



Protocols for Business Resumption – Private Sector

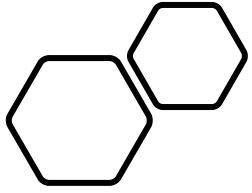
Phase 2 – May 4, 2020



Purpose

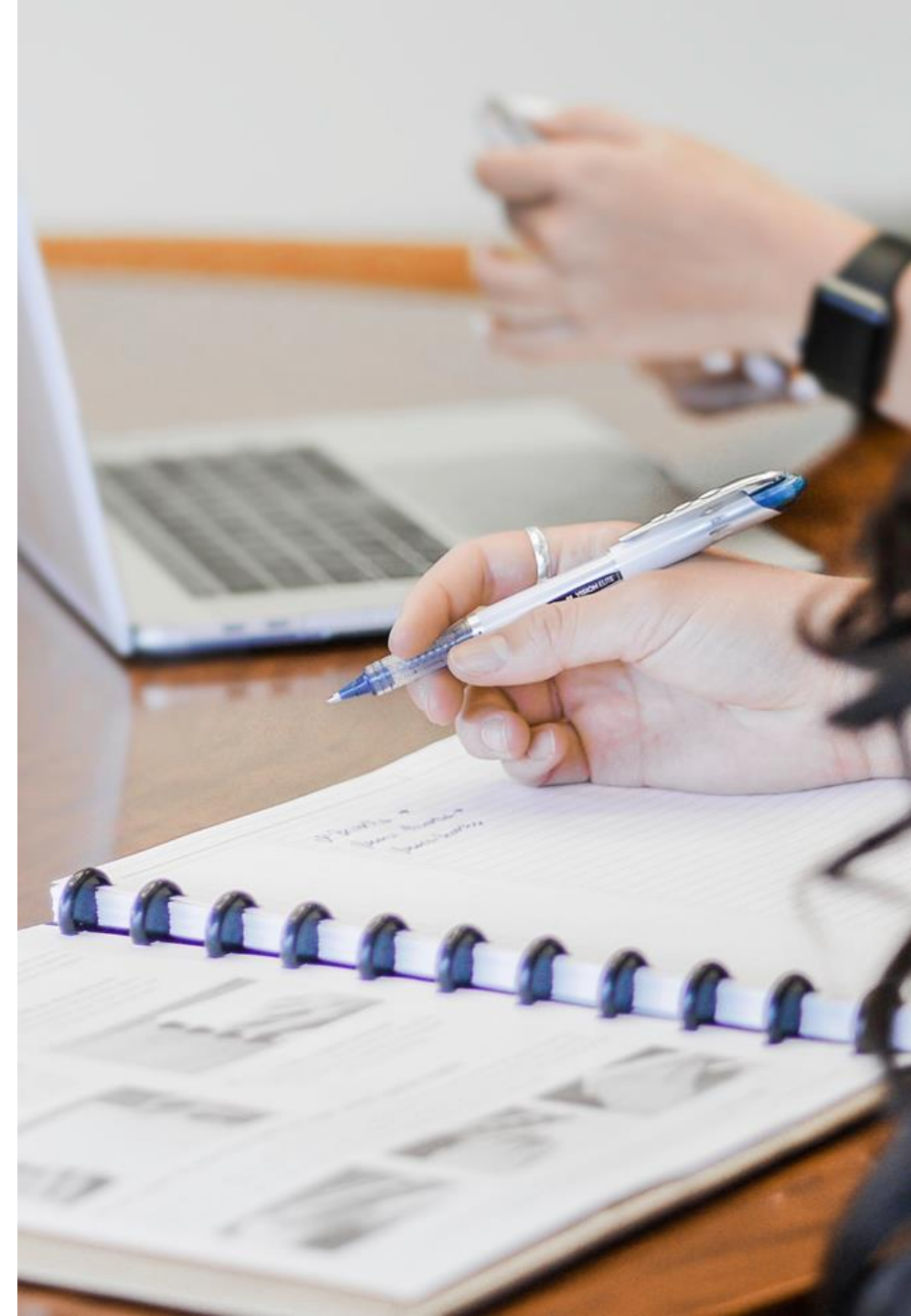
To ensure the Safety and Health of employees in carrying out their roles within the business setting, during the Coronavirus Pandemic. This means implementing systematic protocols help to prevent contracting and transmitting the virus.





CREATING YOUR OWN ADDITIONAL PROCESSES AND PROCEDURES

- These guidelines represent reasonable protocols that can be put in place to guard against the spread of COVID-19.
- They will not be directly applicable in every circumstance or apply in their entirety to every business.
- Individual companies will need to implement the protocols with reference to their operations, and the applicable Emergency Management Orders and laws.
- The detailed protocols are available for download from the BEC's COVID-19 Toolkit found [here](#).



COVID-19 Private Business Sector Protocols for Barbados

1

Adherence to Established Health & Safety COVID-19 Governmental Measures

Continue to follow public health advice on symptoms and reporting

2

Protocols for Office Design

Assess and rearrange the office environs for the recommended physical distancing of 6 ft. Implement schedules for frequent cleaning and disinfecting of high touch areas.

3

Protocols for Office Etiquette

Ensure that team members are aware of the various protocols for their protection.

4

Protocols for Contact Tracing

Give consideration to working in shifts and keep records of all persons entering and exiting the building.

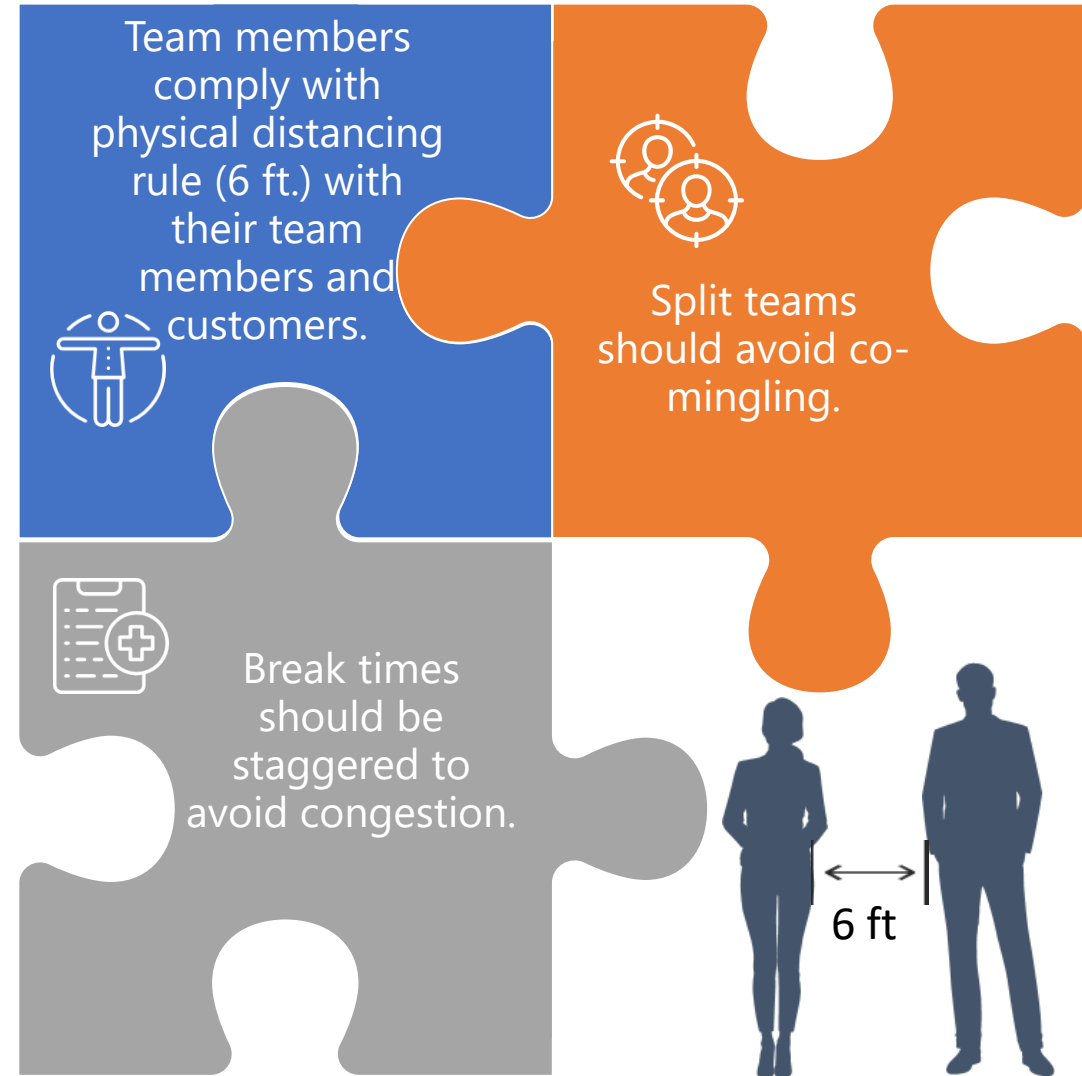
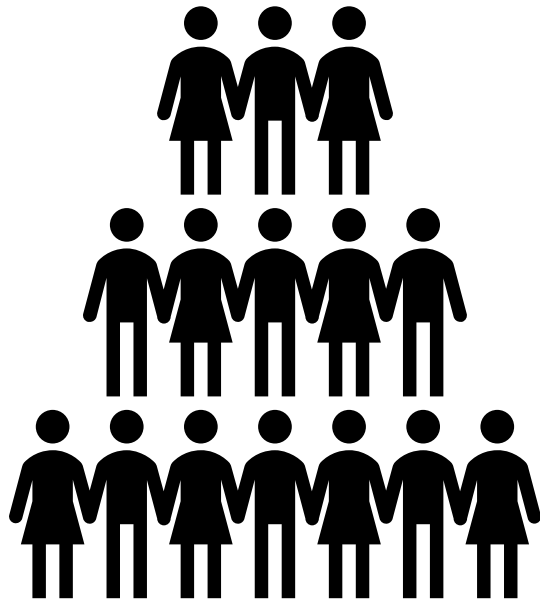
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Working Remotely

Persons who have the ability to work remotely should continue to do so where possible.

GUIDELINES FOR MANAGING TEAMS

Avoid having the entire staff complement on site at any given time.



Commute



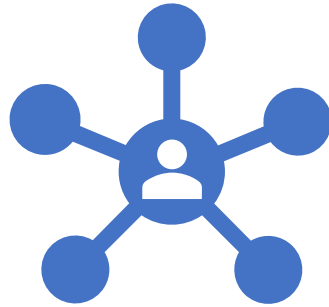
Where employees utilise public transportation, they should be reminded to follow the protocols as outlined by the Government.



Employees should be encouraged to walk with their meals and breaks and utilize at the business.



Discourage carpooling as employees should only transport persons who live in their household.



Frequent communication to staff is essential. This could include pre-shift huddles, circulars and virtual meetings.



Implementation of signage and posters should be used where possible to aid with reminding staff of the protocols in place.

Communication

Temperature Checks



Where practical, temperature testing protocols **may be** implemented to assist in preventing the contracting and transmission of the virus. The following should be considered:



Temperature checks should be done on entry to the business. All customer & employees should be tested before entering the work site. Checks should be done with the consent*.



Consider conducting employee tests twice daily - on entry to the site and another in the evening/afternoon period.



Companies should ensure personnel are trained to facilitate these checks.



***Should anyone refuse to have his/her temperature checked then the business should consider refusing entry.**

Ventilation



Where possible, increase the ventilation in all workspaces



Ensure adequate cleaning and servicing of ventilation, and air conditioning systems.

PROTOCOLS FOR OFFICE ETIQUETTE



Hand washing/Hand Sanitizing

Sanitizing stations at the entrance of the building and in high traffic areas, ensuring persons can wash (for 20 secs.), and signage/posters throughout the building on proper techniques for both.



Face masks/coverings

The wearing of face masks/coverings while in public and in business premises is recommended and may become mandatory.



PPE

Supply PPE to workers where appropriate/as needed.



Cleaning & Disinfecting

Establish a schedule for regular cleaning and disinfecting of the premises (workspaces, lunchrooms, bathrooms, high touch areas and equipment, etc.



Non-Contact

Replace contact greetings with non-contact greetings, avoid sharing common areas, office supplies and equipment (if possible), and discourage visitors to the premises.

Masks

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.

OPTIONAL ADDITIONAL PPE FOR STAFF



Gloves

Team members who are in contact with numerous products and packages, especially if they are delivering to customers, may want to use gloves that can be cleaned (without compromising its structural integrity), or use disposable gloves that will be thrown away after each use.

[Click here for how to remove gloves.](#)



Eyewear

Team members who interact with customers that they must communicate with frequently and want further protection from possible droplets from customers may want to have eyewear to go along with their face mask/covering.



Face shield

Same as eyewear, but the team member may be uncomfortable with wearing prescription free glasses or goggles.

PROTOCOLS FOR OFFICE DESIGN

- Use physical distancing, keeping at least six feet from any person.
- Ensure seating in the office is configured to achieve physical distancing.
- Limit number of persons permitted in small/confined spaces at any one time [e.g. meeting rooms, lunchrooms, elevators etc.]
- Set up systems to eliminate physical contact with and between suppliers and other persons making deliveries (i.e. post, couriers, etc.) where possible. For example use contactless processes for ordering, paying and receiving such as online or phone orders, drive through or courier delivery.

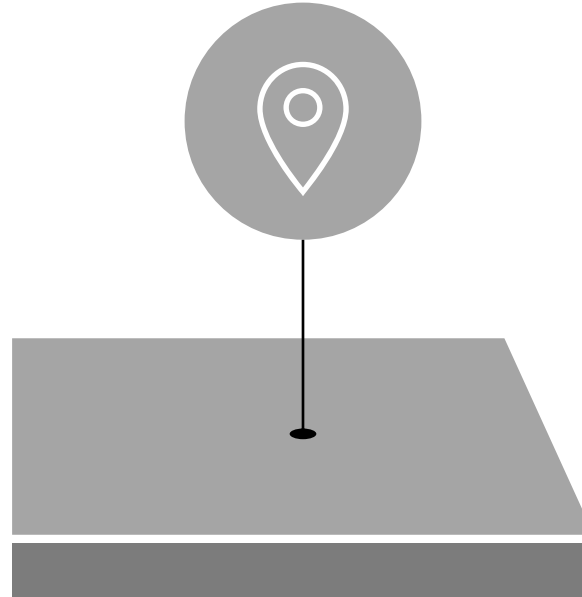
S O C I A L D I S T A N C I N G



Example of an Office Design with Physical Distancing



PROTOCOLS FOR CONTACT TRACING



- Restrict persons entering the premise to employees, clients and any other necessary persons (such as persons making deliveries).
- Set up a process to record names, date, phone and physical address information of people who come into business premises, including all workers, clients or other persons. This information is important for the process of contact tracing, should it be required to track down and prevent the further spread of COVID-19.
- The register should be kept for at least 2 months.

Team Members with Possible Symptoms – at home

Communicate the following:



Stay Home

Instruct team members to stay home if they have possible symptoms.

Health Hotline

Direct team members who are identified as having such symptoms to call 536-4500.

Flexible Leave

Set up flexible leave arrangements to ensure workers stay at home and are not financially pressured to come to work when they have such symptoms, even if the symptoms are mild.

Check-in Consistently

Encourage employees to perform regular self-checks. Regularly check with workers about their wellbeing.

Persons Falling Ill at the Office

If an employee develops a high temperature or a persistent cough while at work, they should:

01 Avoid Touching Anything



02 Return Home Immediately or be Isolated from others until they leave



03 Cough or Sneeze in a tissue or crook of elbow.



04 Contact Your Health Care Provider and call the Health Hotline.



GENERAL GUIDELINES – PRIOR TO OPENING

- Prior to opening, the business is allowed multiple days for the following:
- Communicate to team members at the location the new protocols and provide them with their individual PPE kits for the store opening. Teams practice physical distancing and scenarios where they ask customers for compliance with physical distancing rules.
- Install safety markings, equipment, and signage such as (but not limited to):
 - Floor Decals/Tape markings for layout guide or physical distancing
 - Safety posters and signage on doors and in the store
- **Thoroughly clean previously closed spaces prior to reopening**



FOR THE STORE – 6 FEET APART AT ALL TIMES



Design store layout to maximize physical distancing with floor markings such as decals, or tape, especially at cash points. Consider having staff as aisle monitors to ensure customer compliance of the 6 ft rule. Another consideration is mapping the route for customers to follow, if possible.

SOCIAL DISTANCING IN EFFECT



PLEASE STAY

< 6 FT >
APART



FOR CUSTOMERS – FACE MASKS/COVERINGS & HAND SANITIZING

Signage/Posters on Face Masks and Hand Sanitizing Protocols

Customers can see/read the health & safety protocols to adhere to by the store at the door and throughout the store.

Shopping

Where possible team members assist customers with in-store shopping to limit time. Customers are encouraged to have a shopping list with them. Try to minimize the length of shopping time.

Payment

Customers will abide by the physical distancing markers and practices when exchanging money/cheques/ credit cards.

Disposable Face Masks and Gloves Available

Face masks are mandatory in order for customers (ages 3 and up) to enter stores (disposable gloves can be optional). If they do not have one or both, the store can supply them to the customer for a fee (ex. as is done with shopping bags) which is added to the total purchase. Garbage receptacle outside of the store for disposal of masks & gloves.

Sanitizing

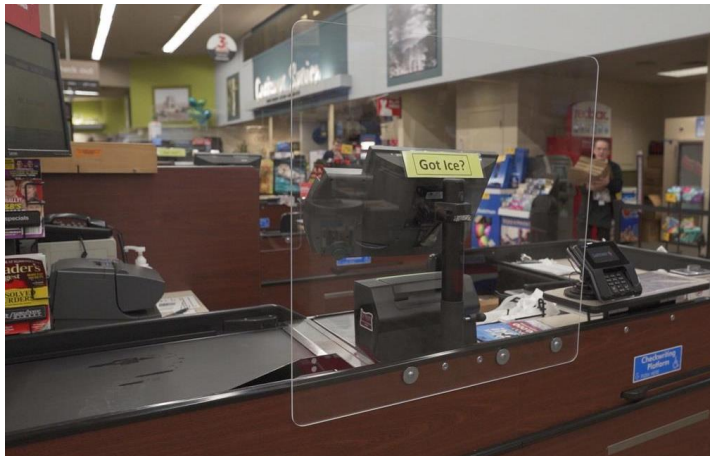
Customers must sanitize their hands or gloves upon entering the store. If they are bringing their own bags then the bags may be sprayed with disinfectant as well.



SUPPLEMENTAL RECOMMENDATIONS FOR THE STORE – ADDITIONAL SAFE GUARDS



Perspex/Sneeze Guards are an option to be erected at cash points to ensure physical distancing measures, especially for team members that are unable to wear face masks



Additional Resources for Businesses



ONLINE

WWW.BARBADOSEMPLOYERS.COM



EMAIL

BECON@BARBADOSEMPLOYERS.COM



TELEPHONE 536-4500

(MINISTRY OF HEALTH HOTLINE)