



# SAFE SHOPPING

A guide based on industry  
and government guidance  
for in-store practices during  
COVID-19

**16 December 2020**



# IGA SUMMARY OF COVID-19 POSITIONS

- 1 Manage number of shoppers in store.** Supermarkets across Australia have come together to agree on a maximum number of shoppers that we would like in our stores at any one point in time. It is based on store size, so each store has a different limit that they will monitor themselves.
- 2 One-way shopping direction in some of our smaller stores.** If we have arrows on the floors, please follow them to help us better manage the 1.5m social distancing rules.
- 3 We may ask our shoppers to pack their own bags.** This will help us to keep contacts to a minimum.
- 4 Shop solo.** Please nominate just one person from your household to do the grocery shopping. This will help us keep the number of shoppers in store to a minimum.
- 5 Extra cleaning routines.** Our stores are being cleaned more frequently than ever. We are wiping down trolleys and baskets frequently, as well as all high traffic areas such as service areas, checkouts and EFTPOS pin pads etc.
- 6 Contactless limits lifted.** Many banks have lifted their tap & go limits from \$100 to \$200 to keep more transactions contactless and quick.
- 7 Be kind to our team members.** They are locals too and they are risking themselves to keep serving their local communities throughout this crisis.
- 8 Online shopping and home delivery.** We have seen the online shopping trend grows globally...and now it's happening locally. That's why we're opening up IGA Shop Online to ALL shoppers.
- 9 Ongoing limits on items.** To keep everyone shopping normal.
- 10 Temporary suspension on returns policy** for changes of mind.
- 11 We are protecting our staff.** They are asked to take breaks outside of our stores, in the fresh air. We are limiting the number of people on break at the same time. We have made hand sanitizer available to all staff during their shifts. Information is also available on wearing gloves and masks, but it won't replace the additional hygiene practices we have implemented like more frequent hand washing and sanitising.
- 12 COVIDSafe Plans.** Having a plan in place acts as a mitigation and will reduce the risk of a store closure if a store has a positive case.
- 13 Localised Outbreaks and Contact Tracing Guidelines** – Procedure for localised outbreaks, and guidelines for store team members on what to do in the event they come in contact with COVID-19
- 14 What to do if you have a confirmed case in store** including supermarket hygiene practices and key steps to consider.



# **MANAGING THE NUMBER OF SHOPPERS IN STORE**





# MAXIMUM SHOPPER COUNTS

## INDUSTRY AGREED CUSTOMER COUNTS

Store Grouping	Store Size SQM	Max customer count (4sqm)*	Max customer count (2sqm)**
Extra small convenience	<100	6	12
Small convenience	100-300	20	40
Medium convenience	300-500	35	70
Large convenience	<1,000	75	150
Small supermarket	1,000-2,000	110	220
Medium supermarket	2,000-3,000	200	400
Large supermarket	>3,000	275	550

Calculated as follows:

Total retail trade area less 50-60% (equipment and service areas) = maximum "shoppable area".

\*Maximum shoppable area divided by 4sqm = max. people in store (in accordance with social distancing guidelines)

\*\*Maximum shoppable area divided by 2sqm = max. people in store (in accordance with social distancing guidelines)

Max people in store less number of store staff = Max. customer count

## STORE PROCESS INSTRUCTIONS

Have a staff member on the front door during peak trading times (when this number is likely to be exceeded) to monitor number of shoppers inside store.

- If it appears that the shopper limit is about to be exceeded, please ask shoppers to queue outside the store following the governments 1.5m social distancing guidelines, and only let a shopper in once another shopper has left the store.
- You may also consider encouraging shoppers to move through the store in under 15 mins to help limit exposure and manage queuing.

Every hour, take a quick count of shoppers in your store and keep a record by completing the **"Shopper Count Record"** form (download on the next page). Keep your shopper count records together at the service desk should regulators request to see them.

**TIP:** Consider appointing a staff member at the front of the store to count shoppers upon entry and to manage queues outside the store, this is what some of our competitors are also doing.

# MAXIMUM CUSTOMER COUNTS SIGNAGE

## STORE SIGN & FACEBOOK POST



### Facebook copy

"We've introduced a limit to the number of shoppers in our store at any one point in time to help us protect you and our staff. Thanks for your understanding."

For more IGA updates and information visit [iga.com.au/update/](https://iga.com.au/update/)

## POSTER INSTRUCTIONS

1. Select the sign that is most appropriate for your store – V1 or V2\*. (check your local competitor and be guided by their decision as to which one you should use).
2. Download and print signs as A4 or A3 from myIGA.



[Click here to download](#)

\* Regardless of which sign you display, you need to keep a copy of the Industry Agreed Customer Counts table, along with your shopper count records.

## FACEBOOK INSTRUCTIONS

1. Download from myIGA and post on Facebook regularly if you are a store battling with challenging shopper counts OR from Wednesday in the lead up to Easter.
2. Ensure to use the Facebook copy provided.



[Click here to download](#)



[Click here to download](#)

## SHOPPER COUNT RECORD

# SOCIAL DISTANCING AND MANAGING QUEUES

## STORE SIGN



(A)

## DECALS



(B)

## INSTRUCTIONS

1. Download the sign from myIGA and print as either A4 or A3 as required.
2. Store sign (A) must be displayed near where queues may form (during peak hours).
3. Floor decals (B) have been printed and sent to ALL stores, please use them on floor at all queue points in store.



[Click here  
to download](#)



[Click here  
to download](#)



**ONE WAY SHOPPING  
DIRECTION IN SOME  
OF OUR SMALLER  
STORES**



# ONE WAY SHOPPING DIRECTION IN SMALLER STORES

## STORE SIGN, DECAL & FACEBOOK POST



(A)

### Facebook COPY:

"We've introduced one way shopping down our aisles to support social distancing of 1.5m. Please follow the arrows as indicated."

For more IGA updates and information visit [iga.com.au/update/](https://iga.com.au/update/)



(B)



(C)

## POSTER INSTRUCTIONS

1. Download sign (A) from myIGA and print as A4 or A3.
2. Display sign (A) every 3m to indicate preferred shopper direction throughout your store.
3. Floor decals (B) have been printed and sent to ALL stores, please use them on floor at all queue points in store.



[Click here to download](#)



[Click here to download](#)

## FACEBOOK INSTRUCTIONS

1. Download (C) from myIGA and post on website regularly if you are a store battling with challenging shopper counts OR from Wednesday in the lead up to Easter.
2. Ensure to use the Facebook copy provided.

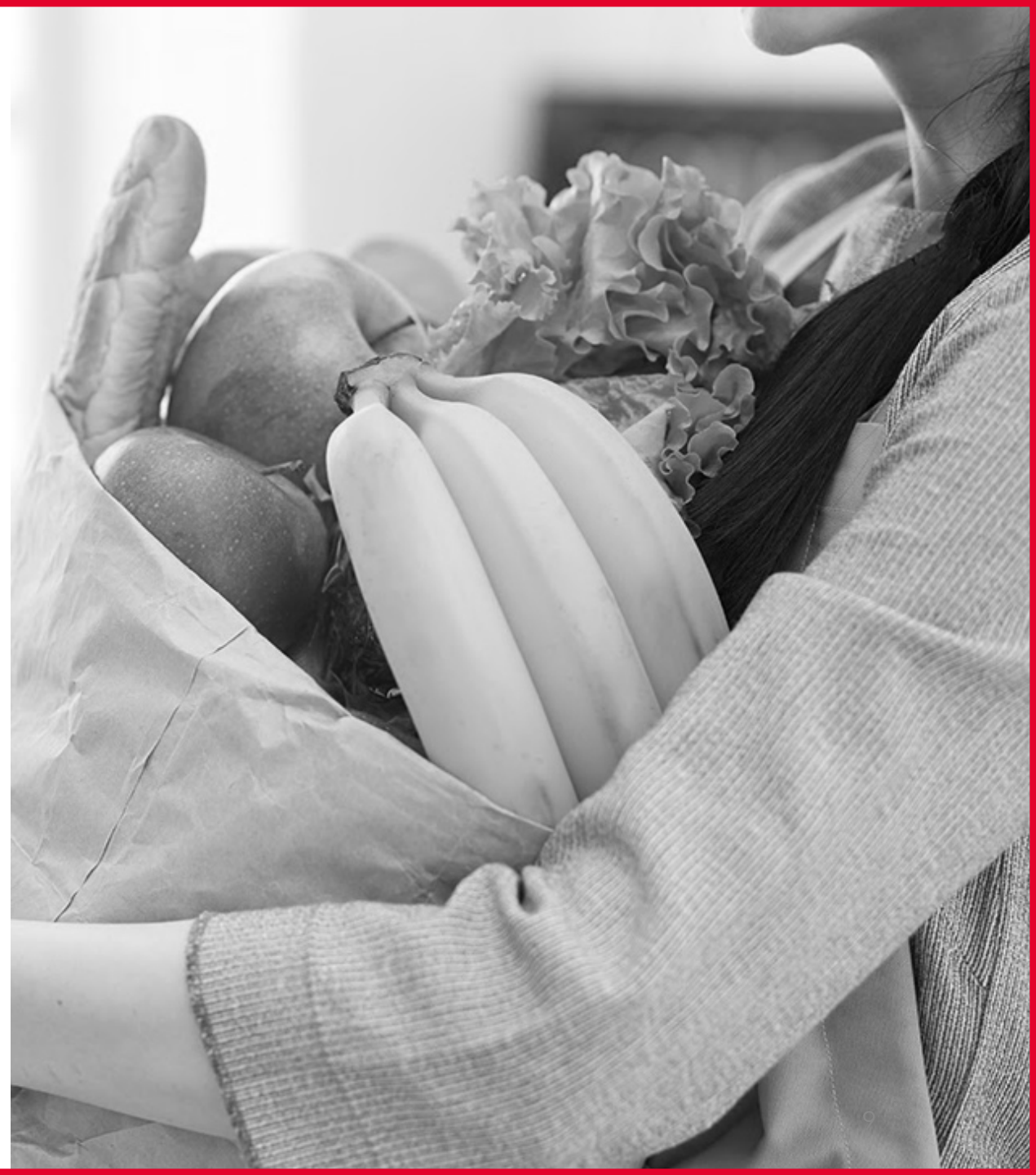


[Click here to download](#)



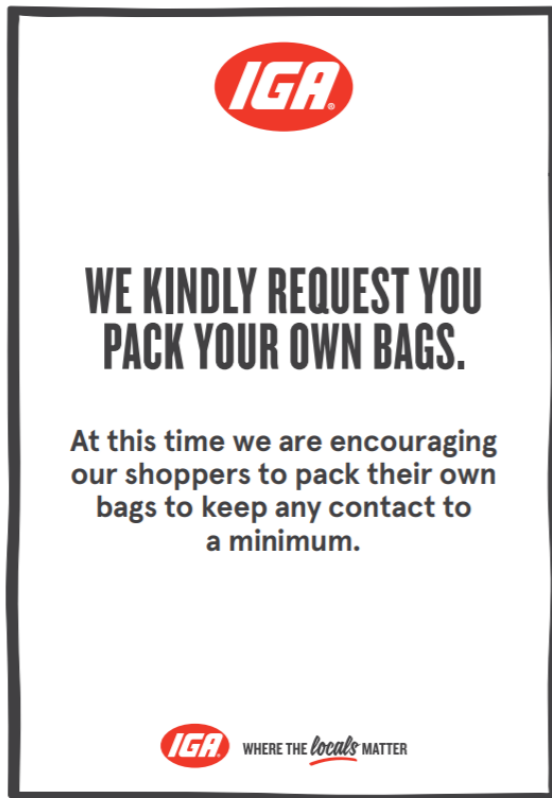


**WE MAY ASK YOU TO  
PACK YOUR OWN  
BAGS**



# WE MAY ASK YOU TO PACK YOUR OWN BAGS

## STORE SIGN & FACEBOOK POST



### Facebook COPY:

"At this time we encourage our shoppers to pack their own bags to keep any contact to a minimum."

For more IGA updates and information visit [iga.com.au/update/](https://iga.com.au/update/)

## POSTER INSTRUCTIONS

1. Download the sign from myIGA and print as either A4 or A3 as required.



2. Store sign should be displayed at checkouts only.

## FACEBOOK INSTRUCTIONS

1. Download from myIGA and post on Facebook only IF this is a practice that you wish to implement in your store – watch-out you may get shopper backlash over this one.
2. Ensure to use the Facebook copy provided.





**SHOP SOLO**



# SHOP SOLO

## STORE SIGN "Our COVID-19 Precautions" + "Shop Solo" & FACEBOOK POST



### Facebook COPY:

*"To help maintain social distancing of 1.5m we ask that you shop by yourself if possible to reduce the number of customers in our stores at any one time."*

For more IGA updates and information visit [iga.com.au/update/](https://iga.com.au/update/)

## POSTER INSTRUCTIONS

1. Download the sign from myIGA and print as either A4 or A3 as required.
2. Store sign should be displayed at all customer service points.



## FACEBOOK INSTRUCTIONS

1. Download from myIGA and post as required.
2. Ensure to use the Facebook copy provided.







# **EXTRA CLEANING ROUTINES**



# REINFORCE ADDITIONAL STORE CLEANING PROCESSES

## STORE SIGN “Additional Frequently Cleaned Areas” & FACEBOOK POST



## POSTER INSTRUCTIONS

1. Download from myIGA and print as A4 or A3 as required.
2. Store sign should be displayed at all customer service points.



[Click here  
to download](#)

## FACEBOOK INSTRUCTIONS

1. Download from myIGA and post on Facebook occasionally (once per week).
2. Ensure you use the Facebook copy provided.



[Click here  
to download](#)

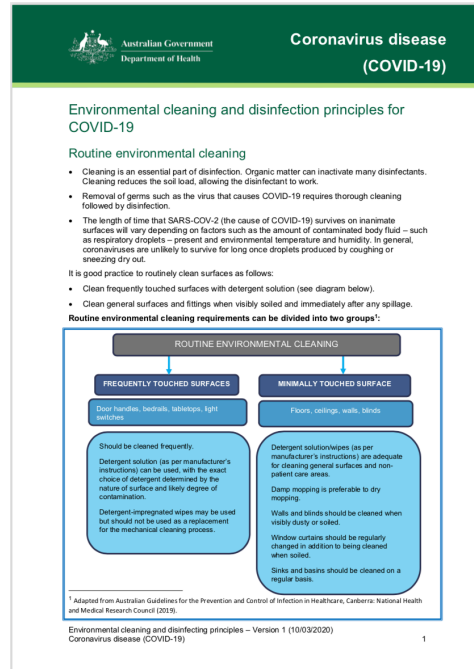
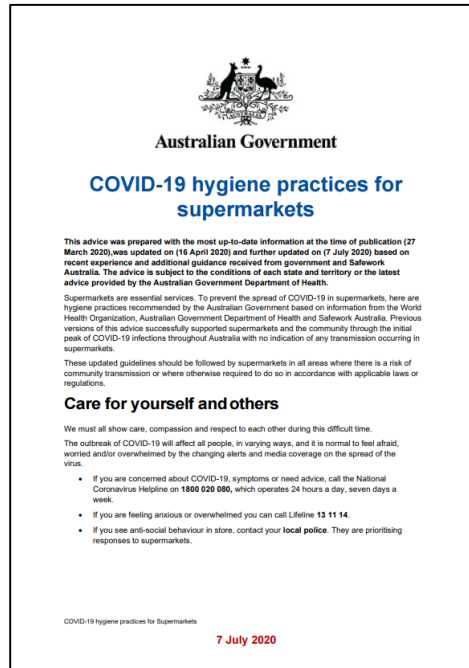
## Facebook COPY:

*“Your health and safety is important to us! We’re taking extra precautions to clean and sanitise the most common touch points in store.*

*For more IGA updates and information visit [iga.com.au/updates](https://iga.com.au/updates)”*

# ADDITIONAL STORE CLEANING PROCESSES

## REFERENCE MATERIALS



## SUMMARY INSTRUCTIONS



### Store hygiene

#### Customers entering the store

When entering the supermarket, customers should be given antibacterial wipes and/or hand sanitiser for personal use, and antibacterial wipes for use on their trolley and/or basket.

#### Sneeze guards

Screens between staff and customers at registers can be effective at preventing the spread of COVID-19, but are not necessary due to the limited period of interaction.

In relation to food fixtures, the best control is supervision and the removal of contaminated products from sale.

If a customer is spreading droplets (sneezing, coughing or vomiting) at the check-out, regardless of whether a screen is present, clean surfaces with appropriate disinfectant and single use cloth or wipe. Dispose of used cleaning materials appropriately.

#### Cleaning supermarkets

The risk of infection from touching surfaces, objects and cash is extremely low and will only occur when someone touches their face, especially eyes, nose and mouth after handling objects that have cough or sneeze droplets from an infected person.

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water.

You should have a regular cleaning regime (at least twice a day) for all 'high touch' surfaces and a daily clean of all 'low touch areas'. High touch areas include door handles, handrails, light switches, toilets, taps, counters, benches, and registers. You should also prioritise cleaning and disinfecting surfaces which are visibly soiled (dirty) and which are used by multiple people.

You should consider cleaning EFTPOS machines and self-serve checkouts after every transaction.

Thoroughly clean environmental surfaces with water and detergent and apply commonly used hospital-level disinfectants (such as sodium hypochlorite).<sup>6</sup>

#### Disinfecting individual workspaces

You should use standard cleaning practices at the end of each shift, taking into consideration how often the surfaces are touched.

Touch screens that are high contact areas such as office computers and sign in / attendance recording equipment should be regularly disinfected with wipes.

**TIP:** Go an extra step by cleaning trolley and basket handles, EFT pin pads and conveyor belts after each use. This is what your competitors are doing.



**CONTACTLESS  
LIMITS LIFTED**





# CONTACTLESS LIMIT LIFTED

## STORE SIGN



## BACKGROUND:

- It will start from 9th April 2020 but will be incremental in its roll out
- The BANKS are updating their terminals and timing will vary by bank / terminal type / software version – it has commenced but will take a few weeks to fully roll out.

## POSTER INSTRUCTIONS

1. Download and print as A4 from myIGA
2. Cut to 3-up and laminate
3. Attach to CFD at **all checkouts**



## FOR RETAILERS IT'S SIMPLE:

- Follow the instructions on the Pinpad – if the Pinpad asks for a pin, get one! If it says approved, the transaction is complete.
- This is an industry wide change – it is not specific to Coles / Woolworths despite the stories in the press



**BE KIND**



# BE KIND TO OUR TEAM MEMBERS

## STORE SIGN & FACEBOOK POST



### Facebook COPY:

*"Please be kind to our amazing IGA team members – they're locals too! Let's look out for each other and we all can get through this together."*

*For more IGA updates and information visit [iga.com.au/updates](https://iga.com.au/updates)"*

## POSTER INSTRUCTIONS

1. Download from myIGA and print as A4 or A3 as required.
2. Store sign should be displayed at all **customer service points** as well as near where shoppers may be queuing (if required).



[Click here to download](#)

## FACEBOOK INSTRUCTIONS

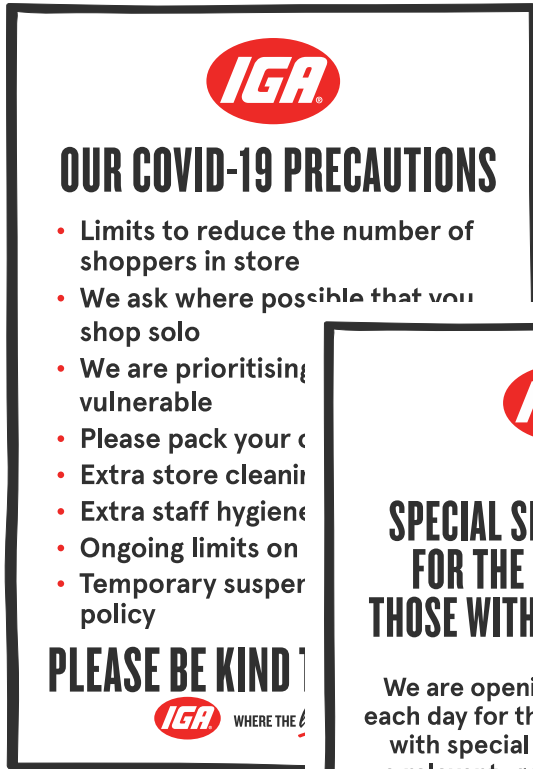
1. Download and post frequently on your stores Facebook page.
2. Ensure you use the Facebook copy provided.



[Click here to download](#)

# PRIORITISING THE ELDERLY IN STORE

## STORE SIGN “COVID-19 Precautions” + “Special shopping hours for the elderly” & FACEBOOK POST



## POSTER INSTRUCTIONS

1. Download applicable signs from myIGA.
2. Print signs as A4 or A3 and display at the front entrance of your store.



## FACEBOOK INSTRUCTIONS

1. Download from myIGA and post on website as required for your store.
2. Ensure to use the copy provided.



## Facebook COPY:

V1 – “We are opening an hour earlier each day for the elderly and those with special needs. Just bring a relevant, government-issued Seniors, Pensioner or Disability Card for entry.

For more IGA updates and information visit [iga.com.au/updates](https://iga.com.au/updates)”

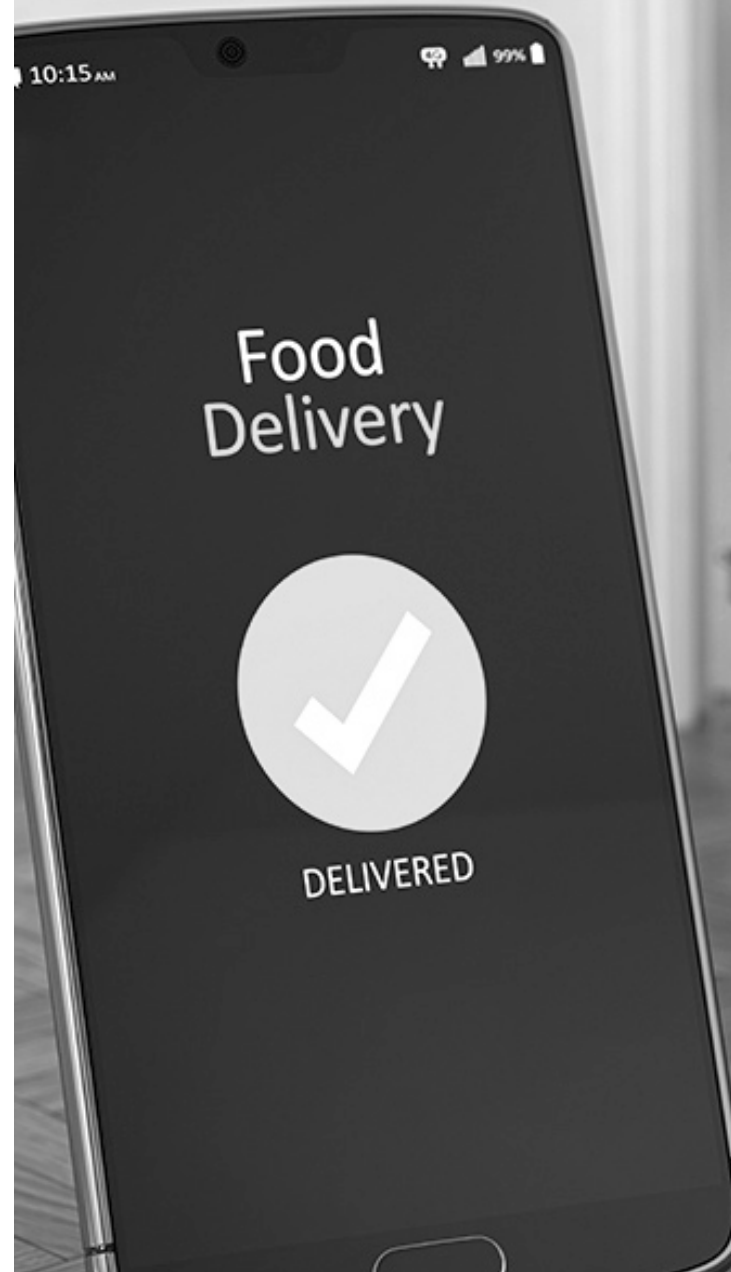
V2 – “We would be happy to help you do your grocery shop today, just ask our staff for assistance.

For more IGA updates and information visit [iga.com.au/updates](https://iga.com.au/updates)”





# **IGA SHOP ONLINE - HOME DELIVERY SERVICE**



# IGA SHOP ONLINE

After the success of IGA Priority Shop, we've opened up home delivery to all shoppers through IGA Shop Online.

- Approximately 1,800 items loaded on the site for shoppers to order
- Prices on site are indicative only
- Pre-set pack orders that were part of IGA Priority Shop will still be available to order
- Marketed in mainstream media from 18<sup>th</sup> May onwards.

The process remains the same – Metcash will still manage the online order page to take orders on your behalf.

Everything you need to know can be found in the Resources section on myIGA (as per link below).



## **IF YOU WISH TO CONTINUE WITH ONLINE SHOP SERVICE:**

You don't need to do anything except keep checking the retailer dashboard for online orders daily. Orders will much larger in basket size and well worth it.



## **IF YOU HAVEN'T SIGNED UP BUT WISH TO PARTICIPATE OR IF YOU HAVE YOUR OWN ONLINE SHOP THAT WE CAN DIRECT SHOPPERS TO:**

Please see background info and opt-in via this link, selecting 'Yes – I want to opt-in to IGA Shop Online'.



## **IF YOU HAVE SIGNED UP BUT NO LONGER WANT TO BE PART OF THIS SERVICE:**

Opt-out via this link, selecting 'No – I want to opt-out of IGA Shop Online'.



# IGA SHOP ONLINE

## STORE SIGN & FACEBOOK POST



*From our store  
to your front door*

IGA Shop Online now provides a home delivery service to many areas, from your local participating store, straight to your front door.

We'd still prefer to see you in our store, but it's a convenient option if you can't make it.

And because it's IGA, your order will receive the personal local service it deserves.

We have expanded our online service to include everyone in the community, in more local areas across Australia and to everyone in those areas.

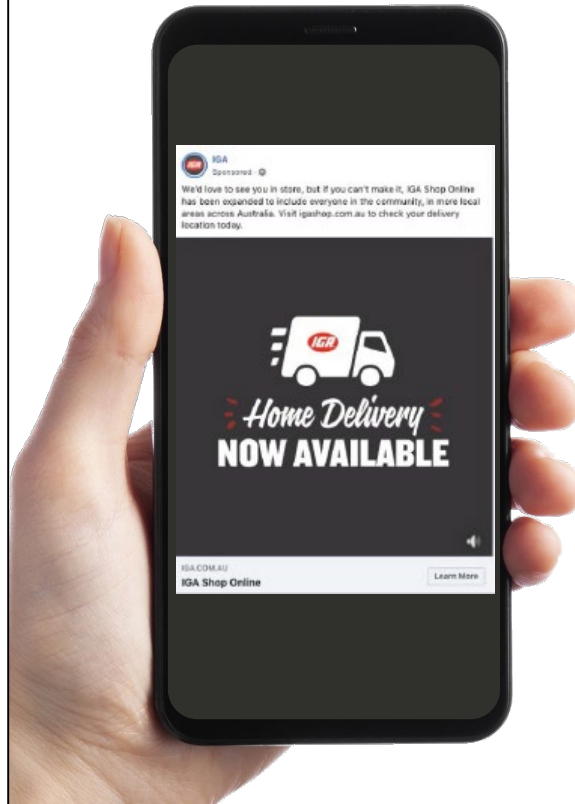
We are adding more products, features and delivery areas all the time, so check out IGA Shop Online.

### HOW IT WORKS

- 1 Register at [igashop.com.au](https://igashop.com.au)
- 2 Shop online
- 3 Your order will be directed to your local IGA store, where they will contact you to complete it



Participating stores only. Prices on the website are indicative prices only, actual prices will be confirmed by your local IGA store before payment. Refer to T&Cs online for more details.



## POSTER INSTRUCTIONS

1. Download from myIGA & print as A4 or A3.



[Click here to download](#)

2. Store sign should be displayed at customer service counters.

## FACEBOOK INSTRUCTIONS

1. Download from myIGA and post on Facebook if your store has opted in to the IGA Shop Online program.



[Click here to download](#)

## IN-STORE RADIO INSTRUCTIONS

1. If you are subscribed to SMA services, this will be uploaded automatically.
2. If not, please download and add to your in-store playlist.



[Click here to download](#)

## CFDs INSTRUCTIONS

1. Select the correct size from myIGA and add to your back office system.



[Click here to download](#)



# **ONGOING LIMITS ON ITEMS**





# IGA ONGOING LIMITS / OUT OF STOCKS

## STORE TICKETS

**ATTENTION  
CUSTOMERS**

**APOLOGY**

DEAR CUSTOMERS

DUE TO UNPRECEDENTED  
DEMAND, STOCKS OF THIS ITEM  
ARE TEMPORARILY UNAVAILABLE.

IGA Supermarkets wish to apologise for any  
inconvenience this may cause.



**ATTENTION  
CUSTOMERS**

Please be advised that there is a  
temporary purchase limit of:

We are limiting this product in  
an attempt to ensure that all of our  
valued customers have the  
opportunity to purchase every day  
products as they normally would.

We appreciate your understanding  
and apologise for any  
inconvenience this may cause.



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**APOLOGY**

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ARE TEMPORARILY UNAVAILABLE.

IGA Supermarkets wish to apologise for any  
inconvenience this may cause.

## POSTER INSTRUCTIONS

1. Download applicable tickets from  
myIGA.
2. Print tickets as 9ups / A4's and  
display near relevant / impacted  
item.
3. In the case of limit ticket fill in as  
required.



[Click here  
to download](#)

Specific Posters have also been  
created for In-Store Product Limits in  
Victoria. Print 4ups and A4's and  
display near relevant / impacted  
items.



# **TEMPORARY SUSPENSION OF RETURNS POLICY**



# TEMPORARY SUSPENSION OF RETURNS POLICY

## STORE SIGN “COVID-19 Precautions” + “Returns Policy Suspended” & FACEBOOK POST



### OUR COVID-19 PRECAUTIONS

- Limits to reduce the number of shoppers in store
- We ask where possible to shop solo
- We are prioritising vulnerable
- Please pack your own groceries
- Extra store cleaning
- Extra staff hygiene
- Ongoing limits on stock
- Temporary suspension of returns policy

**PLEASE BE KIND**



### RETURNS POLICY SUSPENDED

We will not provide a refund where you have simply changed your mind about products purchased. We encourage you to share excess stock with those in need. Thank you.



## POSTER INSTRUCTIONS

1. Download and print as A4 or A3 from myIGA.



[Click here to download](#)

2. Store sign should be displayed at customer service counters / front entrance of store.

## FACEBOOK INSTRUCTIONS

1. Download from myIGA and post on Facebook as required.
2. Ensure to use the Facebook copy provided.



[Click here to download](#)

## Facebook COPY:

*"At this time, we are unable to provide a refund where you have simply changed your mind about products purchased. Thanks for your understanding."*

For more IGA updates and information visit [iga.com.au/updates](https://iga.com.au/updates)



# **PROTECTING OUR STAFF**

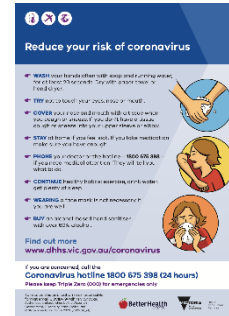
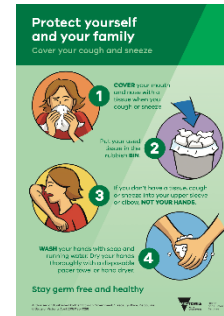
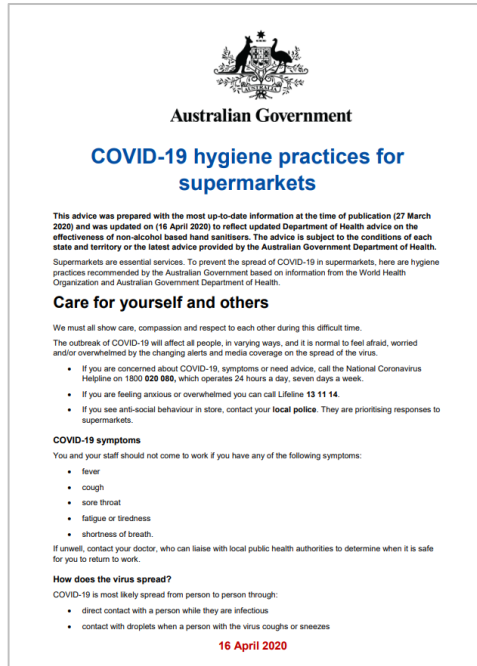




# ADDITIONAL PERSONAL HYGIENE PROCESSES



## REFERENCE MATERIALS



## SUMMARY INSTRUCTIONS

### Personal hygiene practices

Avoid touching your eyes, mouth and nose at all times.<sup>1</sup>

### Social distancing

Social distancing is important because COVID-19 is most likely to spread through close contact with a person who has the virus.

You are unlikely to be infected if you follow social distancing advice:

- limit face-to-face interactions to less than 15 minutes
- limit close proximity interactions (less than 1.5 metres between people) to 2 hours
- where possible, maintain a distance of 1.5 metres between people<sup>2</sup>
  - To protect staff working in close proximity for prolonged periods, for instance two staff working in back-to-back checkouts, you may consider rotating staff or installing a physical barrier between them (e.g. a Perspex screen). Screens are not necessary between staff and customers as the interaction period is shorter.

Supermarkets and grocery shopping are regarded as essential activities. The Australian Government advises these places of essential gathering must apply social distancing and good hygiene practices, including:

- being able to maintain a distancing of 1.5 meters between people
- providing hand hygiene products and suitable rubbish bins, with frequent cleaning (particularly of high touch surfaces) and waste disposal

Supermarkets may choose to use the 4 square metre rule as a guide when defining store limits, but are not bound to this measure. Many supermarkets have adopted a voluntary, nationally consistent, industry-led approach to limiting the number of customers in stores to keep their staff and customers safe.

### Hand washing and hand rub

All staff should regularly wash their hands. Hand washing should take 20–30 seconds. Wash the entirety of your hands (palms, fingers, nails and back of your hands)—cover all areas with soap prior to washing them with warm water.

If hand washing is not practical, alcohol-based hand rub with more than 60% ethanol or 70% isopropanol (also known as hand sanitiser) is the recommended form of hand hygiene.<sup>3</sup> You should use the same procedure to rub your hands with sanitiser for 20–30 seconds. Alcohol-free hand rubs have not been shown to be effective against COVID-19 and experts recommend against using them.<sup>4</sup>

### Cash, bag and object handling

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

Where possible, you should encourage customers to pay for their shopping electronically, including contactless or tap-and-go payments.

**TIP:** Go an extra step by only operating every second checkout or by rotating checkout staff every 2 hours. Also consider sneeze guards on registers. This is what your competitors are doing.

# STAFF BREAKS & MENTAL HEALTH SUPPORT

## BACK OF HOUSE MATERIALS / STAFF POSTERS



## SUMMARY INSTRUCTIONS

1. Download and print as A4 or A3 from myIGA.
2. Store signs should be displayed on lunch room door or staff notice board.



[Click here to download](#)

## Mental Health Support Services

Metcash has partnered with Benestar to provide a holistic and comprehensive health & wellbeing program and is extending ACCESS to this service for all store staff and their immediate families.

This is a free-to-use confidential personal support service delivered by professional counsellors to help during this uncertain period of time.


More information on the service is outlined by clicking on the link. The number to call for support is **1300 360 364**.



[Click here for more information](#)

# PPE - PERSONAL PROTECTIVE EQUIPMENT

## REFERENCE MATERIALS



Australian Government

### COVID-19 hygiene practices for supermarkets

This advice was prepared with the most up-to-date information at the time of publication (27 March 2020), was updated on (16 April 2020) and further updated on (7 July 2020) based on recent experience and additional guidance received from government and SafeWork Australia. The advice is subject to the conditions of each state and territory or the latest advice provided by the Australian Government Department of Health.

Supermarkets are essential services. To prevent the spread of COVID-19 in supermarkets, here are hygiene practices recommended by the Australian Government based on information from the World Health Organization, Australian Government Department of Health and SafeWork Australia. Previous versions of this advice successfully supported supermarkets and the community through the initial peak of COVID-19 infections throughout Australia with no indication of any transmission occurring in supermarkets.

These updated guidelines should be followed by supermarkets in all areas where there is a risk of community transmission or where otherwise required to do so in accordance with applicable laws or regulations.

#### Care for yourself and others

We must all show care, compassion and respect to each other during this difficult time. The outbreak of COVID-19 will affect all people, in varying ways, and it is normal to feel afraid, worried and/or overwhelmed by the changing alerts and media coverage on the spread of the virus.

- If you are concerned about COVID-19, symptoms or need advice, call the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week.
- If you are feeling anxious or overwhelmed you can call Lifeline 13 11 14.
- If you see anti-social behaviour in store, contact your local police. They are prioritising responses to supermarkets.

COVID-19 hygiene practices for Supermarkets

7 July 2020

## SUMMARY INSTRUCTIONS

### Personal protective equipment

#### Gloves

Washing hands regularly or using alcohol-based hand rub will offer more protection against COVID-19 than wearing gloves.

If you are feeling well, there is no need to wear gloves, other than in line with usual supermarket practice (such as food handling, deli).

Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus.



[Click here for additional equipment assistance and support](#)

**TIP:** Go an extra step by providing checkout and others service staff with hand sanitizer to use after each service interaction. This is what your competitors are doing.

**NOTE:** If your staff feel more comfortable wearing gloves / masks, then that is ok but don't let it get in the way of the RECOMMENDED personal hygiene sanitisation and cleaning practices.

# PPE – FACE MASK SPECIFIC INFORMATION

## Face Masks – Ordering & Wearing

**VIC ONLY:** In line with advice from the Victorian Government, all residents across the state, must continue to carry a face covering when leaving their home, unless a lawful exception applies. Face masks must also be worn when inside shopping centres, retail stores and supermarkets.

For information about how to properly wear a mask as well as information as to how to order masks from the warehouse follow the link to the right. This information is available for all stores.

## Face Masks Staff Poster

We've also created staff posters on how to properly fit and wear the different types of face masks. Please display these in your staff room.

## Face Masks Shopper Facing Posters

Posters have also been created to advise shoppers of the use of face masks within our stores. These can be displayed across your store.



[Click here for specific information on ordering and wearing face masks](#)



[Click here for staff posters](#)



[Click here for customer posters](#)





# COVIDSAFE PLANS



✓ COVIDSafe

# COVIDSAFE PLANS

The Australian Federal Government has advised **all supermarkets should create their own COVIDSafe Plan, regardless of the individual states requirement to submit a plan or not.**

Having a COVIDSafe Plan in place acts as a mitigation plan and will reduce the risk of a store closure (in the event you have a confirmed case of Coronavirus) as it demonstrates that the preventative measures you are enforcing to keep your staff and customers safe during COVID-19. **It is important that you revise your plan frequently as restrictions and conditions change.**

As of 11.59pm Friday 7th August, it is mandatory for all workplaces operating in **Victoria** to have a COVIDSafe Plan in place. Failure to have a plan could result in fines ranging from \$10,000 - \$20,000.

The screenshot shows the 'My business's COVIDSafe plan' form from the NCCCO. It includes a header with the NCCCO logo and title. Below the header is a section for the business name. The main content area is titled 'Why is it important to have a COVIDSafe plan?' and contains text explaining the importance of having a plan. It also lists the toolkit's purpose and sections. The toolkit is divided into three numbered sections: 1. Keeping people safe, 2. Adapting my business, and 3. Accessing support and assistance. Each section has a list of bullet points. At the bottom, there is a disclaimer stating that this is a planning tool only and that users should seek advice from their local WHS authority.

**NCCCO** National COVID-19 Coordination Commission

**My business's COVIDSafe plan:**  
write your business name here

**Why is it important to have a COVIDSafe plan?**  
COVID-19 will be with us for some time, so it's important that your business has a plan - and continues to plan - to keep your workplace healthy, safe and virus-free.  
All Australian Governments have agreed to a set of [National COVID-19 Safe Work Principles](#) to guide us and ensure that our workplaces are healthy and safe.  
This planning toolkit will help your business prepare a plan for the different stages of the pandemic.  
You should **revise your plan frequently**, particularly as restrictions and conditions change.

The toolkit:

- will help you work out what resources are available and where you can go for support
- will help you develop a clear plan for trading through and after the COVID-19 pandemic
- takes about 30 minutes to complete.

This planning toolkit has three sections:

- 1 Keeping people safe**
  - Understand how your WHS risks have changed
  - How to make your business COVID-19 safe
  - How to respond to a COVID-19 infection
- 2 Adapting my business**
  - How to get things up and running
  - Adapt your business to a new operating environment
- 3 Accessing support and assistance**
  - Access Government and industry support
  - Important contacts

This is a planning tool only - you should seek advice from your local WHS authority, guidance from [Safe Work Australia](#), or contact the [Law Work Ombudsmen](#), to ensure you meet all your legal obligations. Your industry association may also be able to provide advice.

My business's COVIDSafe plan

**IF YOU HAVEN'T CREATED A COVIDSAFE PLAN YET, WE ADVISE YOU TO DO THIS URGENTLY**



[Click here to get started](#)

**IF YOU HAVE A COVIDSAFE PLAN IN PLACE, PLEASE CONFIRM THIS BELOW**



[Single Store?](#)  
[Click here to confirm](#)



[MSO?](#)  
[Click here to confirm](#)



# **LOCALISED OUTBREAKS & CONTACT TRACING GUIDELINES**



# WITH THE POTENTIAL FOR LOCALISED OUTBREAKS THE NEED TO ENSURE THAT THE COMMUNITY REMAINS SAFE COMES DOWN TO THE ABILITY TO CONTACT PEOPLE POSSIBLY AFFECTED.

Metcash have been working with the government to understand what could play out in the event of a localised outbreak and we have developed a plan to respond accordingly.

While your stores are still deemed essential services and will likely continue to trade through a localised outbreak, it is important that you know what we are asking of the government as well as how we plan to get stock to you outside of normal processes should we find ourselves in these situations.

Guidelines for all stores have been created on what to do should a team member of or shopper come into contact with a confirmed COVID-19 case.



[Click here for localised outbreak procedure](#)



[Click here for contact tracing guidelines](#)



# KEEPING EVERYONE SAFE WITH auraSafe

auraSafe is a **free to use** digital contactless guest registration system, where customers simply scan a QR code with their phone to log their visit and provide their name, email and phone number.

Records are stored securely using advanced encryption and are deleted within 28 days (56 days for Qld).

## Steps to Implement auraSafe in your store:

1. Register your store
2. Print & display your unique QR code, along with the IGA in-store poster at the front of your store
3. Ask customers to scan the QR code and enter their details



[Click here to register your store](#)



[Click here for more info inc in-store poster](#)




[Click here for more info about auraSafe](#)

# TEMPLATE FOR ESSENTIAL WORKERS LETTER

## To be used in the event of an outbreak or lockdown

In the event of an outbreak or lockdown, employers that require their staff to attend a work site must issue an essential workers letter to their employees - this is the employer's responsibility.

  
[IGA STORE NAME]  
[BUSINESS ABN]  
[STORE ADDRESS]

[DATE]

To whom it may concern,

This letter certifies that [employee name] is an employee of IGA [store name] located at [location address]. IGA [store name] is a retail grocery store, supplying essential food and grocery items to consumers.

[Employee Name] is required to travel to this address, to attend for their rostered shifts at any time during retail operational hours from Sunday to Saturday inclusive. This is required to ensure the provision of essential food and grocery products to consumers in South Australia as a result of the Coronavirus.

If any further information or assistance is required, please call me on [number].

Regards,

[Store Manager/Owner Name]  
[IGA store name]



*Click here to access  
templates for IGA and  
Foodland IGA*

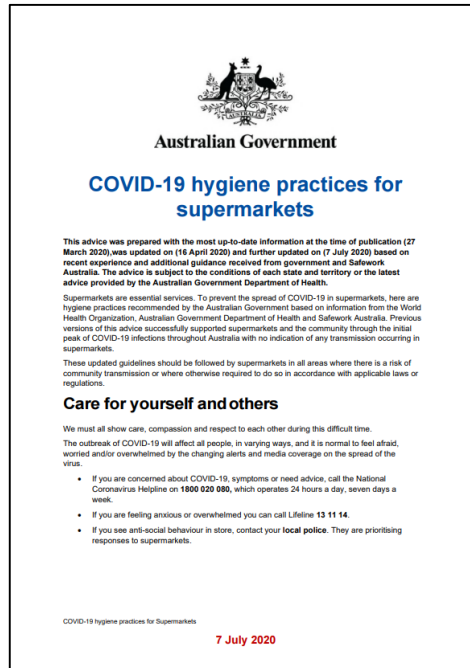


# **WHAT TO DO IF YOU HAVE A CONFIRMED CASE IN STORE**



# WHAT TO DO IF YOU HAVE A CONFIRMED CASE IN STORE

## REFERENCE MATERIALS



### Confirmed cases of COVID-19

Where a team member has a confirmed case of COVID 19, public health officials will determine if any other team members need to self-isolate based on the period in which the confirmed individual would have been infectious, which is 48 hours prior to the emergence of any symptoms.

The supermarket should immediately compile relevant information as to the team members working arrangements and close contacts to be passed on to state or territory health departments who will advise if any other team members need to self-isolate. This information can include:

- rosters
- CCTV footage
- Contact tracing interviews with the positive team member
- Details of any family or personal contacts of the positive team member.

Unless there is evidence of transmission at the supermarket, only those team members who meet the definition of close contact (face-to-face contact with the index case in any setting for greater than 15 minutes cumulative over the 48 hour period prior to symptoms developing, or, sharing of a closed space with the index case for a prolonged period e.g. more than 2 hours) will be required to self-isolate.

Team members other than close contacts should be given information on COVID-19, but can continue their usual work duties.

If a team member tests positive for COVID-19, a risk assessment should be completed to determine any other appropriate action in consultation with the relevant health department. These actions will at a minimum include conducting a deep clean of the entire store.

Unless otherwise directed by a health department:

- there is **no requirement** to close a store for an extended period of time if a staff member tests positive for COVID-19.
- there is **no need** for any action to be taken or specialised additional cleaning in a store where a customer tests positive for COVID-19.

## SUMMARY INSTRUCTIONS

Metcash has utilised existing government and industry recommendations to outline the key steps to be considered in the event of a confirmed case of COVID-19 in your store.



[Click here to review the steps](#)

It is important for us to keep track of any confirmed cases within our network so that we can offer additional assistance where possible. If you have a positive case in store, let Metcash know by filling in the form.



[Click here to complete the form](#)

**TIP:** Go an extra step by booking a deep clean after a confirmed case. Recommended providers:  
VIVID Cleaning: 1300 438 848  
BIC Cleaning: 1800 683 863



# IF CONFIRMED OUTBREAK OCCURS - POSTERS

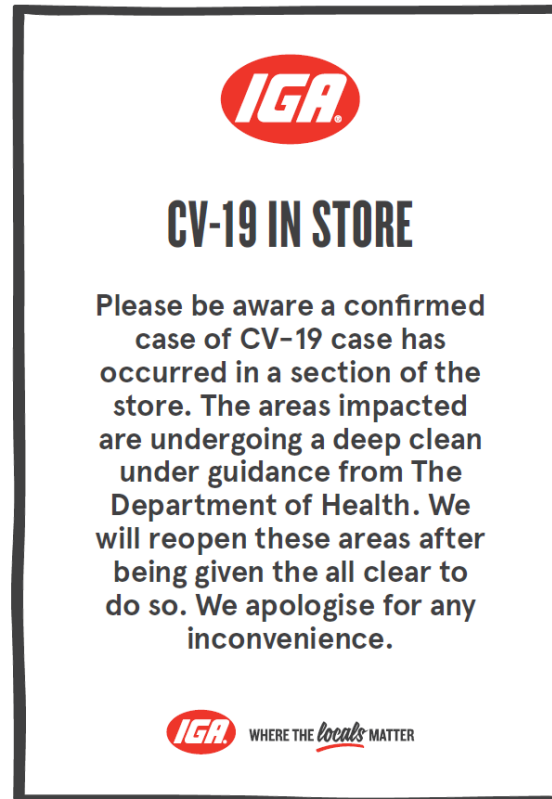
## STORE SIGN:

**"IF CONFIRMED OUTBREAK OCCURS – Store Closure due to COVID-19"**



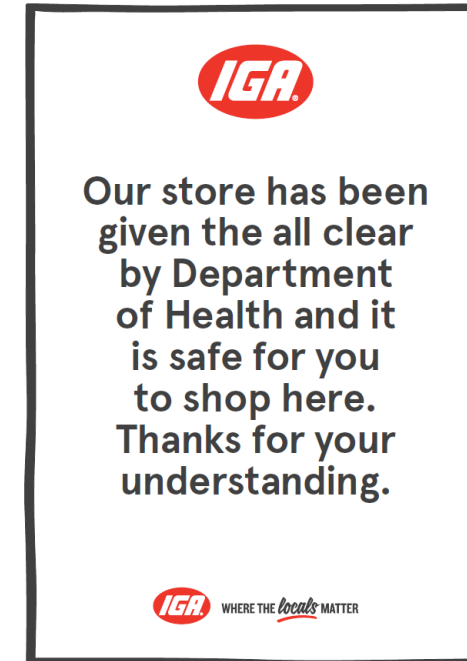
## STORE SIGN:

**"IF CONFIRMED OUTBREAK OCCURS – Department Closure due to COVID-19"**



## STORE SIGN:

**"IF CONFIRMED OUTBREAK OCCURS – Store is clear of COVID-19"**



## SUMMARY INSTRUCTIONS

1. Download and print as A4 or A3 from myIGA.



[Click here to download](#)

2. Store signs should be displayed at the front entrance of your store.



# **PROCUREMENT OPTIONS**



# WE HAVE IDENTIFIED A NUMBER OF PROVIDERS FOR YOU

## Home Delivery Drivers



[Click here for more information](#)

- OLA
- Taxi & other services

## Equipment Needs



[Click here for more information](#)

- Sneeze Guards
- Thermometers
- C-19 & Hygiene Signage
- Shopping Trolley Wipes
- Hand Sanitiser Stands
- Universal Protective Face Shield
- Face Masks & Coveralls
- Colour Coded Cleaning Equipment: e.g. brooms, mop buckets etc.
- Colour Coded Food Prep Equipment: e.g. utensils and chopping boards.
- Cool/Freezer Room Antimicrobial Racking

## Deep Cleaning Companies



[Click here for more information](#)

- Pandemic Sterilisation Cleaning Services
- VIVID CLEANING SERVICES
- BIC CLEANING SERVICES

## Additional Labour Resources



[Click here for more information](#)

- LEX COLLECTIVE



**Australian  
Government  
Assistance Packages  
for Businesses**



# THE AUSTRALIAN GOVERNMENT ANNOUNCED A NUMBER OF ASSISTANCE PACKAGES TO HELP SMALL BUSINESSES DURING THE CORONAVIRUS PANDEMIC.

The Australian Government is acting to cushion the blow from the Coronavirus pandemic for businesses and households to help them get through the crisis and the significant challenges posed by its spread.

Click on the link to find a number of Federal Government websites for the assistance packages available to small business.

The downloads area of this same section will summarise all of these for you.

