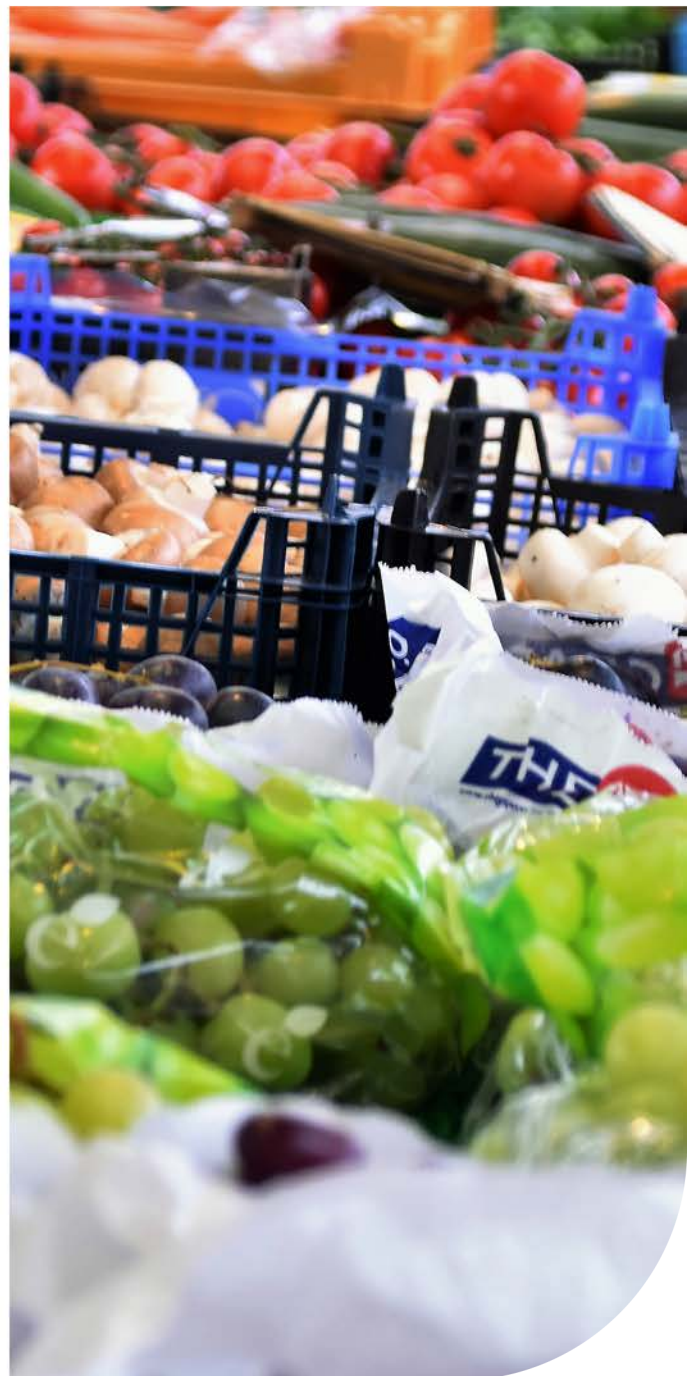


Safe at Work: COVID-19 Grocery and Pharmacy Toolkit



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 your 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

Handwashing procedure

[Download](#)



Hand Sanitizing

Hand sanitising

[Download](#)



Tork Clean Care Hygiene tips for food service staff

Hygiene tips for food service staff

[Download](#)



COVID-19: guidelines for pharmacists and the pharmacy workforce

COVID-19: guidelines for pharmacists and the pharmacy workforce

[Learn more](#)



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

DEC 31: WHO declares COVID-19 a global pandemic.

JANUARY 7: WHO reports 103,000 cases and 3,800 deaths.

JANUARY 13: WHO reports 150,000 cases and 5,000 deaths.

JANUARY 20: WHO reports 200,000 cases and 7,000 deaths.

FEBRUARY 5: WHO reports 300,000 cases and 10,000 deaths.

FEBRUARY 11: WHO reports 400,000 cases and 13,000 deaths.

MARCH 11: WHO reports 700,000 cases and 25,000 deaths.

APRIL 8: WHO reports 1,000,000 cases and 40,000 deaths.

APRIL 15: WHO reports 1,300,000 cases and 50,000 deaths.

APRIL 22: WHO reports 1,600,000 cases and 60,000 deaths.

APRIL 29: WHO reports 1,900,000 cases and 70,000 deaths.

APRIL 30: WHO reports 2,000,000 cases and 75,000 deaths.

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

Summary

The purpose of this guidance is to highlight the key food safety risks for the majority of food businesses and to provide practical advice on how to manage these risks to ensure the safety of food.

Practical measures of COVID-19 risk

Food safety practices should be implemented to the level of food safety that is necessary to ensure the safety of food. This includes measures such as: hand hygiene, use of personal protective equipment (PPE), and cleaning and disinfection of surfaces.

Cleaning and disinfection activities must be:

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

COVID-19 and food safety: guidance for food businesses

[Learn more](#) ↓

FMI THE FOOD INDUSTRY ASSOCIATION

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 White House and Department of Homeland Security (DHS) consider the food supply chain as "critical infrastructure" and food industry employees as "essential." During these extraordinary times, grocery stores must maintain a clean and sanitary facility to ensure the health and well-being of all customers and employees.

Cleaning and sanitation procedures for frequently touched surfaces can help protect customers and employees from COVID-19. While some grocery stores are dedicating more hours to thoroughly clean and disinfect their entire store (i.e. deep clean) before opening the following morning, others are more aggressive, cleaning and sanitizing high-touch surfaces throughout the day to reduce the risk of transmission.

The U.S. Centers for Disease Control and Prevention (CDC) provides practical guidance on cleaning and disinfection procedures to control infectious viruses, such as the novel coronavirus (SARS-CoV-2). While coronavirus is not known to be transmitted through food or food packaging, coronavirus particles can survive on common, "high-touch" surfaces, such as stainless steel, shopping cart handles or shoe handles. The CDC recommends routine cleaning and disinfection using EPA-registered disinfectants that are effective against SARS-CoV-2.

Cleaning and disinfection activities must be:

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

COVID-19 cleaning and disinfection for human-touch surfaces

[Learn more](#) ↓

FMI THE FOOD INDUSTRY ASSOCIATION

Cleaning & Sanitation Guide for Food Retail

October 2019

Cleaning and sanitation guide for food retail

[Learn more](#) ↓



Think ahead.

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.

