

## **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:
  - Limiting number of customers in a store at any given time
  - Barriers for Cashiers
  - Safety markings on the store floors to show distance
  - 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
  - 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:
  - Senior Citizens
  - Disabled or those with compromised immune systems
  - Pregnant women or women who have recently given birth
  - Other essential workers such as public service workers
  - Workers with family responsibilities such as single parents
- Special hours when employees can shop.