

# > HELPING BUSINESS GET BACK TO WORK



30 June 2020

## COVID-19 Safety Plan

Effective 1 July

### Non-food markets (including artisan, clothing and craft markets)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to [nsw.gov.au](http://nsw.gov.au)

BUSINESS DETAILS
Business name:
Plan completed by:
Approved by:

### > REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
<b>Wellbeing of staff and customers</b>	
Exclude staff and customers who are unwell.	
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	
Display conditions of entry (website, social media, entry points).	

## Wellbeing of staff and customers

Ensure COVID-19 Safety Plans are in place, where relevant, for:

- Restaurants and cafes (for kiosks or food service venues)

## REQUIREMENTS

## ACTIONS

### Physical distancing

Calculate the floor area of the market space to determine the maximum number of people who can safely occupy the space (one customer per 4 square metres of space). Consider displaying signage at entrances with the maximum safe capacity to manage customer expectations.

Put plans and systems in place to monitor and control the number of people on site at any given time to allow for physical distancing.

Consider strategies to avoid congregation at entrances and exits.

Develop strategies to control the flow of crowds, such as separate entry and exit points and uni-directional marking on the ground where practical.

Develop strategies to reduce crowding wherever possible, such as markers on the floor where people are asked to queue.

Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance, or are separated by a barrier such as a rope, table or service counter.

Consider strategies to avoid crowding if entertainers are performing. Singing and wind instruments can spread COVID-19 if a participant is infected. Additional planning around these activities should be undertaken from a work health and safety perspective, including ensuring 3 metres distance from the audience.

Encourage workers to stay at stalls and to avoid interactions between stall workers (including at meal breaks), where reasonably practical.

If seating is required, move or remove seating to comply with 1.5 metres of physical distance where possible. Household or other close contacts do not need to physically distance.

Review regular deliveries and request contactless delivery and invoicing where practical.

REQUIREMENTS	ACTIONS
<b>Hygiene and cleaning</b>	
Adopt good hand hygiene practices.	
Provide hand sanitiser at multiple locations throughout the marketplace, including entry and exit points.	
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	
Clean indoor hard surface areas frequented by staff or customers at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces, including tables, several times per day with a detergent or disinfectant solution or wipe.	
Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.	
If items are to be viewed, encourage visual inspection where practical. Provide hand washing facilities or hand sanitiser for customers to use before and after handling objects. Have detergent or disinfectant wipes available to wipe objects regularly, where practical.	
Consider removing printed pamphlets, and instead providing relevant information through digital channels such as email or website where practical.	
Limit the use of cash transactions by encouraging contactless payment options.	
If entry ticketing is required, consider electronic methods where this is possible.	
Staff should wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	

**REQUIREMENTS****ACTIONS****Record keeping**

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.