

Safety Protocols for Delivery & Curbside Pick-up Workers during the COVID-19 Pandemic

Implementation Date: April 15th, 2020

General Statement

The following protocols for delivery and curbside pickup systems are designed to maintain the safety and security of key workers and the public to be served during the COVID-19 pandemic, while providing avenues for the public to access essential goods.

It is advised that the provisions of key pieces of labour legislation currently remain in force – Shops Act, Safety and Health at Work Act, Employment Rights Act and Holidays with Pay Act. Additionally, it is imperative that the relevant public health practices that apply to the handling of food and non-food items continue to be observed.

Employer Responsibility

As an employer, a company is responsible for providing all employees with a safe and healthy work environment. This includes taking steps to guard against the risk of infectious diseases; the outbreak of this new virus should prompt employers to implement a strategy to protect employees, customers and the public. The employer must aggressively enforce all workplace health, safety, housekeeping and security rules; and violations of these rules will result in appropriate action.

Employee Responsibility

It is the responsibility of the employee to cooperate with the Company to exercise safe work habits and maintain their work areas and materials in an organized and hygienic manner. To take reasonable care for their own health and safety, to take reasonable care for the health and safety of others who may be affected by their acts or omissions, cooperate with anything the employer does to comply with requirements, not 'intentionally or recklessly interfere with or misuse' anything provided at the workplace.

Policy Implementation and Maintenance

The Company shall review and adjust policy to reflect changes in knowledge and understanding of the pandemic and legislation.

Scope

This policy applies to all management and staff.

Expected Outcome

To ensure the Safety and Health of employees and visitors in the procurement, delivery and collection of groceries and food during the Coronavirus Pandemic. This means implementing systematic protocols that will assist in preventing the contracting and transmission of the virus.

Hours of Work

The hours of work outlined for deliveries and curbside pickup will be in accordance with the Emergency Management Order issued by the Government of Barbados. The following should also be considered:

- Where possible and as the nature of a particular business requires, every effort should be taken to rotate customer facing staff.
- Where possible, rotating teams should not come into contact with each other.
- Operations should be undertaken in a manner that allows staff to arrive for and to leave duty within the established limits of a curfew.
- Arrangements should be made to provide staff with the required “pass” for travel, during a curfew.
- A meal break is to be accommodated.

Communication

1. Pre-shift “tool-box talks” may be used to remind employees of the hygiene practices that must be followed.
2. Communication between staff and customers should be as precise and brief as possible. Also communicate to customers the need to avoid extended or irrelevant discussion, to limit physical contact and maintain physical distance.
3. Ask customers to handle business promptly. Use signage where possible to aid with this. Reference signage section below.

Administrative Controls

- **Physical Distance for Workers**

Maintain a physical distance of six feet between workers and continue to employ the social distancing practices as follows:

- Stop handshaking as a greeting
- Defer large meetings
- Hold essential meetings outside in the open air if possible

- Limit food handling and sharing of food in the workplace
- Promote strictest hygiene among food preparation (canteen) staff and their close contacts

These simple, common sense actions help reduce risk to you and to others. The more space between you and others, the harder it is for the virus to spread.

- **Management of Persons on Site**

The number of persons on location at any given time should be kept at a minimum. Delivery workers should be no more than two persons assigned to one vehicle at any given time. The distance between workers should be the recommended 2 metres or 6 feet. Should there be space limitations in the vehicle, then one person should be assigned. Curbside workers should be positioned at least 2 metres or 6 feet apart.

Delivery Workers

1. Delivery workers should maintain physical distance of 6 feet during deliveries to the various locations.
2. Delivery workers should avoid entering the homes or businesses of customers to maintain physical distance.
3. Delivery workers should where possible, deliver and hand over items on the outside of the various locations. Where space permits, deliveries can be passed over countertops while maintaining safe physical distance from customers.
4. Delivery workers should receive electronic and card payments where possible. In instances where cash collection cannot be avoided, workers should utilise the following cash collection procedures:
 - a. Ask the customer to place cash in basket or isolated container
 - b. Handle cash placed in container with gloves
 - c. Secure cash in collection bag or container
 - d. Dispose of gloves immediately in a wastepaper bag or container
 - e. Wash hands if possible or utilise sanitizer or disinfecting wipes
5. Delivery workers should sanitise Card Machines before and after every use. The delivery worker should input initial information, place the machine on a surface for the customer to pick up. When the customer completes the transaction, they should return the machine to the surface for the delivery personnel to then pick up.

Curbside Workers

1. Curbside workers should keep physical distance of six feet during the completion of orders for customers.
2. The procedure for curbside pick-up is as follows:
 - a. Customer will receive an email when their order is ready for pickup.
 - b. Drive to the store and pull up to the main entrance curb. Customer must remain in their vehicle.
 - c. Orders can only be collected during store hours.
 - d. The customer must bring the order confirmation email and/or photo ID that matches the name on the order.
 - e. The teammate will deliver the order to the vehicle's backseat or trunk.
 - f. If the customer is on foot, the order can be placed on a surface e.g table while the customer is 6 feet away standing at a designed spot, the employee can step away to a designated spot and allow the customer to pick up the order
 - g. The receipt will be attached to the delivery.
3. Curbside workers should receive electronic and card payments where possible. The delivery personnel should input initial information, place the machine on a surface or in a receptacle for the customer to pick up. When the customer completes the transaction, they should return to the surface/receptacle for the delivery personnel to pick up. Curbside workers should sanitise Card Machines before and after every use.
4. In instances where cash collection cannot be avoided, workers should utilise the following cash collection procedures:
 - a. Ask the customer to place cash in basket or isolated container
 - b. Handle cash placed in container with gloves
 - c. Secure cash in collection bag or container
 - d. Dispose of gloves immediately in a wastepaper bag or container
 - e. Wash hands if possible or utilise sanitizer or disinfecting wipes

Hygiene

Hygiene for Workers

1. Workers should clean and sanitize their workstations before and after every transaction
2. Workers should wash their hands as often as possible with soap and water or with hand sanitizer if there is no soap or water available.
3. Workers should avoid touching their faces, especially noses, mouths and eyes at all times.

4. Workers should cover their noses and mouths with a tissue when coughing and sneezing, or cough and sneeze into pit of elbow or upper sleeves, if tissues are not available. Tissue should be immediately disposed in a wastepaper bag or container.
5. Workers should wash hands or use a hand sanitizer after coughing, sneezing or blowing noses.
6. Workers should avoid close contact with co-workers and customers (keep a separation of at least 6 feet).
7. Workers should avoid shaking hands and always wash hands after contact with others. Where employees wear gloves, they should wash hands upon removal of the gloves in case hand(s) become contaminated during the removal process.
8. Workers should always avoid using other employees' work tools and equipment unless sanitized after use.
9. The following contact surfaces should be sanitised before operating a vehicle, during the course of the workday and at the end of the workday:
 - Key fob, door handles, steering wheel, seat belt, hand brake, gear-shift.
 - Hands should be sanitized after making a delivery and before re-entering the vehicle.

Hygiene for Customers

1. Supply sanitizing stations and sanitizing products for customers to use on entry to the business space.
2. Ensure adequate personnel is in place to remind customers to use the sanitizing stations and products on entry to the space where business will be transacted.

Cleaning Practices

1. Clean and disinfect ALL often-touched surfaces such as countertops, doorknobs, handrails, light switches, elevators etc.
2. Immediately clean and disinfect surfaces that are visibly soiled with body fluids to avoid contact.
3. Cleaners and sanitizing agents should in accordance with Ministry of Health and Wellness guidelines and used following the manufacturer's instructions.

Signage and Space Markers

1. Ensure adequate signage is implemented to aid with compliance of employees and customers.
2. Signage should include guidelines on physical distancing and non-tolerance for congregating.
3. Ensure markers are placed in every area where workers and customers transact business. These areas should include where to stand, wait, collect and pay.

Security

1. Security personnel should be identified specifically to implement and maintain the safety and health protocols outlined.
2. Adequate personnel should be on site to ask any customers unwilling to comply with any of the safety and health protocols to leave the premises.
3. Negligence of the safety and health protocols by workers and customers, should be treated with the utmost disciplinary action.
4. Implementation of the safety and health protocols should not be taken lightly by workers and customers.
5. Should persons show signs of flu-like symptoms such as coughing and sneezing, or not maintaining physical distance protocols, they should be asked to leave the business premises.
6. Appropriate arrangement must be put in place to address the safety of workers who receive payments in the form of cash.
7. Delivery Workers should operate within the following parameters:
 - provision of details on the exact location / address to be visited and also, telephone contacts for the location;
 - the route(s) of delivery personnel should be established and recorded, prior to leaving the workplace;
 - it must be possible to maintain telephone contact with delivery personnel in addition to any other means of verifying their location - for example use of a GPS system – features such as Google maps would be helpful in this instance;
 - personnel should be advised against making visits to persons or premises that are not identified in the agreed / assigned route.

Personal Protective Equipment

1. Personal protective equipment (PPE) should be provided and used within the guidelines provided by the Ministry of Health and Wellness, in the context of COVID-19.
2. The type of PPE required varies with the task to be undertaken however, ensure that staff are given the necessary PPE which may include the following:
 - Hand protection – where specifically recommended, gloves made of latex and nitrile materials, mindful that some persons may be allergic to the latex material and therefore the alternative would be recommended
 - Coveralls or Disposable aprons
 - Safety shoes where appropriate
 - Respiratory protection e.g. disposable or cloth masks
 - Eye protection
 - Hygiene Products (e.g. hand sanitizer, disinfectant)

In the current circumstances, it may be difficult to source some types of PPE and in that case, guidance on suitable substitutes should be sought from the Ministry of Health and Wellness.

3. Workers shall use all assigned PPE while performing tasks.

Additional Resources:

How to Remove Gloves <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>

Guidelines on how to use masks - World Health Organization (WHO) guidelines:

- Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.
- If you wear a mask, then you must know how to use it and dispose of it properly.
 - Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
 - Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
 - Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
 - Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
 - To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.