

## COVID-19 – PPE, Hygiene and Safe Distancing Policy 31 March

### 1. Purpose

This policy supports TWG to protect its team members, contractors and customers through the safe operation of all TWG locations while at an Alert level 4 under the National Pandemic alert system.

The main protection against COVID-19 continues to be safe distancing from others and the use of good hygiene practices in the first instance.

This policy takes into consideration the Ministry of Health (MOH) Guidance (updated 31 March 2020) found [here](#), and incorporating current practice in use in similar businesses such as NZ supermarkets and their distribution centres.

In short, the MOH guidelines continue to be:

- A. *Workplaces where people can maintain more than 1 metre contact distance from people with potential COVID-19 symptoms – facemasks and gloves are not recommended.*

**Examples** of these workplaces include, but not limited to education facilities, pharmacies, retail outlets

- B. *Workers where people can maintain more than 1 metre contact distance from people with potential COVID-19 symptoms but work in an environment where they are touching surfaces or items touched by others – they may consider wearing gloves. Facemasks are not recommended. Regular hand hygiene must continue.*

**Examples** of these workplaces include, but not limited to supermarkets, services stations

- C. *People who, due to the nature of their job, may be unable to maintain more than 1 metre contact distance from people with potential COVID-19 symptoms – facemasks and gloves are recommended when this contact is likely to occur.*

**Examples** of these workplaces include but not limited to police, prison staff, customs staff

The TWG Policy for PPE, Hygiene and Safe distancing aligns with section B, however we have used 2 metres as the contact distance.

### 2. All Team Members and Contractors

All TWG locations will observe the following basic hygiene measures to stop the spread of the COVID-19. Basic hygiene measures include:

- staying at home if you are sick
- hand hygiene – that is, washing hands regularly with soap and water, or cleansing with hand sanitiser
- coughing or sneezing into a tissue or your elbow and then performing hand hygiene
- cleaning surfaces regularly

#### Team Member and Contractor Sign-in

While this Policy is in-place, all team members and contractors are required to complete a sign-in register when attending a TWG site. This allows for easy contact tracing in the unlikely event it should be required.

Access to a TWG site is only available when the role the person is undertaking has been deemed as an essential support. Therefore, only authorised team members and contractors can attend a site during this period.

Safe distancing must be applied where there are queues for the sign-in register.

### **3. Distribution and Fulfilment Centres (including 'dark stores')**

The following will apply for all team members working in a distributions centre or fulfilment centre, including any retail locations being run as fulfilment centres, with no access for customers.

#### **a) Safe Distance**

In-line with the current MOH Guidelines and best practices, team members and contractors will maintain more than 2 metres of contact distance at all times. This means ensuring good communication with other team members, being aware of other team members at all times, and may necessitate taking a longer route to the next pick-up item to avoid contact. Team Leaders and Supervisors should monitor their teams to ensure that safe distances are maintained between team members at all times.

#### **b) Cleaning**

Cleaning of surfaces in shared areas will be undertaken regularly using external cleaners, or as events require, and in-line with recommended practices for reducing the likelihood of surface to person transfer of droplets. Team Members are required to clean their own workstations or areas if 'changing over' with another team member.

- Materials handling equipment will be disinfected after each use (with disinfectant wipes or disinfectant spray and paper towels). This includes wiping down all the controls and areas that are regularly touched by team members
- Shared equipment e.g. pallet wrappers, trolleys, will be disinfected twice daily
- Handheld equipment will be disinfected after each use e.g. RF guns
- Barriers and walkway handrails will be disinfected twice daily
- Shared workstations (i.e. desks in the warehouse area) shall be cleaned after each person has used it (with disinfectant wipes or disinfectant spray and paper towels)
- Office area surfaces shall be cleaned twice daily with disinfectant. This includes desks, tables, meeting rooms, light switches.
- Kitchen and cafeteria areas will be disinfected twice daily
  - This includes tables, kitchen equipment, door handles, eftpos equipment
  - Contactless payment should be used wherever possible

All locations will be provided with cleaning equipment to enable cleaning of the above.

### **c) Masks**

Masks are not required where safe distancing of 2 metres or greater contact distance is observed. If Team Members have their own masks and wish to wear them, they may. Masks must be disposed of in the specified receptacles, hands must be cleaned either by washing with soap and water or using hand sanitiser thoroughly after removing and disposing of masks.

Masks should be replaced as soon as there are signs of damage or wear and tear.

### **d) Gloves**

Team members and contractors may wear disposable gloves. Gloves must be disposed of in the specified receptacles, and team members and contractors must clean their hands either by washing with soap and water or using hand sanitiser thoroughly after removing and disposing of gloves.

Gloves should be replaced as soon as there are signs of damage or wear and tear.

### **e) Breaks**

Team members and contractors will be required to take staggered breaks to control numbers in communal areas, and when more than one team member is present in communal areas safe distancing of 2 metres or greater contact distance must be adhered to.

## **4. Stores with Retail Activity**

The following will apply for all team members working in any retail locations with access for customers to shop or pick up items.

### **a) Safe Distance**

In-line with the MOH Guidelines and current practice team members and customers will practice safe distancing at all times where physical barriers are not in place. Where possible, team members or contractors should maintain more than 2 metres contact distance.

To support this, only every second checkout will be open, and Perspex shielding installed to establish a physical barrier to further minimise the risk of transfer of droplets.

Safe distancing shall be maintained at all times and checkout supervisors should encourage customers to maintain a safe distance.

Surfaces will be wiped down each time a transaction has been completed; wipes and a disposal receptacle will be provided for collection of used wipes separately for team members and customers.

### **b) Instore Customer Numbers**

To support safe distancing the number of customers within each store at any time will be controlled and capped. Each Brand will determine these numbers based on the size of the trade area (taking into account any reduction in range). The Executive General Manager of Operations will agree these levels with the Regional Managers prior to any retail outlets being opened.

Should the store reach its capacity numbers, entry will then be on a one-in-one-out basis, controlled by a security personnel, who will also ensure that safe distancing is in place in any queues at the store entry.

**c) Cleaning**

Cleaning of surfaces will be undertaken regularly or as events require, and in-line with best practices for reducing the likelihood of surface to person transfer of droplets.

**d) Masks**

According to the MOH guidelines, masks are not required where safe distancing of more than 2 metres contact distance is observed, or physical barriers are in place. Team members may wear masks, but they should be disposed of in the specified receptacles once worn. Hands must be cleaned either by washing with soap and water or using hand sanitiser thoroughly after removing and disposing of masks.

**e) Gloves**

While not recommended by the MOH, team members and contractors may wear disposable gloves if they wish to. Gloves must be disposed of in the specified receptacles, and team members and contractors must clean their hands either by washing with soap and water or using hand sanitiser thoroughly after removing and disposing of gloves.

**f) Breaks**

Team members and contractors may be required to take staggered breaks to control numbers in communal areas, where more than one team member is present in communal areas safe distancing of 2 metres or greater contact distance must be adhered to.

## **5. SSO and Offices**

The following will apply for all team members working in any TWG office while alert level remains 4.

**a) Safe Distance**

In-line with the MOH guidelines and practices, team members and contractors will practice safe distancing at all times where physical barriers are not in place. Where team members or contractors maintain more than 2 metres contact distance. Team Members are not to use desks or meeting rooms with other team members unless this safe distance is maintained.

**b) Masks**

Masks are not required where safe distancing of more than 2 metres contact distance is observed.

**c) Gloves**

While not recommended by the MOH, team members and contractors may wear disposable gloves if they wish to. Gloves must be disposed of in the specified receptacles, and team members and

contractors must clean their hands either by washing with soap and water or using hand sanitiser thoroughly after removing and disposing of gloves.

**d) Cleaning**

Cleaning of surfaces will be undertaken regularly or as events require, and in-line with best practices for reducing the likelihood of surface to person transfer of droplets.

**e) Break areas**

Team members and contractors may be required to take staggered breaks to control numbers in communal areas, where more than one team member is present in communal areas safe distancing of more than 2 metres contact distance must be adhered to.

## **6. Group Fleet Delivery and Installation**

The following will apply for all team members providing delivery and installation services.

**a) Safe Distance**

In-line with the MOH Guidelines and current practices of other essential service organisations, team members and customers will practice safe distancing at all times. Where team members or contractors must maintain more than 2 metres distance between them. Where delivery agents are sharing a cab, and therefore unable to maintain a safe distance, they will be required to wear masks.

**b) Masks**

Other than above, delivery agents may wear masks while undertaking installations and in close proximity to another delivery team members e.g. while handling products during delivery and installation. Even when wearing masks team members should maintain safe distance of greater than 2 metres between themselves and our customers.

**c) Gloves**

Delivery and installation team members may wear disposable gloves if they wish to. Gloves must be disposed of in the specified receptacles, and team members and contractors must clean their hands either by washing with soap and water or using hand sanitiser thoroughly after removing and disposing of gloves.

**d) Cleaning**

Cleaning of surfaces will be undertaken regularly, for reducing the likelihood of surface to person transfer of droplets.

Vehicles will be disinfected before a driver change (with disinfectant wipes or disinfectant spray and paper towels). This includes wiping down all the controls and areas that are regularly touched by team members.

## 7. NZ Government Covid-19 PPE for essential non-health workers

The poster below is the recommendation made by the government in-line with clinician advice on the wearing of PPE by TWG for essential non-health workers. This policy aligns with these recommendations.

### Personal Protective Equipment (PPE) requirement for essential non-health<sup>‡</sup> workers - COVID-19

Basic hygiene measures for everyone include; physical distancing, good hand hygiene, cough etiquette, regular cleaning of surfaces and frequently touched items, avoid touching face, eyes, mouth and nose

Group	 Mask	 Gloves	 Eye Protection*	 Long sleeve gown
Accommodation Camp grounds	✗	✓ Use for cleaning	✗	✗
Border: Customs, Maritime pilots, Stevedores	✓ If not able to maintain physical distancing	Follow usual health and safety aspect of job and wear what is 'business as usual'	✗	✗
Building and Construction Plumbers, builders and electrician	Follow usual health and safety aspect of job and wear what is 'business as usual'			✗
Courts, tribunal workers	✓ If not able to maintain physical distancing	✓ If having physical contact with person and a risk of contact with body fluids		✗
Fast moving consumer goods, Delivery drivers (all goods including courier service)	✗	✗	✗	✗
Supermarket staff	✗	Staff may wish to wear for reassurance	✗	✗
Financial services – personnel/ customer facing	✗	✗	✗	✗
Local and National government Staff involved in COVID-19 response <i>office based</i>	✗	✗	✗	✗
Primary Industries. Food production, processing food,	Follow usual health and safety aspect of job and wear what is 'business as usual'			
Primary Industries. Animal welfare staff and veterinarians	Follow usual health and safety aspect of job and wear what is 'business as usual'			
Police, Fire -in first responder role, Prison staff, Court staff,	✓ If not able to maintain physical distancing	✓ If having physical contact with person and a risk of contact with body fluids		✗
Public safety and National security, Ministry of Defence, Ministry of Justice	✓ If not able to maintain physical distancing	✗	✗	✗
Social Services	✗	✗	✗	✗
Utilities and communications, including supply chain	✗ However if your usual standard operating procedure or Health & Safety guidance requires you to wear, then continue to follow that guidance	Follow usual health and safety aspect of job and wear what is 'business as usual'		

<sup>‡</sup> Refer to <https://covid19.govt.nz/government-actions/covid-19-alert-level/essential-businesses/> for your business sector

\* Face shield or goggles. Prescription glasses are not classed as eye protection. Remember to clean reusable eye protection between use.

New Zealand Government

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