

Novel Coronavirus (COVID-19)

Tips to managing employees, contractors and customers

Businesses should read the tip information below in conjunction with the Fact Sheet for Greenlife Industry businesses.

All greenlife industry businesses

- Be vigilant of your staff and direct contacts with staff that have recently travelled internationally and ensure they comply with 14-day exclusion period. Go to www.health.gov.au/covid19-travellers for more information.
- Enforce prevention and control measures and any other measures identified in your workplace risk assessment review and policy.
- Educate staff of good personal, home and workplace hygiene practices
- Limit cross contamination by:
 - » cleaning all tools and equipment daily with disinfectant or more frequently if used by multiple staff (disinfest between staff uses)
 - » staggering staff break times to avoid large groups if applicable
 - » cancelling non-essential face to face meetings endeavouring to keep 1.5 m apart
- Ensure staff and public bathrooms are equipped with appropriate hygiene requirements including soap, hand sanitizer and information posters to promote personal hygiene.
- Communicate with staff the need for high levels of personal hygiene on and off your business site.

Growers & Allied businesses

- Enforce site plant biosecurity protocols as human assisted disease transmission (plant or people) have common pathways (see BioSecure HACCP Manual).
- List all equipment used and identify uses according to individual use and/or multi-users and establish disinfestation protocols to suit e.g. a person's secateurs disinfest daily and a trolley with multiple users disinfest between users or assign equipment to people to reduce contact.

- Some BioSecure HACCP protocols will support additional human and site hygiene including:
 - » cleaning and sanitation related to hands, footwear, clothing; and
 - » cleaning and sanitation of stainless steel and plastic surfaces; and
 - » hand sanitisation upon arrival at the workplace before moving into the site proper.
- Implement a “no visitor” policy. Where visitation is required, enforce your plant biosecurity visitor policy in addition to your other COVID-19 prevention measures.

The BioSecure HACCP Manual available at: <http://nurseryproductionfms.com.au/>

Retailers

- Use signage to discourage entry to your store if customers are unwell.
- Provide hand sanitising stations for customers and disinfectant wipes for trolleys and baskets.
- Encourage service staff to practice social distancing.
- Postpone unnecessary gatherings including school holiday activities and gardening workshops.
- Greenlife sales are strong- consider a home delivery service if practical.
- Request contactless payment options, where possible.
- Communicate regularly
 - » Inform customers of your expectations and intentions to countinue trading.
 - » Encourage gardening as a physical and mental health activity. For some great ideas visit <https://ngb.org/2020/03/17/your-garden-and-your-well-being/>
 - » Move easy workshop demonstrations online (YouTube) to support customers during social isolation.
 - » Reassure your customers of your sanitation practices for high touch areas.
 - » Discourage panic buying.