COVID-19 Retail Protocols for Barbados

1

Government Directive of Healthy & Safety for Team Members and Customers

EMERGENCY MANAGEMENT (COVID-19) CURFEW (NO. 3) DIRECTIVE, 2020:
(6) The owner or operator of every business establishment shall restrict the number of persons within or outside that establishment at any one time in order to ensure that a distance of at least six feet is maintained between every person and ensure that persons do not assemble otherwise than for the purpose of transacting business.

2

Protocols for a store

Safeguarding the layout, high touch points, lineups, and online/curbside deliveries for all stakeholders.

3

Protocols for Team Members

Mandatory and optional personal protective equipment (PPE) and dress.

4

Protocols for Customers

Mandatory and optional PPE to be worn in order to enter the establishment.

PREVENTATIVE ACTIONS CURRENTLY ENCOURAGED OR MANDATED THAT WILL BE MAINTAINED

#2 Cleaning and Disinfecting Surfaces

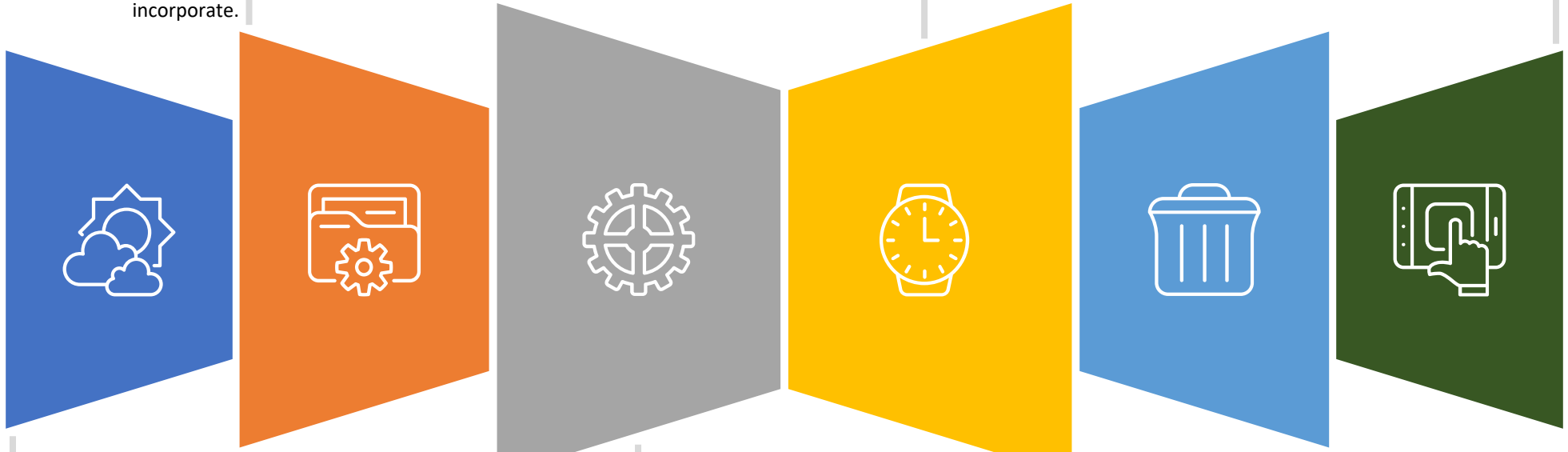
Regularly scheduled cleaning and disinfecting surfaces (high touch/high contact areas) and products is a best practice to incorporate.

#4 Avoid Face Touching

Avoid touching eyes, nose and mouth while out in public where possible.

#6 Remote shopping alternatives

Provide customers with click-and-collect, delivery, and shop-by-phone alternatives to reduce the number of people in the store.



#1 Hand washing and Sanitizing

The most effective practices in preventing the spread of COVID are the washing of hands with soap and water for 20 seconds, or the use of hand sanitizer for 20 seconds to rub both hands with.

#3 Physical Distancing

Maintain a distance of 6 ft. with persons in public spaces.

#5 Disposal on single use products

Immediately dispose of single use sanitary items such as: tissues, face masks, gloves, etc. in garbage receptacles.

PROTOCOLS FOR THE STORE

Limited number of people (both team members **and** customers) in the store *(six feet per person)*. Mandatory signage outlining the established safety & health practices on the doors of the store and throughout the store as well.

Design store layout to maximize physical distancing (such as one-way shopping), if possible. Floor markings/decals are installed, especially at cash points for physical distancing.

High contact/high touch points are cleaned and disinfected frequently. Hand sanitizing stations at the front of the store, but also can be placed throughout. Disinfecting wipes and garbage receptacles are another alternative.

Stores with lineups outside will implement physical distancing markers of 6 ft. (ex. traffic cones or tape).

Online/telephone orders for deliveries: Delivery teams exercise the same uniform protocols and physical distancing practices as in-store team. Collection of payment also abides by physical distancing measures where possible.

Online/telephone orders for curbside pickup. Customers do not leave their vehicle. Packages are brought outside and placed in the trunk of the vehicle, or next to the vehicle, or handed to the customer once the team member has on PPE.

PROTOCOLS FOR THE STORE – PRIOR TO OPENING

On May 4th, all businesses will be permitted to open once they are able to follow the mandated protocols as detailed in the protocol listing.

Prior to opening, the business is allowed multiple days for the following:

1. Communicate to team members at the location the new protocols and provide them with their individual PPE kits for the store opening. Teams practice physical distancing and scenarios where they ask customers for compliance with physical distancing rules.
2. Team members assist with cleaning and disinfecting the equipment, shelving, fittings, and inventory.
3. Install safety markings, equipment, and signage such as (but not limited to):

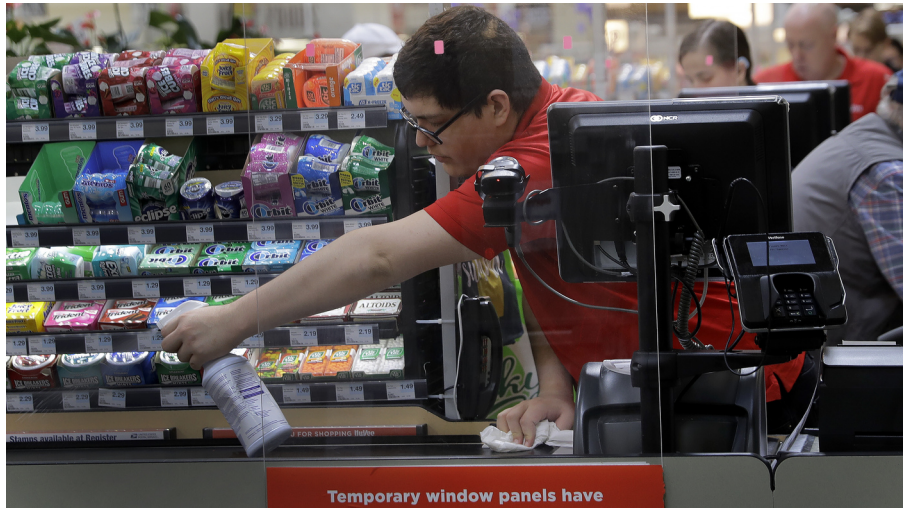
- Floor Decals/Tape markings for layout guide or physical distancing
- Safety posters and signage on doors and in the store
- Sanitizing stations at the front of the store (minimal requirement) and other high traffic areas.

FOR THE STORE – 6 FEET APART AT ALL TIMES

Design store layout to maximize physical distancing with floor markings such as decals, or tape , especially at cash points. Consider having staff as aisle monitors to ensure customer compliance of the 6 ft rule. Another consideration is mapping the route for customers to follow, if possible.

FOR THE STORE – FREQUENT CLEANING

High contact/high touch points and equipment are cleaned and disinfected frequently. Hand sanitizing stations are at the front of the store, but also can be placed throughout. Disinfecting wipes and garbage receptacles are another alternative.



FOR THE STORE – LIMIT THE NUMBER OF PERSONS IN THE STORE

Limited number of people in the store.

Both staff and customers must be included in the calculation of six linear feet per person.

Mandatory signage outlining the established safety & health practices on the doors of the store and throughout the store as well.

FOR THE STORE

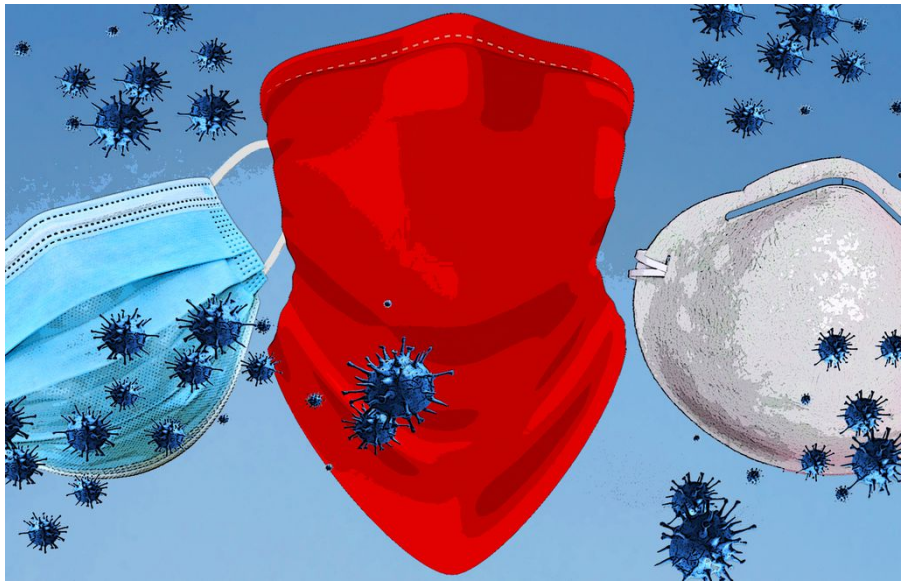
Online/telephone orders for deliveries. Delivery team exercise the same uniform protocols and physical distancing practices as in-store team. Collection of payment must abide by physical distancing measures as well.

Online/telephone orders for curbside pickup. Customers do not leave their vehicle where possible. Packages are brought outside and placed in the trunk of the vehicle, or next to the vehicle, or handed to the customer once the team member has on PPE.

FOR TEAM MEMBERS

MANDATORY - Uniform Protocols

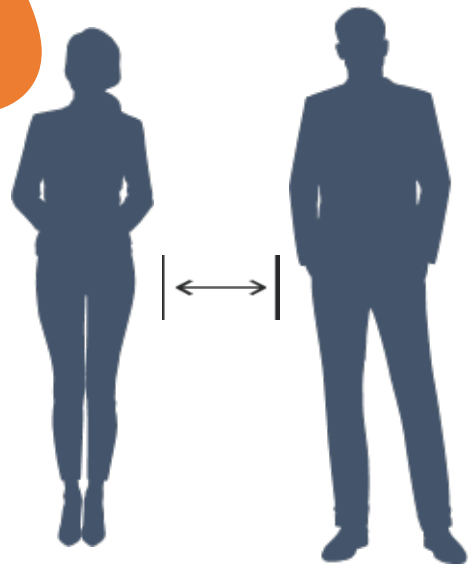
Face mask (cloth, disposable, or filtered)



Team members comply with physical distancing rule (6 ft.) with their team members and customers.

Teams work in shifts where possible for contact tracing purposes.

A designated team member will be responsible for the frequent cleaning and disinfecting of high touch/high contact areas.



FOR CUSTOMERS – FACE MASKS/COVERINGS & HAND SANITIZING

Signage/Posters on Face Masks and Hand Sanitizing Protocols

Customers can see/read the health & safety protocols to adhere to by the store at the door and throughout the store.

Shopping

Where possible team members assist customers with in-store shopping to limit time. Customers are encouraged to have a shopping list with them. Try to minimize the length of shopping time.

Disposable Face Masks and Gloves Available

Face masks are mandatory in order for customers (ages 3 and up) to enter stores (disposable gloves can be optional). If they do not have one or both, the store can supply them to the customer for a fee (ex. as is done with shopping bags) which is added to the total purchase. Garbage receptacle outside of the store for disposal of masks & gloves.

Payment

Customers will abide by the physical distancing markers and practices when exchanging money/cheques/ credit cards.

Sanitizing

Customers <u>must</u> sanitize their hands or gloves upon entering the store. If they are bringing their own bags then the bags may be sprayed with disinfectant as well.

Businesses can Contact the Hotline (to be established):

Location

Telephone

Email

WhatsApp