



Improving stores

Friday 7th August, 2020 (follow on from Wednesday 5th August)

COVID-19 Update 7th August.

More than a Melbourne problem

This has been a big week for Melbourne and VIC, and is likely to be the first of some challenging times as the bar continues to move for compliance. We are usually all for friendly interstate rivalry, but now is not the time. It is more than a case of compassion, it is a case of simple numbers – every State could end up in a second wave situation very quickly and so every operator needs to take notice now. It is important that all business operators, regardless of where they are located, take the time to review their current practices and controls and to take steps to eradicate complacency...even in States with zero new cases... this risk is not yet over, we are not out of the woods yet and complacency will drag us all under if we let it – so it is time for everyone to review their controls and ensure that they are communicated to all

COVIDSafe Plans

VIC

- All fuel retail and wholesale operators will require a COVIDSafe Plan
- Information on what must be included in the plan can be found at - <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/covid-safe-business/covid-safe-plan>

NATIONWIDE

Every business should have a formal Plan that identifies and communicates the risks and puts into place plans to handle infections, further lockdowns etc.

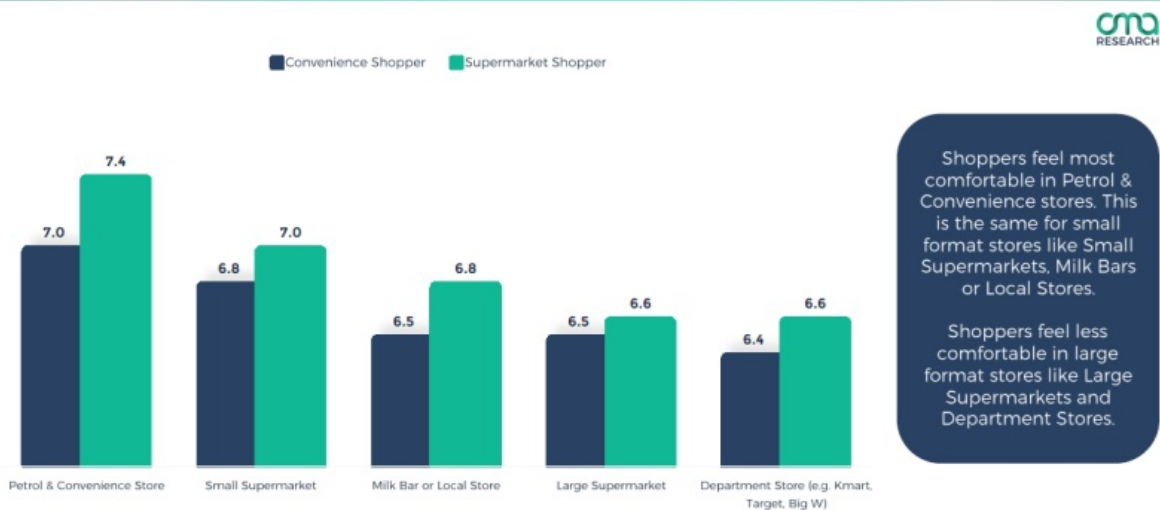
The Federal Government introduced the 10 National COVID-19 safe workplace principles along with a standard CovidSafe plan which can still be used, <https://www.pmc.gov.au/nccc/have-covid-19-plan> but in some cases this has been superseded by State implemented plans (along with registration of businesses as CovidSafe) the NSW example here

ACAPMA has also provided an Industry version of a COVIDSafe Plan Template and associated resources, which can be found at the link below <https://app.box.com/s/w0gj4zjb3ksjo8odezd167lljx2vqlre>

Communication to your customers

There are still heightened levels of anxiety amongst consumers and we need to stay attuned to that and ensure that we are not only taking steps every day to give customers assurances that we are a safe place to shop, but that the measures we are taking are visible every day and preventing infection and contagion. These are all critical to keeping stores safe. Customers are comfortable in our stores and I am sure that they will continue to be. This is from research conducted by CMA on behalf of AACS:

How comfortable do Shoppers currently feel shopping in the following stores?



"How comfortable do you currently feel shopping in the following stores, in terms of the measures and precautions they are taking against COVID-19? On a scale of 0 to 10, where 0 is Not Comfortable At All and 10 is Totally Comfortable" Convenience shoppers n=500, Supermarket shoppers n=500

Store cleanliness and standards

Keep up the good work on cleaning regimes and adhering to your COVIDSafe plans including cleaning, sanitising, forecourt safety and hygiene:

Display the posters asking customers to wear masks on your forecourt and at your entry door

Display the number of customers permitted in stores

Ensure you have the social distancing floor decals in place throughout your store

Display posters communicating cleaning regimes on your forecourt and inside the store – tell the customers what your store team are doing to help keep them safe – reassurance!

Tell your customers you have a CovidSafe Plan and if you able, that you have registered with your regulatory authority as a CovidSafe Business

Have sanitiser available at the store entrance and have signage asking customers to use it as they enter.

Ensure that you have sanitiser units in stores for customer and staff use

Perspex safety screens at your counters make staff and customers feel more

comfortable – remind them why it's there by having a sticker on it *“this safety screen is in place to safeguard you and our team”*

Display the CovidSafe App poster and encourage your staff and customers to download it

Overall, make sure that regular stringent cleaning & hygiene practices have been heightened as a result of COVID-19 including cleaning of high activity areas at least every hour or more regularly if required due to high usage - includes coffee machines, door handles, eftpos machines, petrol pumps, toilets etc., talk this up to staff and customers **“it is our desire to provide you with the cleanest and the safest possible environment in which to shop”**

Regular checks on the health of staff is also critical. **As is keeping track of third party contractors, people delivering stock etc. In the event of an infection this may aid tracking and tracing efforts.**

Please look after yourselves & each other at this time and we hope you stay safe and well.

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/ongoing-support-during-coronavirus-covid-19/looking-after-your-mental-health-during-coronavirus-covid-19-restrictions>

Lifeline Australia 13 11 14

A crisis support service offering short term support at any time for people who are having difficulty coping or staying safe.

www.lifeline.org.au

Beyond Blue 1800 512 348

Coronavirus Mental Wellbeing Support Service.

<https://coronavirus.beyondblue.org.au/>

Eheadspace 1800 650 893

Online and webchat support and counselling for 12-25 year olds, their family and friends.

www.headspace.org.au/eheadspace/

Please give us a call or drop us a line if there is something we can help you with or if you would like to talk through anything,

Regards, Darren & all of the UCB Team

Support your Local Community #allinthistogether

**Shop Local,
Shop Little.**



Don't forget to support your Local Shop.

They are working hard with their suppliers to ensure that they can supply all your food and household needs during this difficult period.

**Stay Safe, Stay Strong
Support Your Local!**

**Sincerely,
Darren Park
CEO, United Convenience Buyers Pty Ltd.
#OPEN7DAYS
#HERE4YOU
#SAFETOSHOP**

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