

Safe at Work: COVID-19 Grocery and Pharmacy Toolkit



We're here to help.

As a supermarket or pharmacy employee, you are instrumental in providing the general public with the food, supplies or medicine people need during the pandemic. This responsibility comes with challenges such as a lack of staff or difficulty maintaining supplies due to increased consumer demand and stockpiling. This is compounded by anxiety and fears around the idea of entering a shop of any kind.

While cleaning your shop or pharmacy is undoubtedly a routine, creating a hygienic environment and helping protect your colleagues and customers has never been more important than during this pandemic.

As the leading global professional hygiene brand, we're here to help. For more than 50 years, we at Tork have been committed to improving hygiene in establishments throughout the world by developing and producing complete hygiene solutions. We have developed this toolkit with our recommendations on how to make health a priority in your shop or pharmacy and hope you find this information relevant and useful.

Thank you for your efforts on the front lines of this crisis. We hope that you and your staff stay safe throughout these challenging times.

Best regards,

Anna Königson Koopmans
Marketing Director – Grocery/Pharmacy
Essity Professional Hygiene



COVID-19

While there is no evidence that COVID-19 can be transmitted by food, it can spread in your supermarket or pharmacy between employees and customers through droplets produced when an infected person coughs or sneezes, or through contaminated surfaces or objects.

You can help reduce the spread of COVID-19 in your retail establishment by:

- Following proper hand hygiene protocols
- Maintaining routine cleaning and disinfecting procedures
- Optimising dispenser placement

This toolkit provides the resources you need to help reinforce those best practices during this outbreak and beyond.



How can COVID-19 spread in your supermarket or pharmacy?



**Through the air
by coughing and
sneezing**



**Close personal contact,
such as touching or
shaking hands**



**Touching an object or
surface with the virus on
it, then touching your
mouth, nose or eyes**

Hand hygiene

Venues with many people could be a place where the new coronavirus spreads, especially with the increased customer volume and so many frequently touched surfaces. But proper hand hygiene techniques can kill viruses such as the one that causes COVID-19 and help control its spread.

Encourage good hand hygiene amongst employees and customers alike by:

- Training employees about hand hygiene techniques, including when to wash and sanitise hands or when to wear gloves.
- Hang up-to-date hygiene and handwashing signage in employee toilets and breakrooms.
- Consider asking cashiers to use gloves or wash or sanitise their hands after each transaction.
- Use signage to encourage customers to use the sanitiser and wipes that you provide.
- Provide shoppers and staff with essential hand hygiene supplies such as soap, hand sanitiser and paper towels.

Below are some resources for you to encourage proper hand hygiene in your retail establishment during the COVID-19 pandemic.



Resources

Handwashing procedure

Wash your hands with soap, water and paper towels

For more information visit [tork.co.uk](https://www.tork.co.uk) or [tork.co.uk](https://www.tork.co.uk)

Handwashing procedure

[Download](#)



Hand Sanitizing

Disinfect your hands

For more information visit [tork.co.uk](https://www.tork.co.uk) or [tork.co.uk](https://www.tork.co.uk)

Hand sanitising

[Download](#)



Tork Clean Care

Hygiene tips for food service staff

Wash your hands!

For more information visit [tork.co.uk](https://www.tork.co.uk) or [tork.co.uk](https://www.tork.co.uk)

Hygiene tips for food service staff

[Download](#)



fip ADVANCING PHARMACY WORLDWIDE

UPDATED 26 MARCH 2020

FIP HEALTH ADVISORY

COVID-19: GUIDELINES FOR PHARMACISTS AND THE PHARMACY WORKFORCE

INTERNATIONAL PHARMACEUTICAL FEDERATION

COVID-19: guidelines for pharmacists and the pharmacy workforce

[Learn more](#)





Think ahead.

8 ways to promote personal hygiene beyond handwashing

Your supermarket or pharmacy should promote additional hygiene measures beyond handwashing during the COVID-19 pandemic to protect customers and employees. This includes social distancing routines and new store policies.

Some social distancing considerations include:

- Limiting the number of shoppers in the store at a given time and having employees monitor entrances and exits to control customer flow.
- Placing signs at the entrances and using the store's PA system to promote social distancing. Asking customers with flu-like symptoms to refrain from entering.
- Setting up a 'do not cross' line in front and behind counters at checkout, deli, bakery and pharmacy areas.
- Encouraging self-checkout to limit direct contact between shoppers and thoroughly cleaning checkout registers after each transaction.
- Adding plastic shields at checkout registers to limit the risk of germ spread between employees and customers.
- Providing employees with face masks and shields, especially when recommended by local governments.
- Creating a rotating shift schedule for your team so that not all staff are customer-facing all day.
- Restocking shelves outside of opening hours as much as possible to reduce staff contact with shoppers.

It's also essential that any employee who has flu-like symptoms stays home and is given time to recover.

Practice social distancing

2 trolleys = 6 feet



Please keep 2 trolley lengths between you and others as much as possible.



Surface cleaning

Supermarkets and pharmacies have many high-touch surfaces such as shopping trolleys, freezer door handles and checkout counters. These surfaces could easily become contaminated with the virus that causes COVID-19 and should therefore be disinfected regularly. Surfaces that should be frequently sanitised include:

- **Shopping area:** Deli and seafood counters, shopping trolleys, hand railings, sneeze guards, trays, door handles, rubbish bins
- **Checkout area:** Tills, counters, conveyer belts, credit card machines, touchscreens, scanners, self-checkout surfaces, handles, phones, keyboards, computer mice
- **Staff area:** Door handles, break room tables, counters, light switches, sinks, microphones and intercom systems, computers, refrigerator plastic curtains
- **Toilets:** Door handles, sink taps, toilet handles, light switches

Institute a mandatory cleaning and sanitising schedule with instructions posted around the shop. You may also want to wipe down each trolley handle for shoppers as they enter.

Below are some tools to help you ensure that your shop remains clean and disinfected during the pandemic.



Resources

FIP Covid-19 Information Hub

FIP-COVID-19 Timeline

COVID-19 information hub for pharmacists and the pharmacy workforce

[Learn more](#)

COVID-19 and food safety: guidance for food businesses

Interim guidance
7 April 2020

Background

The purpose of this guidance is to highlight the potential for food businesses to become a source of infection for the public and to provide advice on how to reduce this risk.

Potential transmission of COVID-19 via food

It is important for food businesses to understand the risk of COVID-19 transmission via food and to take steps to reduce this risk.

COVID-19 and food safety: guidance for food businesses

[Learn more](#)

COVID-19 Cleaning and Disinfection for Human-Touch Surfaces

April 1, 2020

Introduction

Food retailers play a critical role in protecting public health, especially during the COVID-19 pandemic. The Food Industry Association (FIA) and the Food Safety and Inspection Service (FSIS) have developed this guidance to help food businesses maintain a clean and safe environment for their customers and employees.

Cleaning and disinfection activities must be:

- (1) Validated to ensure effective removal of SARS-CoV-2.
- (2) Utilizing EPA-registered antimicrobial chemicals.
- (3) Communicated with the local health department.

COVID-19 cleaning and disinfection for human-touch surfaces

[Learn more](#)

Cleaning & Sanitation Guide for Food Retail

Cleaning and sanitation guide for food retail

[Learn more](#)

Dispenser placement recommendations

As you continue operating during the COVID-19 pandemic, reinforce proper hand hygiene through optimal hand hygiene dispenser placement. Here are some guiding principles for areas in your retail location.

1

Store entrances

Provide customers the opportunity to disinfect their hands upon entry. Place hand sanitiser and disinfectant wipe dispensers at the entrance by the shopping trolleys. Ensure adequate covered waste bins.

2

Checkout

Hand sanitiser should be available for customers at checkout. Ensure each checkout station has a covered waste bin.

3

Cash

Hand sanitiser for employees should be available behind the till to promote frequent hand sanitisation between customer transactions. Provide disinfectant wipes or sprays to encourage frequent sanitisation of the conveyer belt and other checkout surfaces.

4

Counters

Place sanitiser dispensers at counters, such as the pharmacy, deli, meat or seafood department, and make wipes available to clean off surfaces.

5

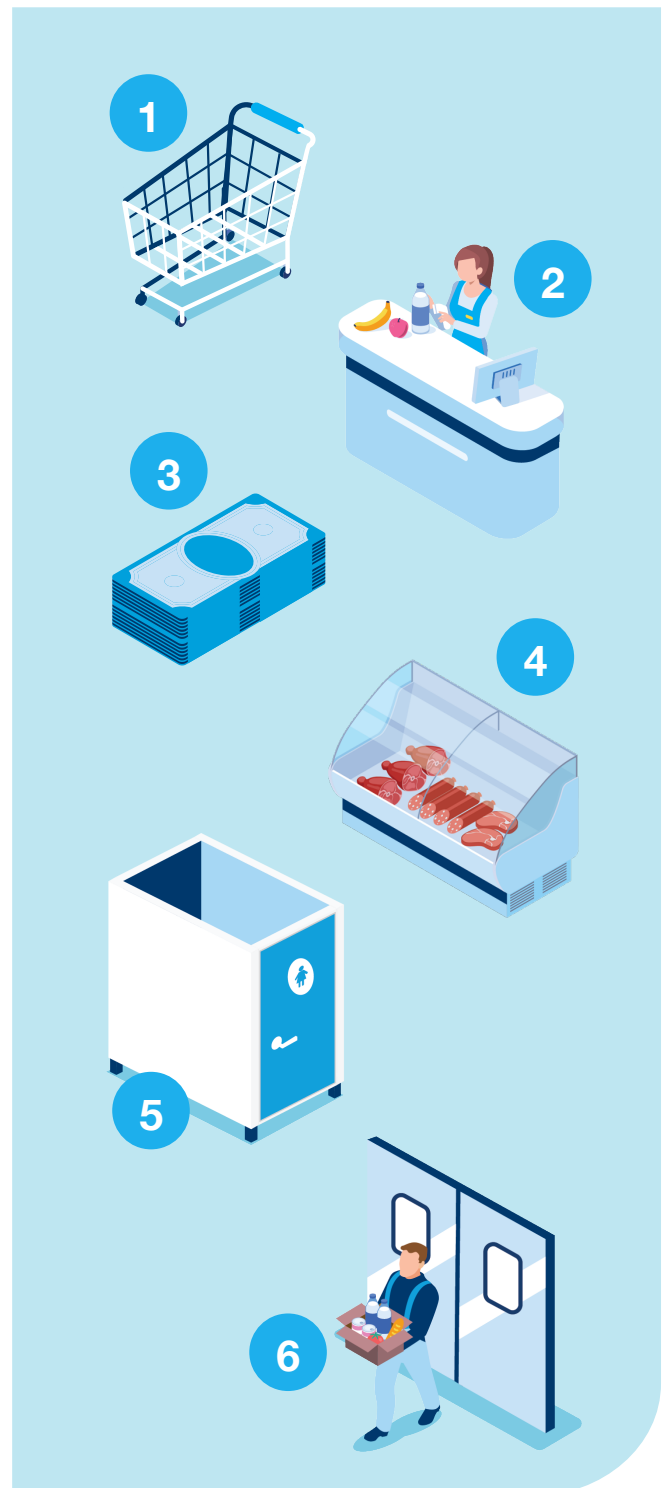
Washrooms

Stock washrooms with soap dispensers, hand sanitisers, tissues and disposable paper towel dispensers to prevent the transmission of pathogens. Place covered waste bins near all dispensers to avoid paper towel waste and cross-contamination.

6

Exits/Entrances

Place hand sanitiser dispensers at all doors between the stockroom and retail floor.



Store Entrances

- Provide a safe in-store experience by reducing the risk of cross-contamination by providing Tork products at entrances.



511060 420103	Tork Hygiene Floor stand Tork Alcohol Gel Hand Sanitiser	The Tork Hygiene Stand helps improve hygiene in public spaces
473188	Tork Reflex™ Portable Centrefeed Dispenser System	Fully enclosed roll - protection from splashes and dirt

Cash Checkout/Deli Counters

- Heightened hygiene demands increase the importance of operational efficiency on employees.



473188	Tork Reflex™ Portable Centrefeed Dispenser System	Fully enclosed roll - protection from splashes and dirt
272900	Tork Xpressnap Fit® Tabletop Napkin Dispenser	A full size napkin is folded to fit the small footprint dispenser
511103	Tork Alcohol Gel Hand Sanitiser	Free standing pump bottle for flexible placement

Washrooms

- Maintaining overall cleanliness of a grocery store, including its washrooms creates, a premium experience.



552500	Tork PeakServe® Continuous™ Hand Towel Dispenser	Top up with hand towels when it suits you. More flexibility means more time to clean
682000	Tork SmartOne® Twin Mini Toilet Roll Dispenser	Hygienic: only touch the sheet being used
561600	Tork Foam Soap Dispenser – with Intuition™ sensor	Sensor driven, touch free dispensing reduces the risk of cross contamination
420103	Tork Extra Mild foam Soap	Bottle is recyclable and collapses as contents are used, reducing waste

Exits/Store Rooms/Staff Rooms

- Increasing employee well-being and providing a hygienic and safe workplace with Tork solutions.



560000 520103	Tork Liquid and Spray Soap Dispenser Tork Alcohol Gel Hand Sanitiser	Proven Easy to use design by third party certificate - promotes good hand hygiene for all users
552200	Tork Xpress® Countertop Multifold Hand Towel Dispenser	One-at-a-time dispensing for reduced consumption and increased hygiene
552200	Tork Xpress® Countertop Multifold Hand Towel Dispenser	One-at-a-time dispensing for reduced consumption and increased hygiene
190594	Tork Surface Cleaning Wet Wipes	Professional quality for effective surface cleaning, Refill available 190694

Get in touch

Join millions of people already using Tork products every day.
Use biocides safely. Always read the label and product information before use.



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