

COVID-19 SAFETY CHECKLIST FOR SMALL BUSINESS



Small businesses are currently operating under a Click and Collect Model.

This Checklist has been developed to assist small businesses to develop their COVID Safety Plans. The Checklist has been drafted on the basis that businesses are open to customers/patrons. While we recognise that this is not the case whilst in Lockdown, the Checklist will still be relevant for businesses who do not already have a Plan in Place.

By completing this Checklist, small businesses will be satisfying the requirements under the Public Health Direction for a COVID Safety Plan.

COVID-19 can spread from person to person through:

- close contact with an infectious person, including in the 24 hours before they started showing symptoms
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person and then touching your mouth or face.

This means that COVID-19 can spread widely and quickly. People can protect themselves from COVID-19 by getting vaccinated if they are eligible, practising physical distancing, hand hygiene and wearing a mask.

If you already have a COVID Safety Plan, this is a good time to review it to ensure it covers all the Key Actions for COVID Safety. This document can be read in conjunction with the Guidelines for your COVID Safety Plan available at [Home - COVID-19 \(act.gov.au\)](https://www.act.gov.au/home-act/covid-19).

Publication date: 21 September 2021



The main symptoms of COVID-19 are:

- fever
- cough
- sore throat
- shortness of breath
- runny or blocked nose
- loss of smell or taste.

Less common symptoms are **muscle pain, joint pain, diarrhoea, nausea, headache, vomiting, loss of appetite, fatigue.**

Symptoms can develop between **two to 14 days** after you are exposed to the virus. More information about symptoms and when to get tested can be found at [Stay safe and healthy - COVID-19 \(act.gov.au\)](https://www.act.gov.au/act/safe-and-healthy/COVID-19)



COVID-19 has been called a pandemic.

A virus is called a pandemic when it spreads quickly to lots of countries around the world.

The 10 Key Actions for COVID Safety

1. Register for Check in CBR and display your QR Code
2. Encourage physical distancing
3. Provide hand sanitiser and encourage good hygiene
4. Wear face masks and other personal protective equipment
5. Undertake regular cleaning and disinfecting
6. Display COVID safe signage
7. Adhere to capacity limits
8. Exclude staff and customers who are unwell
9. Daily check in with employees and training
10. Encourage contactless deliveries, click and collect.

How to use this document

Ensure you are protecting your staff and customers by considering how your business will implement the 10 Key Actions for COVID Safety. The checklist on the following pages provides guidance on the minimum considerations for a COVID Safe business and is aimed at small businesses (less than 20 full time equivalent employees).



COVID Safety Checklist – Small businesses

BUSINESS NAME:

ABN/ACN:

FULL ADDRESS:

1. Register for Check in CBR and Display your QR Code



Visit [Check In CBR - Business Hub \(act.gov.au\)](https://act.gov.au) if you have not already registered for Check in CBR for your business.

It is mandatory for all businesses to be registered for and use the Check In CBR app. It is also mandatory for patrons aged 16 years or older to check-in when entering a business for any length of time, and businesses must use their best endeavours to ensure that patrons do so.

Check In CBR is the easiest and safest way to keep a record of anyone on your premises for contact tracing purposes. This includes those attending your business for click and collect purposes.

Please ensure you have adequate signage displaying your Check in CBR QR Code.

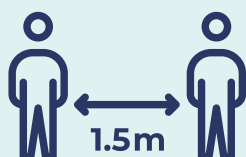
At a minimum, this should be placed at the entrance to your business and at your point of sale.

How will I implement this?

Where will my signage be displayed?

Do I have a plan for people who can't check in (e.g. do my staff know how to use the business profile function)?

2. Encourage physical distancing



Encourage physical distancing of 1.5 metres by marking areas where customers queue or may congregate. Ensure staff maintain 1.5 metre physical distancing where practical.

Have strategies in place to manage any gatherings that may occur directly outside your premises, such as at pick up or drop off or click and collect zones.

If possible set up separate exit and entry points and separate order and collection points to minimise contact.

How will I implement this?

What are the areas of congregation in my business?

Can I manage the flow of people better within my business?

3. Provide hand sanitiser and encourage good hygiene



Provide alcohol based hand sanitiser at key points around your business, including at the entrance and at point of sale locations. Encourage both staff and patrons to utilise hand sanitiser regularly.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Encourage customers to use pay wave and credit cards in preference to cash.

How will I implement this?

Which staff member is responsible for ensuring hand sanitisers are available and refilled when required and checking bathrooms are well stocked

4. Face masks and other personal protective equipment



Staff and patrons within the business should wear face masks, noting some exemptions are provided in the [Public Health Direction](#).

Consider other types of personal protective equipment required.

Will I supply face masks for my staff to use?

Are my staff aware of the rules around face masks?

Are other types of personal protective equipment required in my business (i.e. gloves or eye protection)?

Should I print resources for my staff on how to wear masks properly?

5. Undertake regular cleaning and disinfecting



Conduct frequent sanitising of all surfaces (particularly frequently handled surfaces such as EFT machines, counters, door handles, shared tools, trolley handles, pens, tablets, bathrooms, changerooms, etc). Cleaning tips for workplaces can be found at: <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/cleaning-prevent-spread-covid-19>

In indoor areas, encourage natural ventilation by keeping windows and doors open wherever possible.

How will I implement this?

Who is responsible for cleaning?

How often will this be done?

Should I adjust store hours to ensure staff have sufficient time to rest, sanitise and restock?

6. Display COVID safe signage



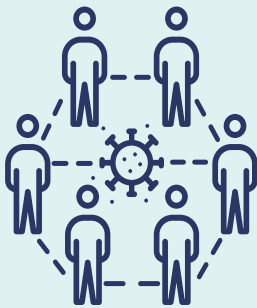
Display a sign stating your capacity limit ensuring that density is calculated at one person per four square metres of usable space.

Ensure you display your Check in CBR QR code in a prominent position near the entrance to your business and at point of sale.

Visit [Resources for business - Business Hub \(act.gov.au\)](https://resourcesforbusiness.businesshub.act.gov.au) to find a list of downloadable posters.

What signs have I got and where will I put them?

7. Adhere to capacity limits



Implement controls to limit the number of people inside the business at any one time so that the density limits as outlined in the Public Health Direction are not exceeded (e.g. no more than one person per four square metres of usable floor space in the business).

The total number of people permitted in the business will be outlined in the Public Health Direction, and may require you to include staff on site, depending on the business.

What is my capacity limit?

How will I ensure the capacity limit is not exceeded in my business?

*Should I set up distance markers for queuing outside my store?
Do I need to assign a staff member to assist customers who are waiting to enter the store?*

8. Exclude staff and customers who are unwell



Place signs at entry points to instruct customers not to enter the business if they are unwell ([see Resources for business - Business Hub \(act.gov.au\)](https://www.act.gov.au/business/business-hub/resources-for-business) for downloadable posters.

Ensure that messaging around click and collect includes asking customers not to attend if they are unwell.

Encourage staff who are unwell to stay at home and avoid social activities.

Ask them to be aware of the criteria for getting tested for COVID-19, available on the [ACT COVID-19 website](https://www.act.gov.au/act-19).

How will I implement this?

Do I have a script my staff can follow if they think someone is unwell?

Are my staff supported to stay at home if required?

Have they been provided with information about entitlements?

9. Daily check in with employees and training



Ensure your employees are properly trained and have access to information relating to physical distancing, wearing of masks and cleaning. Encourage staff to familiarise themselves on when to get tested for COVID-19 and the options for vaccination.

Monitor customer behaviour to ensure your workers are being treated with respect.

What training do my staff need?

Do they need infection control or de-escalation training?

Do staff know what to do if they have any concerns relating to COVID-19?

Is their mental health and wellbeing supported?

10. Encourage contactless deliveries, click and collect



Where practical, ask delivery drivers or other contractors visiting the premises to minimise physical interaction with workers.

Consider adding an online ordering or contactless click and collect option. Click and collect must be contactless and the use of COVID Marshals is encouraged to monitor density limits, physical distancing, use of Check in CBR and public health measures such as mask wearing.

Businesses should use an appointment system to manage the flow of people arriving for click and collect. Customers should be prevented from entering the business for any purpose – this should be clearly signposted and physical barriers used.

If orders are delivered directly to a customer's vehicle, Check in CBR must be used, customers should remain in their vehicle and physical distancing, hand hygiene and mask wearing must be maintained.

How will I implement this?

Can I stagger or reschedule deliveries?

Can I conduct more interactions remotely?

How will click and collect activities on my premises be undertaken?

How will I ensure customers do not enter my business?

What is the minimum number of staff I need?

Ensure you have a copy of this signed checklist which must be produced if requested from a relevant compliance/enforcement officer.

This may include providing an electronic copy.

Name of Employee or Proprietor
Completing the COVID Safety
Checklist

Signature and date:

Contact Phone Number:

Email Address:

You can keep up to date on the situation in the ACT through the ACT COVID19 website: <https://www.covid19.act.gov.au/home>

If you need to refer to the relevant Public Health Direction, you can access it [here](#):

Failure to comply with directions may result in significant penalties. Have a question? Looking for advice? Call the COVID-19 helpline on (02) 6207 7244 from 8am-8pm daily.

Accessibility



If you have difficulty reading a standard printed document and would like an alternative format, please phone **13 22 81**.

If English is not your first language and you need the Translating and Interpreting Service (TIS), please call **13 14 50**.

For further accessibility information, visit: www.health.act.gov.au/accessibility

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