GUIDELINES ON PROTECTIVE MEASURES
FOR WORKERS IN THE FOOD AND GROCERY SECTORS

INCREASED HYGIENE AND SAFETY PROTOCOLS

• Ensure customers and workers can maintain “social distancing” through measures such as:
  o Limiting number of customers in a store at any given time
  o Barriers for Cashiers
  o Safety markings on the store floors to show distance
  o Signs and other means to educate customers to keep their distance.

• Disinfectants, Hand Sanitizers, and Wipes available at all work stations.
• Increased number of paid breaks so workers can wash their hands.
• Where possible facilitate Covid19 testing or provide employees paid time off to get tested.
• Gloves and Masks should be made available to workers.
• In case of identification of an infected worker, an emergency protocol should be placed to avoid spread of the disease to other workers.
• Train and inform workers on the precautions and health & safety protocols.

SANITARY STORES

• Stores should be disinfected daily; and recommendations of the health authority should be followed.
• Operation hours should be limited if needed to secure enough time for sanitization and refilling.
• Schedules should be established for cleaning high risk areas such as check-out counters and cash machines throughout the day.
• Ready to eat food and salad bars should be closed and/or removed.
• Third-party cleaning and security personnel must have access to these same benefits and protections.

SECURE STORES

• Increase the number of security guards to protect workers and customers against incidents of panic-shopping, scarcity of goods, or crowd control.
• Adopt zero tolerance policy for the abuse of retail workers.
• Announce the measures and inform customers.
PROTECTION OF “ESSENTIAL EMPLOYEES” & HAZARDOUS DUTIES

• Compensated sick-leave should be granted to workers who are sick, under quarantine, or are considered high-risk.
• Workers allowed to take sick leave when they start to have any symptoms or signs of the disease.
• Recognition of Hazard Duty
  o Extra pay or compensation for working under hazardous conditions.
• At-Risk employees should be given right to be assigned on less hazardous duties; if it is not possible, they should be granted with paid leave.
• Workers should be provided with protections against job loss and in case of temporary store closures workers should be adequately compensated against income loss.
• Staff levels should be increased to cope with the exceptional circumstances.
• Apply measures to establish a good work/life balance for personnel affected by the closure of schools or care centres for the elderly and provide support.
• Necessary measures should be taken to ensure safe commute to and from work.

COMMUNITY AND CIVIL PROTECTIONS

Due to the increase in “panic-shopping” vulnerable shoppers need protection and assistance in getting the items they need in a more comfortable and less crowded environment.

• Special hours where vulnerable and at-risk customers can shop. This includes:
  o Senior Citizens
  o Disabled or those with compromised immune systems
  o Pregnant women or women who have recently given birth
  o Other essential workers such as public service workers
  o Workers with family responsibilities such as single parents
• Special hours when employees can shop.