staff member spraying and wiping handles with alcohol-based sanitiser before each customer use?				
	Are handles of shopping trolleys/baskets being cleaned before being returned to the bays?				
13. Physical distancing in-store	Has a staff member inside store been assigned task of ensuring that staff and customers maintain a distance of at least 1.5m from each other?				
	Are aisles being kept clear where possible, and not blocked by boxes or other items?				
	Have products and shelves been spread out where possible to assist customers to maintain a safe distance from each other?				
	Are staff and customers being reminded to maintain a safe physical distance from each other, by means of regular announcements, signage or posters?				
	Are sufficient tills in operation to minimise number of people in queue? (ideally no more than two people queueing per till)				
	Are measures in place to ensure customers in queue and at till points maintain a distance of at least 1.5m apart?				
14. Advice for till-points	Are cashiers and packers cleaning their hands with alcohol-based hand sanitiser prior to assisting each customer?				
	Are customers being offered alcohol-based hand sanitiser to clean their hands before being assisted at till/counter?				
	Are customers being encouraged to swipe own loyalty and credit cards, and to use payment systems that minimise contact such as “tapping” and barcode scanning systems such as Snapscan?				
	Are customers being offered alcohol-based hand sanitiser to clean their hands after being assisted at till/counter?				
	Are all surfaces, till and credit card machine being wiped with hand sanitiser or dilute bleach solution after assisting each customer?				
	Are cashiers cleaning hands with alcohol-based sanitiser after wiping the surface area, till and credit card machine?				
	Are packers cleaning hands with alcohol-based sanitiser after assisting each customer?				
	At end of each day, are work areas being cleaned with standard cleaning products, or wiped with a dilute solution of bleach?				
15. Self-service food stations	Have all self-service food stations been closed where possible?				
	Where fresh produce is sold, are there visual aids or signage encouraging customers to avoid touching multiple items, and to make a selection before they touch the item?				

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16. Staff canteen or break room	Have staff break times been staggered to minimise the number of staff in the canteen/break room at the same time?				
	Have staff been allowed and encouraged to spend breaks outdoors?				
	Are there visual aids or signage to remind staff to wash hands before eating and maintain physical distancing?				
	Is there a facility for staff to wash hands with soap and water in the break room?				
	Are all surfaces in break room being cleaned thoroughly and frequently?				
	Are tables and chairs spaced at least 1,5 metres apart from each other?				
17. Staff bathroom facilities	Are there visual aids or signage to remind staff to wash hands?				
	Is there a facility for staff to wash hands with soap and water?				
	Are there disposable paper towels available for drying hands after washing?				
	Is there a large sealed bin available for disposal of used paper towels?				
	Are bathrooms being cleaned thoroughly and frequently?				
	Are bins emptied regularly to avoid overflowing?				
18. Handling of waste	Is waste from waste containers being disposed of into plastic bags and sealed before discarded into general waste for refuse collection?				
	Are utility gloves being worn by staff when emptying the waste containers?				
	Are closed shoes being worn by staff handling waste and by cleaning staff?				
19. Receiving goods from suppliers	When delivering goods, are drivers remaining in vehicles if possible?				
	Is physical distancing being maintained during the delivery process?				
	Are drivers using alcohol-based hand sanitiser before handing any delivery documents to staff?				