



AACS Covid-19 response

Friday, 8 May 2020 – updated

Background

Today AACCS hosted a forum comprising both retailers and suppliers to our industry to understand where various operators were currently at with actions relating to operating in a COVIDSafe environment. Excellent discussions on the topic as well as insights provided. The question is how AACCS can take a greater lead in assisting our Members through the months ahead and bringing useful information to them to chart a course through what lies ahead.

AACS considerations

As was clearly articulated by one of the forum attendees, businesses have sought out the best information available to them be it from local or overseas sources upon which to make decisions.

We have collated a number of sources of information in our AACCS website such as <https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit>

Convenience operators have implemented their own measures to manage the virus threat.

Operators have instituted cleaning/service regimes to cover a number of areas such as:

- Coffee Machine buttons / touch screens
- FCB machines
- Bakery / food utensils
- EFTPOS Pin pads and also encouraging contactless payments
- Service Counters
- ATM
- Cool room / freezer door handles
- Microwave
- Service counter and surrounding area
- Petrol pump nozzles
- Watering can and squeegee.
- Ice cabinets

- Air hose nozzles and buttons
- Ensuring towel holders are full at the pumps
- Sanitizer at store entry
- Sanitizer, wipes, at the petrol pumps
- Perspex shields installed to protect staff
- No customer reusable cups refilled
- Clear 'social distancing' guidelines in place
- Truckies dining/rest area / bathrooms instructions clear and in force

Industry basics

From discussions today, it appears that the AACS position should be to recommend the following as a base standard for the industry, allowing operators to implement other initiatives above these measures:

KEY AREAS

- Caring for the Community
- Caring for the Elderly and Vulnerable Customers
- Travel Restrictions in Place – No Flights, No Accommodation
- Effective Communication Daily (Management of Crisis)
- Learning from other Countries operations (UK, Italy, Benelux, France, USA) – Best Process adoption
- Clear Reporting Lines and Actions in the event of Reported Infections
- Assistance to Vulnerable & High Risk Team Members
- Consider Mental Well Being – those who wish to remain working for Social Interactions Needs (Safe Environment)

COVID19 RTW process in place

Where a Case is found – Store Closure, Deep Clean by 3rd Party, Checks completed on all team

EXTERIOR

- Updated signage
- Regular cleaning of pumps, nozzles and exterior equipment
- Having sanitizer and paper towels/wipes available at the pumps for customer use

INTERIOR

- Signage indicating number of customers allowed to be in the store at one time based on store size
- Sanitizer available for customer use
- Physical distancing markers on the floor approaching the service area
- Perspex 'safety' shields protecting staff and customers
- All surfaces and equipment regularly cleaned

SPECIFICS

Masks: the question of the use of masks by staff was discussed. Generally there is no consensus that masks should be worn by staff although individual business decisions may be made otherwise. There is also this information available: The Department of Health advice on the use of masks remains unchanged. Please refer to the [Prime Minister's media release](#) from 24 April 2020 for further reference.

Gloves: correct food service gloves should be used by staff but there is no recommendation that disposable gloves should be provided at the pumps. Staff should wear appropriate gloves when cleaning.

Interaction with COVID-19 infected people: see <https://swa.govcms.gov.au/covid-19-information-workplaces/industry-information/retail/covid-19-your-workplace?tab=tab-toc-employer>

The Commonwealth **advice on management of close contacts** is described in the COVID-19 National Guidelines for Public Health Units ([COVID-19 SoNG](#)) where it states that *close contacts of confirmed and probable cases should be advised to self-quarantine for 14 days following last close contact with the case during the case's infectious period*. The COVID-19 SoNG was developed and is revised regularly by the Communicable Diseases Network Australia (CDNA), which is comprised of jurisdictional representation from State and Territory health departments. The COVID-19 SoNG provides national minimum recommendations; however, states and territories may have additional jurisdiction specific guidance. State and Territory quarantine and return to work advice should also be adhered to.

- Where a worker comes into contact with a confirmed case, the worker should self-quarantine at home for 14 days following their last close contact (see close contact definition in COVID-19 SoNG) with the confirmed case during the case's infectious period. In the COVID-19 SoNG, the infectious period in a symptomatic case is considered to extend from 48 hours before onset of symptoms in the case until the case is classified as no longer infectious (refer to 'Release from isolation' section in the COVID-19 SoNG for details of these criteria).
- If a worker receives advice from their doctor about being fit to return to work because it has been 72 hours since their last exposure with the case, this advice is contrary to recommendations set out in the COVID-19 National Guidelines

In accordance with the COVID-19 Guidelines, confirmed or probable cases with more severe illness who have been discharged from hospital can be discharged to home isolation without the need to provide a negative PCR test. The case can then be released from home isolation if at least 10 days have passed since hospital discharge and there has been resolution of all symptoms of the acute illness for the previous 72 hours. Further, the guidance notes that "*routine PCR testing post-release*

from isolation is not recommended unless the person develops new clinical features consistent with COVID-19.” If a recently recovered COVID-19 case becomes a close contact of a confirmed or probable case (i.e. they have potentially been exposed to an infectious person), and symptoms reappear, then they should immediately self-isolate and be re-tested for SARS-CoV-2.

CLEANING EQUIPMENT

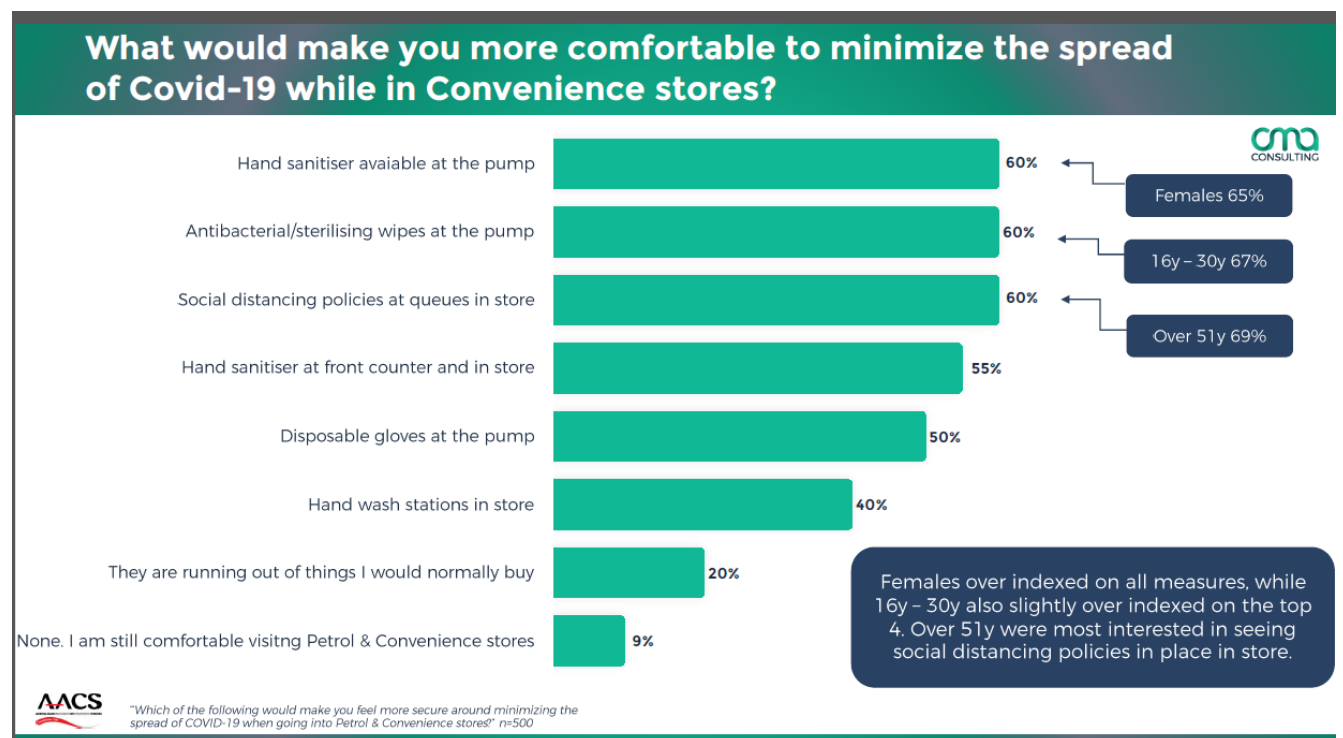
- To ensure that no stores run out of cleaning and sanitising equipment, it is suggested that a 3 month supply should be kept on hand.

SUPPLIER REPRESENTATIVES

There appears to be no consistency as to how businesses treat supplier representatives in the current environment e.g. business as usual in some cases, no reps permitted or allowed to use store facilities in others. Clear communication to suppliers on such policies will be appreciated by companies.

Staff

- Encourage flu shots
- Encourage use of COVIDSafe app



Exterior signage example

PROTECTING OUR CUSTOMERS AND OUR TEAM

The safety and wellbeing of our customers, team and community continues to be our top priority.

While we continue to serve you, we're taking extra precautions to ensure our store is clean and hygienic including:

-  Increased frequency of store cleaning with a focus on all touch points, counter tops, eftpos units.
-  Washing hands or using hand sanitisers between each customer interaction.
All product that is touched by customers is thoroughly cleaned with anti-bacterial wipes.
-  Physical distancing. Maintain a 1.5m distance between both customers and team members.
Please follow physical distancing marks on the floor.

MAXIMUM
5
CUSTOMERS
IN SHOP AT
ONE TIME

PLEASE HELP US:
Use contactless payments (card only).
Cover your nose and mouth if you cough or sneeze.
Please stay home if you are feeling unwell.

THANK YOU FOR YOUR CONTINUED SUPPORT.