



Improving stores

Friday 9th July 2021 (following on from Thursday 1st July, 2021)

COVID-19 UPDATE

ALL NSW UCB MEMBERS



COVID-19 Roundup | as at 14:00 09/07/2021

COVID Roundup below;

- NSW QR Code changes from 12/7/2021 – please note that there are information posters which can be downloaded from the UCB website www.ucbstores.com.au.

NSW – QR Code changes from Monday 12/7/2021

From 12/7/2021 the QR Code Mandate is to be strengthened in NSW as one of the strongest tools in the fight against COVID.

This will mean some subtle changes to the action items for NSW fuel wholesale and retail businesses including a need to ask to see check in confirmations and a need to establish a clear process for capturing the information of customers who cannot or will not check-in.

Fuel Retail and Transport ACTION ITEMS

- Ensure you have and are following your COVIDSafe Plan (if you need a copy of the standard industry plan request a copy from employment@acapma.com.au).
- Ensure you have communicated with staff specifically around cleaning and isolation and testing when feeling unwell.
- Ensure that you have registered for the government COVID Check In QR code in your area.
- NSW - <https://www.nsw.gov.au/covid-19/covid-safe/customer-record-keeping/mandatory-electronic-check-in>.
- Ensure that you are requiring all staff to check in with the Govt COVID Check In QR code.
- Ensure that all visitors (contractors and DELIVERY PERSONS) are checking in with the Govt COVID Check In QR code.
- Ensure that you have placed a Govt COVID Check In QR Code inside the entrance of the store for customers to use.
- Note it is not up to the site to force customers to check-in but it is incumbent on the site to make “best efforts” to encourage customers to check-in.
- Best efforts includes; placing a copy of the Check In code at the entrance to the shop (NB. It is not recommended to put the QR code on the forecourt for safety reasons but a reminder to check in and wear a mask when entering the shop could be fixed to the pumps (not the actual check in codes for safety reasons – see attached).
- NEW - placing a copy of the Check In code at the counter.
- NEW - asking to see the Check In confirmation (i.e. the Green Tick) for each customer.
- NEW - assisting customers who do not have a phone to check in. This can be either writing their first name, last name and mobile number on a piece of

paper and entering that through the business portal of the Check In within 12 hours, or by using the business portal of the Check In to capture that information directly.

- NEW – record the licence plate of any person who refuses to check in and time of departure.

The business is not required to force the customers to use the QR codes or to deny service to those not checking in. But it would be advisable to record the licence plate details of any person who refuses to check in and noting the date and time of visit to the site

Everyone is running at heightened levels of scrutiny, including the police and enforcement agencies.

If your site is approached by NSW Police (or a member of the public) someone who insists that you must legally enforce QR Code Check In (or indeed mask wearing), be polite and do what you can to comply at the time and then reach out to ACAPMA urgently via communications@acapma.com.au. ACAPMA has done, and continues to escalate such incidents to NSW Police Command for correction of any misunderstanding of the laws at the local command level.

QR Code changes - <https://www.nsw.gov.au/covid-19/covid-safe/customer-record-keeping/mandatory-electronic-check-in>

More information: <https://www.nsw.gov.au/media-releases/covid-19-restrictions-tightened-across-greater-sydney>

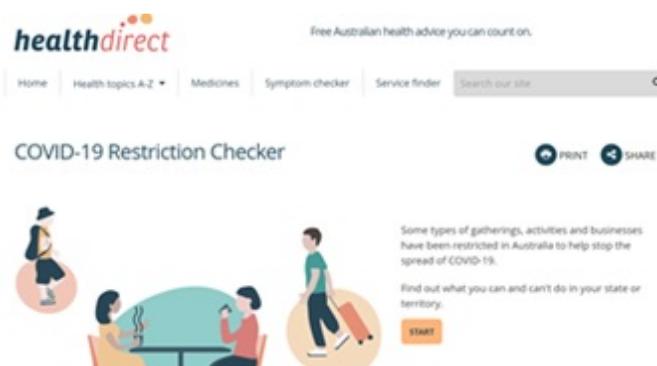
[Click here](#) to get “Masks Are Compulsory Poster” that you can print off and display at your site.

All States/Territories please use the below link to see COVID-19 Restrictions specific to your state:

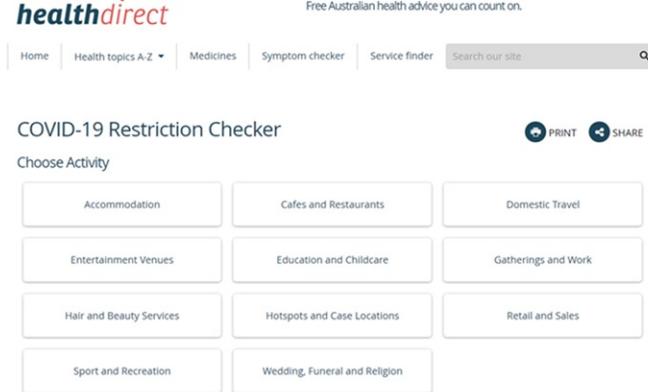
Recently, there have been changes to various restrictions by State – please take the time today to double check what you are required to do by your government.

All States/Territories, please use the below links to see Covid-19 restrictions specific to your state:

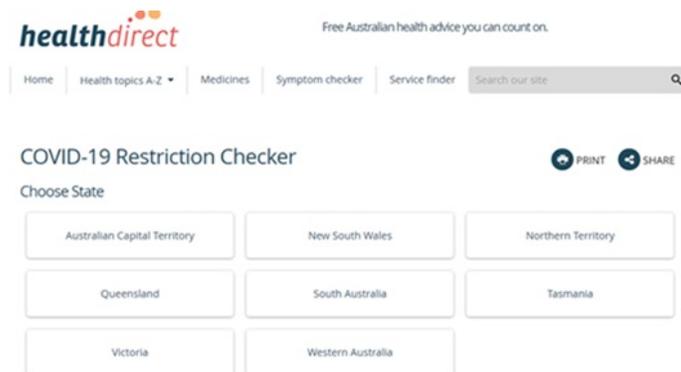
COVID Restriction Checker: Click on the image for further information.



One click takes you to area of query, eg. Retail and Sales



Second click takes you to State/Territory specific info – this is direct to the State Government websites.



You will need to assess each rule as it applies to your individual business. At UCB and with help from our friends at ACAPMA, we are here to offer advice.

Why not call the helpline from your State government – the people manning the lines are extremely helpful and the conversation can be very informative.

IMPORTANT COVID-19 WEBSITES

Up to date everything you need to know about Covid-19 in your State/Territory:

<https://www.covid19.act.gov.au/>
<https://www.nsw.gov.au/covid-19>
<https://coronavirus.nt.gov.au/>
<https://www.covid19.qld.gov.au/>
<https://www.covid-19.sa.gov.au/>
<https://coronavirus.tas.gov.au/>
<https://www.dhhs.vic.gov.au/coronavirus>
<https://www.wa.gov.au/government/covid-19-coronavirus>

COVID-19 Facts and Figures

Click here to visit:

<https://covidlive.com.au/>

Facemasks

Pacific Optics have full availability of face for UCB

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