



Retail Protocol for COVID-19

8 May 2020



WorkSafe New Zealand has assessed this guidance and is satisfied that it meets our expectations for management of COVID-19-related risks in the workplace.



Phil Parkes

Chief Executive

WorkSafe New Zealand

2020

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This guide is aimed at businesses that are open at Level 3 or Level 2.

Before retailers begin work at Level 3 or Level 2, you need a plan for controlling the spread of COVID-19 by playing it safe. This Retail Protocol for COVID-19 includes a template plan from WorkSafe. It also includes guidance to help retailers fill in the plan.

What retail activities are permitted?

- **Alert Level 3:** You can sell any goods to customers by phone/online order and contactless delivery or collection. You cannot open your physical retail storefront to customers unless you are a supermarket, dairy, petrol station or pharmacy. Customers can also collect goods through drive-through or contactless pick-up, such as click and collect, instead of delivery. (See [additional requirements](#) for dairies and petrol stations at Level 3.)
- **At Alert Level 2** businesses can operate if they're able to do so safely. Businesses can have customers on their premises if they can meet public health requirements, including distancing, hygiene, contact tracing if required (see below) and managed entry. See the latest information at www.covid19.govt.nz.
 - Retail business should manage customer entry and exit to achieve physical distancing. Customers are likely to prefer retail premises that are able to achieve good physical distancing and COVID-19 risk management.
 - Where contact tracing measures are not in place 2 metre distancing will need to be maintained.
 - Otherwise physical distancing of 1 metre should be maintained. This should be accompanied by controlling measures including good hygiene measures (such as hand hygiene and regular cleaning) and attendance records (for contact tracing purposes).

Golden rules for business

Do everything you can to reduce the risk of COVID-19 transmission at work – we all have a part to play in keeping each other safe.

- 1** COVID-19 is still out there. Play it safe.

- 2** All businesses can operate at Level 2 if they can do so safely. Alternative ways of working are still encouraged where possible.

- 3** Talk with your workers to identify risks and ways to manage them.

- 4** Ask everyone, workers, contractors and customers, with cold or flu-like symptoms to stay away from your premises.

- 5** Keep groups of customers at least 1 metre apart.

- 6** Manage customer entry and exit where necessary to achieve physical distancing.

- 7** Keep contact-tracing records of anyone who will have close interaction (workers, contractors or customers).

- 8** Reduce the number of shared surfaces, and regularly disinfect them.

- 9** Wash your hands. Wash your hands. Wash your hands.

- 10** Retail locations where contact tracing measures are not in place for customers, 2 metre physical distancing must be maintained.

About this guide

This guide was produced by ShopCare (the Retail and Supply Chain Health and Safety Sector Group) and the Business Leaders' Health and Safety Forum with significant input from retailers. It has been endorsed by Retail NZ and NZ Food and Grocery Council. It is also supported by First Union.

This guide does not exempt retailers from their legislative duties. Under the Act, the onus is on retailers to ensure that all health and safety at work requirements are being met.

- See the latest information on Alert Levels at www.covid19.govt.nz.
- See more on creating a COVID-19 plan on the [WorkSafe website](#).



What your COVID-19 plan should cover

Restarting your business after lock-down

- Draw up your COVID-safe plan. Involve staff and contractors in developing the plan to get their ideas and buy-in and to make sure it works for them.
- Start putting your plan into action, including making agreed changes to rosters, modifying the layout of the premises, updating cleaning processes etc. Regularly check the plan is being followed and is working.
- Clean your premises in preparation for people returning. (COVID-19 can't survive on surfaces for more than a few days so simple cleaning should be all that's required.) Open windows and doors to air out the spaces. Where relevant, talk to your building manager about maintenance required for your air-conditioning system.

Ensuring workers know how to keep themselves safe

- Share relevant parts of your COVID-safe plan with staff and contractors.
- Discuss the plan at staff meetings and seek feedback on how it's working.
- Put up signs to remind people of key parts of the plan.
[See Ministry of Health posters.](#)

Gathering information on the wellness of workers and others to enter your premise

- **Vulnerable workers:** Find out if any staff have underlying health conditions that make them vulnerable to the effects of COVID-19 or if they have someone in their household who is vulnerable and discuss options. [See who is vulnerable.](#)
- **Check fitness to enter:** Each day ask workers to confirm they feel well and have not had contact with someone who might have COVID-19. Ask them to stay away if the answer is no. (Flexible leave arrangements will help reduce financial pressures on staff to come to work when they shouldn't.) Put up signs at store entrances asking other people (contractors, customers etc.) to not enter if they feel unwell.
- **Reduce access points:** Change access arrangements so people can't access your premises without you being aware of it. (But ensure all emergency exits remain unlocked and easily accessible.)

Operating in a way that keeps workers and others safe from exposure

Minimise contact and maintain physical distancing

Level 3

Customers cannot come onto your premises (unless you are a supermarket, dairy, petrol station or pharmacy).

Your business must be contactless: Customers can pay online, over the phone or in a contactless way.

Delivery or pick-up must also be contactless.

At Level 3 the required **minimum** physical distancing is: 2 metres outside home, or 1 metre in controlled environments like schools and workplaces.¹ However, a minimum distance of 2 metres at all times could be safer and more reassuring for staff and customers.

Level 2

Current information (May 7th) states that customers can come instore with appropriate measures in place, including physical distancing of at least 1 metre. Check [covid19.govt.nz](https://www.covid19.govt.nz) for updates.

¹ COVID-19 website: www.covid19.govt.nz/alert-system/covid-19-alert-system

At Alert Level 2 businesses can operate if they're able to do so safely. Businesses can have customers on their premises if they can meet public health requirements, including distancing, hygiene, contact tracing if required (see below) and managed entry.

- Retail business should manage customer entry and exit to achieve physical distancing. Customers are likely to prefer retail premises that are able to achieve good physical distancing and COVID-19 risk management.
- Where contact tracing measures are not in place 2 metre distancing will need to be maintained.
- Otherwise physical distancing of 1 metre should be maintained. This should be accompanied by controlling measures including good hygiene measures (such as hand hygiene and regular cleaning) and attendance records (for contact tracing purposes).
- Maintain physical distancing using things like signs and markers, a 'one-way' system around the store and barriers around check-out and service desks. Use signs and messages over the PA to remind people of the need for distancing, including if possible in other languages more easily understood by customers.
- Arrange shifts (with staff agreement) so people work with the same team in a 'work bubble'. Stagger shift start and finish times to reduce interaction between bubbles, and to help those using public transport to travel at off-peak times.
- Keep a record of who has spent time in your premises including delivery people, contractors, and salespeople. Also record any work visits your staff make to other sites. This record should include their full name (not nickname), contact phone number, address (workers) or business name (contractors etc.), and the reason for the visit/duration.

See [Appendix 1](#) for more tips on minimising contact and maintaining physical distancing.

Maintain good hygiene

- Staff should be given information on when and how to wash or sanitise their hands and opportunities to do this regularly.
- Provide hand-sanitiser for anyone coming into the premises to use at the door, and for staff to use between customers.
- Although this is not a Ministry of Health requirement, providing masks for workers to wear on an optional basis might make them and customers feel reassured.

See [Appendix 2](#) for more tips on maintaining good hygiene.

Keep things clean

- Regularly (at least every hour) clean surfaces that are frequently touched by others with detergent and hot water, then disinfectant. Wipe down selfpos machines between customers. Avoid sharing of tills and other equipment or clean between use.
- Increase cleaning of break rooms and bathrooms. Stagger breaks and reduce chairs/tables in break rooms to achieve distancing requirements. Provide disposable cups or assign each staff member their own cup.
- Remind customers to only touch items they intend to buy, and any item touched by a customer should be washed or wiped down afterwards. Unpacking of goods and restocking of shelves should be done by staff wearing disposable gloves, afterwards if possible. New equipment should be sanitised before use. Where possible, use electronic means to record deliveries.

See [Appendix 3](#) for more tips on keeping things clean.

Ventilation

- Increase the amount of fresh air entering the building as much as practical, either by opening doors and windows more frequently or by adjusting air conditioning controls if possible. Having the ventilation systems turned on 24/7, at lower rates when people aren't present, is preferable to increase ventilation. Have ventilation systems increase speed or turn on 2-hours before staff arrive at work and reduce speed or turn off 2-hours after staff leave. Where there are toilets on premises, ensure all toilet windows are kept open or ventilation fans are kept turned on at all times. Encourage staff to flush the toilet with the lid closed.

Managing suspected cases of COVID-19 and tracing contacts

- Staff with [COVID-19 symptoms](#) should be isolated immediately, given a mask if available, and helped to go to the GP or to go home and call Healthline (0800 358 5453). Keep in touch with them so you can track their progress. If the staff member tests positive and you are contacted by Public Health, provide information from your records about who they had close contact with. Follow any other advice they give you and share relevant information with other staff/contractors. [See more from the Ministry of Health.](#)
- Clean the area where the sick person was working and places they have been. This might mean evacuating and closing those areas temporarily. Use PPE when cleaning.

Confirming the plan is working

- Have a process to regularly review that your COVID-safe plan to check it's working. This could involve regular staff meetings where people can raise any issues or suggest improvements to the plan.
- Make sure staff who can't attend meetings, or aren't comfortable speaking up in front of others, can contribute, for example by sending feedback via messages or emails or having another staff member assigned to seek their feedback beforehand and share it.
- Have a process to share any changes to the plan with staff, contractors and customers, including at meetings, via emails and messages, and via notices at the premises.

Make sure changes made to control COVID-19 don't create other risks

Business owners, managers, supervisors and individual staff are required to actively manage controls on a continuous improvement basis. They should start by looking at ways to eliminate the risk (e.g. by having people work from home wherever possible) before looking at other controls like physical distancing.

Staff are to be involved in planning the return to work and there is expectation that staff will be actively involved in on-going continuous improvement.

Retailers are required to co-ordinate and consult with workers, suppliers and contractors to manage the risks of COVID-19, and to communicate their plans with their workers, suppliers, contractors, and customers where appropriate.

- With your staff, go through the changes being proposed to control COVID-19 and identify if they might create new risks. (E.g. Shift changes that mean you don't always have trained fork-lift drivers at work.)
- Write down how you are going to manage these new risks. (E.g. Re-arrange shifts so there is always a trained fork-lift driver working or ban fork-lift use on shifts with no trained driver.)
- In particular, identify any critical risk in your business (the ones that can kill or cause life-changing harm) and confirm that proposed changes to COVID-19 don't undermine the way you control these risks.

More information

Email enquiries to: advice@retail.kiwi

More information can also be found on the following websites:

- covid19.govt.nz
- business.govt.nz
- worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid-19/your-covid-19-safety-plan
- health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus
- shopcare.org.nz
- hasanz.org.nz/page/hasanz-register



Appendix 1:

Ways to minimise contact and maintain physical distancing

Minimise contact and maintain physical distancing

Level 3

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Level 2

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² COVID-19 website: www.covid19.govt.nz/alert-system/covid-19-alert-system

Limiting numbers

- Limit the number of people on the premises (front of store and storage areas) and the time they spend there. Use online or telephone sales, have non-customer facing staff work from home, and defer non-essential maintenance, sales visits etc. Have online team meetings. Level 3.
- When customers are allowed in, regulate entry and have signs to explain the entry process. Set up a queuing area that runs parallel to the building, avoiding traffic. Mark out spacing to ensure people, including any security staff, can safely maintain physical distancing. Where you are in close proximity with other retailers, work together to manage customer flow and queues. Sufficient security should be provided to protect against abusive customers and those not adhering to physical distancing. Level 3 and 2.
- Separate workers whose work could be done alone, such as sorting stock, in backroom areas. Have a system for checking that people working alone are okay during their shift.

Maintain physical distancing

- When customers are allowed in store, mark out safe physical distancing spaces, particularly around check-outs/service desks. A 'one way' system around the store (marked out with signs or tape on the floor) might help people maintain distancing if aisles are too narrow.
- Include regular reminders about physical distancing over the PA system and with signage throughout store – including if possible, in other languages. If necessary, have staff dedicated to ensuring safe distancing and to help vulnerable customers get in and out of the store quickly.
- At check-outs or service desks, if possible, put an impervious barrier between staff and customers or use furniture or other barriers to maintain physical distancing. Reduce the number of check-outs if required. Only have one person behind the counter or change workflows so staff can stay away from each other while working. Limit the amount of self-service check-out machines open and if customers are not observing safe distancing, close self-service areas.

Adjust shifts

- Where possible, arrange shifts so staff work with the same people to limit their 'work bubble'. Limit exposure to colleagues outside the work bubble. If relevant use physical 'zoning' to limit each work bubble to a particular part of the premises. Encourage staff to only travel in vehicles with people from their home or work 'bubbles'.
- Stagger shift start and finish times so staff can maintain physical distancing in locker rooms or entrance ways. Consider ways to do shift handovers in a way that avoids physical contact between shifts.
- If these measures change in a worker's normal hours, explain the reason for the suggested change and seek mutual agreement. Put this agreement in writing making it clear it is a temporary change.



Appendix 2:

Ways to maintain good hygiene

Handwashing

- Staff should be given information on when and how to wash or sanitise their hands and should be given opportunities to do this regularly. This includes that they should wash or sanitise their hands at the beginning and end of the day, before and after breaks, and after coughing or sneezing. See more information on [good hand-washing](#).
- Staff working around surfaces also touched by the public should be washing their hands at least once an hour. Ensure there are enough staff on hand to enable this to happen.
- Check-out and customer service desk staff should have access to hand-sanitiser to use between customers. Hand-sanitiser should also be provided at the door for staff and customers to use when they enter and leave.

Clothing

- Ideally workers should not wear their uniforms on public transport but should change into them at work.
- Once home, before having any physical contact with others, workers should remove uniforms or work clothing and put them into a hot wash.
- Provide additional uniforms or relax uniform policies in order to ensure this can be done practicably by workers.

Personal protective equipment (PPE)

- Gloves must be provided where they are required for tasks like cleaning or where workers are touching cash.
- Although this is not a Ministry of Health requirement, providing masks for workers to wear on an optional basis might make them and customers feel reassured.³ Staff might also want to wear disposable gloves when touching high touch surfaces.
- Workers must be told how to use and dispose of PPE correctly.
[See the COVID-19 website.](#)

³ If respirator-type mask are used (e.g. P2, N95) these need to be [fit tested](#).



Appendix 3:

Ways to keep things clean

General cleaning

- Frequently (at least every hour) clean surfaces that are frequently touched by others with detergent and hot water, then disinfectant. Encourage customers to use contactless payment methods and wipe down eftpos machines with disinfectant between customers. Have customers pack their own goods and use signs to encourage them to wash reusable bags often.
- Where possible, assign a piece of equipment/till to be used only by one staff member during their shift and have them clean this equipment at the beginning and end of their shift. If staff share equipment it should be cleaned between users.
- At the end of the day, have staff clean and sanitise equipment and surfaces. All waste and any PPE used should be disposed of in leak-proof bags. Do a thorough clean overnight and ensure staffing levels accommodate deep cleaning requirements.

Break rooms and bathrooms

- Stagger breaks to reduce the number of people using break rooms at any one time. Reduce the number of chairs/ tables in break rooms to achieve distancing requirements. If needed, use other rooms like offices to increase the number of break rooms and make sure these are not used by customers, visitors or other outsiders.
- Regularly clean break rooms and put up signs reminding people of the importance of cleaning up after themselves, including washing benches, taps, and jugs with detergent and hot water. Discourage sharing of cups by providing disposable cups or assigning each worker their own cup. Use signs to encourage people to wash their reusable cups regularly.
- Regularly clean bathrooms and limit use of bathrooms to one person at a time to maintain distancing. Put up signs to remind staff of the importance of washing their hands after using the bathroom or having breaks.

Stock and deliveries

- Remind customers to only touch items they intend to buy. Ideally items touched by customers and not bought should be wiped down with detergent and hot water or with sanitiser. Put up notices to discourage people from touching items they are not going to buy. Remove all self-service bins or deli options and replace with pre-packaged products.
- Deliveries should be closely managed and should be made after hours where possible. Unpacking of goods and restocking of shelves should be done by staff wearing disposable gloves. New equipment should be sanitised before use.
- Where possible, use electronic means to record deliveries. If paper must be used, use gloves to hand it and dispose of them afterwards. Do not share pens. If delivery workers are not unloading stock they should stay in their vehicles.



Appendix 4:

Additional guidance for clothing retail stores at Level 2

This guidance is intended for all clothing retailers. It is recommended retailers determine the best approach based on the size and nature of their individual stores. This appendix is additional to the ShopCare Retail Protocol for COVID-19 including appendices 1–3, and should not be read in isolation.

1. Maintain physical distancing

- Limit/monitor the number of customers in store, to allow for physical distancing.
- Physical distancing of 1 metre should be maintained. This should be accompanied by attendance records for contact tracing purposes.
- Where contact tracing measures are not in place, 2 metre distancing will need to be maintained.
- Marking out safe physical distancing spaces, particularly around check-outs/service desks could help. A 'one way' system around the store (marked out with signs or tape on the floor) might also help people maintain distancing if space is limited.
- Include regular reminders about physical distancing, either over the PA system or through signage throughout store – including if possible, in other languages. Ensure workers understand and are able to monitor safe distancing and can help vulnerable customers get in and out of the store quickly.
- At check-outs or service desks, ensure physical distancing can be maintained, using furniture or barriers if necessary. Reduce the number of check-outs if required. Only have one person behind the counter or change workflows so workers can stay away from each other while working. Limit the amount of self-service check-out machines open and if customers are not observing safe distancing, close self-service areas.

2. Hygiene

- Hand-sanitiser should be provided at the door for all people, including contractors, workers and customers, to use when they enter and leave. If there is concern with customers handling delicate items, gloves can also be offered as an alternative.
- Check-out, customer service desk and fitting room staff should have access to hand-sanitiser to use between customers.
- Staff working around surfaces also touched by the public should be washing their hands at least once an hour.

3. General cleaning

- Frequently (at least every hour) clean surfaces that are frequently touched by others with detergent and hot water, then disinfectant. Encourage customers to use contactless payment methods and wipe down eftpos machines with disinfectant between customers. Wipe down check-out surfaces and tills between operators.
- Clean wrapping and packing surfaces between customers. If customers pack their own goods, use signs to encourage them to wash reusable bags often.

4. Fitting rooms

- Encourage customers to only try on what is necessary.
- Ensure fitting rooms are “customer ready” by cleaning prior to any customer usage. This includes proper sanitisation after customer use, especially high touch areas such as door handles, hooks and rails.
- Ensure safe physical distancing spaces are available outside fitting rooms, and mark out if necessary.
- Consider having a dedicated staff member at fitting rooms to monitor distancing, and provide verbal assistance. Ensure these workers maintain physical distance from customers as much as possible, in particular offering verbal rather than physical assistance to customers trying on clothes.
- Communicate safe trying-on of clothes with customers, through the use of signs and verbally from staff members. This should include directives to avoid clothing touching the face when trying on, and to avoid sneezing or coughing in fitting rooms. Smaller stores can, where possible, establish a protocol to provide scarves for customers to cover their face area when trying on clothes. This protocol should include a procedure for contactless collection of scarves at the end of each customers fitting-room visit, and sanitisation or safe disposal of scarves.

5. Stock

- Ideally, space items out on rails and display units to allow more visibility. Discourage excessive touching of clothing by customers, you can use signage to do this.
- Staff undertaking restocking should either wear gloves or regularly clean their hands using soap and water or hand-sanitiser.
- Returns and exchanges should be contactless where possible. Provide a receptacle for returns and develop a procedure for returns to be unpacked and processed in a designated area. Workers handling returns should wear gloves, or wash and sanitise their hands frequently. Returns should be kept segregated for 24 hours before being returned to the shop floor. Communicate the returns procedure visibly and clearly to customers and workers.

6. Record keeping

- You are required to keep a record of everyone who has spent time on your premises including workers, delivery people and contractors. Also record any work visits your staff make to other sites. Where 1 metre physical distancing is in place, you are also required to keep a record of customers who enter your store. This record should include their full name, contact phone number, address (workers) or business name (contractors etc.), and the reason for the visit/duration.

This document is intended to provide guidance to operate safely at Alert Level 2 and help inform your plan. As outlined in the ShopCare guidance document, all retail stores must draw up a COVID-safe plan, consulting with workers and contractors to get their input to ensure it is workable for them. It is also important to monitor feedback from customers based on their experiences in your store, to make sure the plan is working for them.

This document has been developed after reviewing international guidance and best practice, in conjunction with industry consultation and professional advice from Chemsafety, an independent provider of occupational hygiene.



COVID-19 Safety plan template



You can download Word and PDF versions of the following plan from the WorkSafe website.

COVID-19 safety plan

Use this form to document your thinking about how you and your workers will keep safe at work during the COVID-19 pandemic. Provide as much information in response to each question as possible. This information will help your workers and other people to know exactly what to do and what to expect.

The COVID-19 pandemic is an evolving situation – review your plan regularly and make changes as required.

There is guidance on what to think about when you're planning a safe return to work here: worksafe.govt.nz

You **don't** need to send this plan to WorkSafe for review or comment.

Company details

Business name:	Manager approval:	Worker representative consultation:
Division/group:		
Date completed: DD / MM / YEAR	Name of manager:	Name of worker representative:
Date distributed: DD / MM / YEAR		
Revision date: DD / MM / YEAR		

Refer to the WorkSafe guidance for constructing a COVID-19 safe work plan for full details.

	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
What will be done to manage risks from restarting business after lock-down?	<p>Consider: Changed workforce, changed rosters, hygiene requirements (surfaces, separation, toilet), maintenance, ventilation systems.</p> <p><i>Example: Restart the line - carry out restart procedure and sterilise all touch surfaces.</i></p>	Engineering supervisor
How will you ensure all your workers know how to keep themselves safe from exposure to COVID-19?	<p>Consider: Providing guidance, meetings to discuss distancing and hygiene, regular review.</p> <p><i>Example: Ensure our procedures are up to date by a daily review of Ministry of Health guidance.</i></p>	Administrator

COVID-19 safety plan

	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
How will you gather information on the wellness of your staff to ensure that they are safe to work?	<p>Consider: Daily health screening check, discussing options with workers, follow-up procedures for ill workers, contact tracing information.</p> <p><i>Example: To find out if workers are well when they come to work we will ask each worker basic questions about their physical and mental health.</i></p>	Team leaders
How will you operate your business in a way that keeps workers and others safe from exposure to COVID-19?	<p>Consider: Who needs to be in the workplace, worker input into different ways of working, what other people or businesses you'll have to interact with, ensuring separation distances, disinfecting surfaces, shared equipment, equipment for remote workers, training requirements, physical separation or PPE requirements, worker transport.</p> <p><i>Example: We will review guidance on the Ministry of Health website and to be sure we are cleaning surfaces the right way with the right disinfectant.</i></p>	Facilities manager to review procedures and order supplies, cleaners to use the new supplies and follow new cleaning procedures
How will you manage an exposure or suspected exposure to COVID-19?	<p>Consider: Isolation procedures, gathering and using workplace contact tracing information, clean down procedures, contacting Healthline.</p> <p><i>Example: Arrange safe transport home immediately and provide all workers with advice on contacting GP and/or Healthline.</i></p>	Site manager

COVID-19 safety plan

	DESCRIBE WHAT YOU WILL DO	WHO IS RESPONSIBLE
How will you evaluate whether your work processes or risk controls are effective?	<p>Consider: Adapting plans as you find better/easier ways to do things, how to ensure workers are raising concerns or solutions, conducting regular reviews of your plan, communicating changes.</p> <p><i>Example: We need workers' feedback and some speak little English, so we will team up workers with buddies who are more fluent in English at team meetings.</i></p>	Team leaders
How do these changes impact on the risks of the work that you do?	<p>Consider: With workers, review existing critical risks and whether work practice changes will affect current risk management, are any new critical risks introduced due to changes in worker numbers, work practices, what new risk controls are required?</p> <p><i>Example: Regular check-ins with workers about how they're coping with the change to shift work.</i></p>	Team leaders

Notes: