



BEST PRACTICES FOR THE RETAIL SECTOR

June, 2020

Workplace Safety & Prevention Service: These are the best practices in health and safety for the retail sector during COVID-19

Recognize and Assess: People working as cashiers, office administrators, stock associates, shippers/receivers, customer service representatives, and maintenance staff are just some of those in the retail sector who need to consider how they can work safely and prevent the spread.

Controls: These are some of the safety controls you can put in place:

- Provide online ordering and curbside pickup.
- For home delivery request online payment.
- Train staff on transmission and steps being taken to protect them.
- Train staff on good sanitation practice.
- Provide hand sanitizer for visitors and wipes for shopping carts/baskets and safe disposal of wipes and PPE in parking lots.
- Provide hand sanitizer for delivery staff, cashiers and other customer-facing staff for use when receiving deliveries, interacting with the public, etc.
- Provide handwashing instruction and handwashing supplies.
- Handwashing/sanitization for employees and visitors before entering premises.
- Handwashing/sanitization for employees at shift change, breaks and receiving deliveries.
- Limit number of customers allowed in premises at one time and use helpful floor markings.



- Look at ways to limit interaction with customers, including, assigning staff to ensure physical distancing protocols are adhered to, minimizing/eliminating cash transactions, not allowing reusable bags, and new bags only to be loaded by staff
- Consider using plexiglass barriers
- Limit the number of people working in one space.
- Sanitization of frequently touched areas. Sanitization between customer transactions.
- Reschedule unnecessary visits with supply chain partners, vendors, delivery people.
- Screen workers regularly for illness.
- Increase ventilation.
- Consider PPE.

Evaluate: Look at preventative measures on an ongoing basis, and adjust them if they are not working well enough or causing other issues.

Additional Resources:

- [Public Health Ontario recommendations](#): this document provides advice on cleaning and disinfection in public settings. The method and frequency of cleaning. Types of cleaning products and preparation of said products.

[Huron Perth Public Health](#): Local advice on COVID-19