**COVID-19 Safety Plan, September 2020**

**As updated July 2021**

**Alfalfa House Community Food Co-operative Ltd.**

Original Plan completed by Alexandra Cooke, Manager, 2020

**Mandatory Check In and record keeping**

From 12 July 2021 electronic check in, using the QR code or alternative sign in sheet is mandatory for all persons entering the premises (staff, volunteers, customers, etc.). The occupier of premises may refuse entry to a person who fails to comply with this direction. Be aware that there are exceptions: You are NOT required to check in if you are (relevantly):

* entering to provide emergency services
* entering to exercise law enforcement, intelligence or national security functions on behalf of a NSW Government or Australian Government agency
* under 18 years of age and it is not possible to register your contact details.

Alfalfa House is required by Public Health Order (penalty applies for breaches) to:

1. take reasonable steps to ensure a person complies with this clause when entering the premises, and
2. within 12 hours after contact details are provided to the occupier under this clause, electronically register the details with Service NSW.

QR codes are clearly visible at the front, middle and back entrances.

Staff and volunteers use the QR code when they enter and leave the premises.

Customers can be asked to show evidence of their electronic check-in (e.g. Green Tick on QR code) and if unable to check in electronically, must record their details on the daily paper contact lists which reside at the counter. Paper records are entered into an electronic spreadsheet within 12 hours.

Records are kept for at least 28 days.

Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

**Physical distancing**

The 4 square metre rule applies. The number of customers in the shop is limited to six (6) individuals in the shop at any one time. This notification is clearly displayed at the shop entry.

We support 1.5 metre physical distancing wherever possible. Staff and volunteers closely monitor numbers in the store and movement around cashier terminals.

Staffing and Volunteering Plan has been adjusted to ensure minimum number of staff and volunteers in the shop floor. Breaks are also varied.

Physically distanced seating is provided outside the shop to assist with any queuing.

We receive deliveries throughout the day on weekdays. There is rarely more than one delivery at a time. Contact with delivery personnel is minimal.

We have organised produce deliveries in the morning and grocery deliveries in the afternoon. We have to do this staggered approach due to lack of space.

**Wellbeing of staff, volunteers and customers**

The cooperative’s shop entry sign and weekly newsletters ask members not to shop if unwell. Staff and volunteers are also asked not to attend if unwell. Staff have been asked to go to a doctor and get a medical certificate and a COVID-19 test if displaying any of the symptoms. Staff have been advised on their sick leave arrangements.

Information on the COVID-19 Safety Plan are provided to staff and volunteers and updated as circumstances change. This information is also included in the Volunteers Induction Training.

**Hygiene and cleaning**

Members, volunteers, customers and staff members are requested to wash hands on entry with hand sanitiser or soap, which is provided in the shop. Bathroom is well stocked with hand soap and paper towels.

Hand sanitiser is provided at key points in the shop and office.

Frequently used indoor hard surface areas are cleaned at least daily with detergent/ disinfectant. Frequently touched areas and surfaces are cleaned several times per day.

Natural ventilation is increased by opening windows and doors where possible, and mechanical ventilation is increased where possible by optimising air conditioning.

**Mandatory Masks**

Given the highly infectious nature of the current COVID-19 outbreak, the size and nature of our shop and our Work Health and Safety obligations, mandating masks balances risks to everyone.

Staff, volunteers and customers MUST wear facemasks. Facemasks are provided for staff and volunteers in the shop, and provided at $1 each for customers if required.

Any staff member with a medical exemption for wearing a mask will have a discussion with the Co-Manager to undertake a WHS risk assessment, and have a reasonable adjustment to their work conditions.

Customers with a medical exemption for wearing a facemask are offered a personalised shopper service at no extra cost. Orders are made by phone or online and contactless pick-up is provided. Delivery fees apply to everyone.

**COVID Safety Plan record keeping**

A copy of this COVID-19 Safety Plan is kept on the Alfalfa House premises.

***Approved by the Members’ Council 22 July 2021***