

s 22

From: s 22
Sent: Wednesday, 25 March 2020 11:59 AM
To: Agriculture; Disaster Preparedness and Response Branch; COVID-19 Health Response Section; NSD - Border Security & Law Enforcement Policy; Infrastructure Industry Section; Fell, Anthea; Wilson, Helen; Trade Policy; SPD - Disability and Aged Care
Cc:
Subject: Notes from Supermarket Tiger Team 25 March [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Good morning,

Key points below from todays Supermarkets Tiger Team.

s 22

s 47C, s 47E(d), s 47G(1)(b)

s 22

s 22

From: s 22
Sent: Wednesday, 25 March 2020 10:26 AM
To: s 22
Cc: Industry Section; Fell, Anthea
Subject: FW: Supermarket Tiger Team - Draft Minimum Safety Standards [SEC=OFFICIAL]
Attachments: Minimum Supermarket Standards.docx

OFFICIAL

H s

Can you please forward this to relevant people here for comment before 12.30pm (I'm thinking health and DPRB). It will be important to give them context from yesterday's and previous supermarkets safety working groups, including re the purpose of the document.

Let me know if you need a hand.

Cheers

s 22(1)

s 22(1)(a)(ii) | Adviser
 Industry, Innovation and Science | Industry, Infrastructure and Environment Division
 Department of the Prime Minister and Cabinet
 p. s 22(1)(a)(ii) | m. s 22(1)(a)(ii) | e s 22(1)(a)(ii)

s 22(1)(a)(ii)

From: s 22(1)(a)(ii) >
Sent: Wednesday, 25 March 2020 10:11 AM
To: s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)(a)(ii);
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b); s 22(1)(a)(ii);
 s 22(1)(a)(ii); s 22(1)(a)(ii); nick.hartland@health.gov.au; s 22(1)(a)(ii);
 s 22(1)(a)(ii); Bruce Wilson <Bruce.Wilson@industry.gov.au>;
 s 22(1)(a)(ii); rebecca.manen@industry.gov.au; s 22(1)(a)(ii); s ,
 s 22(1)(a)(ii); >; Industry Section <Industry@pmc.gov.au>; Gordon, Simon
 <Simon.Gordon@pmc.gov.au>; s 22(1)(a)(ii);
 s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 22(1)(a)(ii) Samuel GRUNHARD <Samuel.Grunhard@homeaffairs.gov.au>
Cc: s 22(1)(a)(ii); CIR <CIR@ccentre.gov.au>; Barden, Graeme <Graeme.Barden@health.gov.au>
Subject: Supermarket Tiger Team - Draft Minimum Safety Standards [SEC=UNCLASSIFIED]

UNCLASSIFIED

Morning all

Please see the attached for the DRAFT Minimum Safety Standards for discussion in this morning's Tiger Team teleconference at 10:30am.

We would also be grateful for written feedback by **12:30pm today**, to be sent to CIR@cicentre.gov.au. We are also forwarding the draft document to the Safety of Staff and Customers Working Group for this purpose. **Please provide consolidated comments for each organisation.**

Kind regards

s 22(1)(a)(ii)

Strategic Analysis Section


Telecommunications & Technology Branch | Critical Infrastructure Security Division

Security and Resilience Group

Department of Home Affairs

P: s 22(1)(a)(ii) | E: s 22(1)(a)(ii)

s 22(1)(a)(ii)



Minimum standards for COVID-19-related safety practices in supermarkets - March 2020

s 47C , s 47E(d) , s 47G(1)(b)

How does the virus spread?

COVID-19 is most likely spread from person to person through:

- direct contact with a person while they are infectious;
- contact with droplets when a person with a confirmed infection coughs or sneezes; and
- touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with a confirmed.

s 47C , s 47E(d) , s 47G(1)(b)

Personal Protective Equipment

Gloves

Washing hands regularly or using hand sanitiser will offer more protection against COVID-19 than wearing gloves.

If an employee is feeling well, there is currently **no need** to be wearing gloves, other than in line with usual supermarket practice (ie- food handling, deli). Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus. Single use gloves are used by health professionals who regularly are exposed to sick people and disposed of after each patient.

Masks

If an employee is feeling well, there is currently **no need** to be wearing a protective mask, as there is little evidence to support the widespread use of surgical masks in healthy people to prevent transmission in public. Masks are only of benefit to people who are sick, so that they do not cough on others and for health care workers who have frequent, close contact with sick people.

If an employee chooses to wear a mask, it will only be effective when used in combination with frequent hand cleaning with alcohol-based sanitiser or soap and water. ⁴

⁴ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

s 22

From: s 22
Sent: Wednesday, 25 March 2020 11:15 AM
To: COVID-19 Health Response Section; Disaster Preparedness and Response Branch; Employment Industrial Relations and Small Business
Cc: Industry Section
Subject: URGENT For comment by 12pm Supermarket Safety Standards [SEC=OFFICIAL:Sensitive]
Attachments: Minimum Supermarket Standards.docx

OFFICIAL:Sensitive

Good morning,

Attached is the draft Minimum Safety Standards for Supermarkets, developed by the Supermarket Safety taskforce.

s 47E(d) , s 47G(1)(b)

Home Affairs and Health have worked with Industry to develop this document, which will be taken to the Ministerial Taskforce at 1:30 today and the released by supermarkets.

Please provide any comments by 12pm

Thanks

s 22

s 22

Adviser

Industry, Innovation and Science | Industry, Innovation, Science and Communications
 Industry, Infrastructure and Environment Division | Department of the Prime Minister and Cabinet

p. s 22

e. s 22 | w. www.pmc.gov.au

One National Circuit Barton ACT 2600 | PO Box 6500 CANBERRA ACT 2600



The Department acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respect to their Cultures, Country and Elders both past and present.

From: [REDACTED] s 22(1)(a)(ii)

Sent: Wednesday, 25 March 2020 11:15 AM

To: Population Health and Primary Care Section <PopulationHealthandPrimaryCareSection@pmc.gov.au>; Disaster Preparedness and Response Branch <DPRB@pmc.gov.au>; Employment Small Business and Foreign Investment <Employment_Small_Business_and_Foreign_Investment@pmc.gov.au>

Cc: Industry Section <Industry@pmc.gov.au>

Subject: URGENT For comment by 12pm Supermarket Safety Standards [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Good morning,

Attached is the draft Minimum Safety Standards for Supermarkets, developed by the Supermarket Safety taskforce.

[REDACTED] s 47E(d) , s 47G(1)(b)

Home Affairs and Health have worked with Industry to develop this document, which will be taken to the Ministerial Taskforce at 1:30 today and the released by supermarkets.

Please provide any comments by 12pm

Thanks

[REDACTED] | Adviser

Industry, Innovation and Science | Industry, Innovation, Science and Communications

Industry, Infrastructure and Environment Division | Department of the Prime Minister and Cabinet

p. [REDACTED]

e. [REDACTED] | w. www.pmc.gov.au

One National Circuit Barton ACT 2600 | PO Box 6500 CANBERRA ACT 2600



The Department acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respect to their Cultures, Country and Elders both past and present.

From: CIR <CIR@cicentre.gov.au>

Sent: Wednesday, 25 March 2020 10:19 AM

To: s 22(1)(a)(ii) ; s 47G(1)(b) s 47G(1)(b) ;
s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ;
s 22(1)(a)(ii) ; s 22(1)(a)(ii) Samuel GRUNHARD
<Samuel.Grunhard@homeaffairs.gov.au>; s 22(1)(a)(ii) s 22(1)(a)(ii)
s 22(1)(a)(ii) ; s 22(1)(a)(ii)
rebecca.manen@industry.gov.au; s 22(1)(a)(ii) ; Kirrily.peters@industry.gov.au; s 22(1)(a)(ii)
s 22(1)(a)(ii) ; Industry Section <Industry@pmc.gov.au>; s 47G(1)(b) ;
s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ;
s 47G(1)(b) s 47G(1)(b) ; s 47G(1)(b)
Cc: CIR <CIR@cicentre.gov.au>; Barden, Graeme <Graeme.Barden@health.gov.au>;
s 22(1)(a)(ii)

Subject: FW: Supermarket Tiger Team - Draft Minimum Safety Standards [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear all

Further to yesterday's Working Group discussion, please see below advice distributed to Tiger Team for meeting shortly.

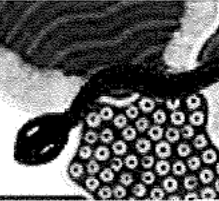
If you would like to discuss following the Tiger Team meeting, please contact [REDACTED] s 22(1)(a)(ii)).

Kind regards

s 22(1)(a)(ii)

Strategic Analysis Section
Telecommunications & Technology Branch | Critical Infrastructure Security Division
Security and Resilience Group
Department of Home Affairs
P: [REDACTED] s 22(1)(a)(ii) | E: [REDACTED] s 22(1)(a)(ii)

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.



UNCLASSIFIED

From: [REDACTED] s 22(1)(a)

Sent: Wednesday, 25 March 2020 10:11 AM

To: [REDACTED] s 22(1)(a)(ii) >;
[REDACTED] s 47F >; [REDACTED] s 47G(1)(b)
[REDACTED] s 47G(1)(b) >; [REDACTED] s 47G(1)(b) >;
[REDACTED] s 47G(1)(b) >; [REDACTED] s 47G(1)(b)
[REDACTED] s 47G(1)(b) ; [REDACTED] s 47G(1)(b)
[REDACTED] s 47G(1)(b) s 22(1)(a)(ii)
[REDACTED] s 22(1)(a)(ii) [REDACTED] s 22(1)(a)(ii) >;
[REDACTED] s 22(1)(a)(ii) >; 'nick.hartland@health.gov.au'
<nick.hartland@health.gov.au>; [REDACTED] s 22(1)(a)(ii) >;
'Bruce.Wilson@industry.gov.au' <Bruce.Wilson@industry.gov.au>; [REDACTED] s 22(1)(a)(ii)
[REDACTED] s 22(1)(a)(ii) ; 'rebecca.manen@industry.gov.au' <rebecca.manen@industry.gov.au>;
[REDACTED] s 22(1)(a)(ii) [REDACTED] s 22(1)(a)(ii)
[REDACTED] s 22(1)(a)(ii) >; 'industry@pmc.gov.au' <industry@pmc.gov.au>; 'simon.gordon@pmc.gov.au'
<simon.gordon@pmc.gov.au>; [REDACTED] s 22(1)(a)(ii)
[REDACTED] s 47G(1)(b)
[REDACTED] ; [REDACTED] s 47G(1)(b)
[REDACTED] s 47G(1)(b) [REDACTED] s 47G(1)(b)
[REDACTED] ; [REDACTED] s 47G(1)(b) ;
[REDACTED] s 47G(1)(b) [REDACTED] s 47G(1)(b)
[REDACTED] s 47G(1)(b) >; [REDACTED] s 47G(1)(b)
[REDACTED] ; [REDACTED] s 22(1)(a)(ii) Samuel GRUNHARD
<SAMUEL.GRUNHARD@HOMEAFFAIRS.GOV.AU>
Cc: [REDACTED] s 22(1)(a)(ii) >; CIR <CIR@cicentre.gov.au>; Barden, Graeme
<Graeme.Barden@health.gov.au>
Subject: Supermarket Tiger Team - Draft Minimum Safety Standards [SEC=UNCLASSIFIED]

UNCLASSIFIED

Morning all

Please see the attached for the DRAFT Minimum Safety Standards for discussion in this morning's Tiger Team teleconference at 10:30am.

We would also be grateful for written feedback by **12:30pm today**, to be sent to CIR@cicentre.gov.au. We are also forwarding the draft document to the Safety of Staff and Customers Working Group for this purpose. **Please provide consolidated comments for each organisation.**

Kind regards

s 22(1)(a)(ii)

Strategic Analysis Section

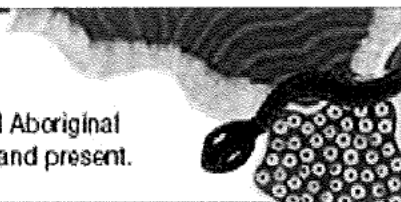
Telecommunications & Technology Branch | Critical Infrastructure Security Division

Security and Resilience Group

Department of Home Affairs

P: s 22(1)(a)(ii) | E: s 22(1)(a)(ii)

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.



UNCLASSIFIED

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs and ABF respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails MUST NOT be sent to the originator of this email.

Anagnostis, Angelo

From: CIR <CIR@cicentre.gov.au>
Sent: Friday, 27 March 2020 12:05 PM
To: s 22(1)(a)(ii); s 22(1)(a)(ii); Samuel GRUNHARD; s 22(1)(a)(ii) s
 s 22(1)(a); s 22(1)(a)(ii); s 47G(1)(b) 22(1)
 s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 22(1)(a)(ii);
 rebecca.manen@industry.gov.au; s 22(1)(a)(ii);
 Kirrily.peters@industry.gov.au; s 22(1)(a)(ii); Industry Section;
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b); s 22(1)(a)(ii); s
 s 47G(1)(b); s 47G(1)(b); Barden, Graeme; s 22(1)(a); s 22(1)
 s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)
 s 47G(1)(b); s 47G(1)(b); (a)(ii)
 s 22(1)(a)(ii); s 47G(1)(b);
 s 22(1)(a)(ii)

Subject: Hygiene Practices - Supermarket Taskforce [SEC=UNCLASSIFIED]
Attachments: COVID-19 - supermarket managers 20200327.docx

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

UNCLASSIFIED

Morning all

Please see the attached for the final draft Hygiene Practices document for your consideration and feedback. The document has now been cleared with the Department of Health. Branding for the final document is to be confirmed.

If you have any questions or concerns with the document please send these to CIR@cicentre.gov.au. **Please raise any issues by 1pm today**, Friday 27 March 2020.

The final version will be provided as soon after 1pm as possible.

Kind regards

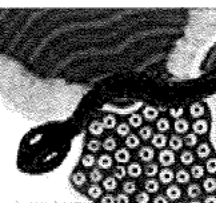
s 22(1)(a)(ii)

Strategic Analysis Section
 Telecommunications & Technology Branch | Critical Infrastructure Security Division
 Security and Resilience Group
 Department of Home Affairs

P: s 22(1)(a)(ii) | Es

2

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

**UNCLASSIFIED**

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs and ABF respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails MUST NOT be sent to the originator of this email.

COVID-19 hygiene practices for supermarkets

This advice has been prepared with the most up-to-date information at the time of publication (27 March 2020). The advice is subject to the conditions of each state and territory or the latest advice provided by the Australian Government Department of Health.

Supermarkets are essential services. To prevent the spread of COVID-19 in supermarkets, here are hygiene practices recommended by the Australian Government based on information from the World Health Organization and Australian Government Department of Health.

Care for yourself and others

We must all show care, compassion and respect to each other during this difficult time.

The outbreak of COVID-19 will affect all people, in varying ways, and it is normal to feel afraid, worried and/or overwhelmed by the changing alerts and media coverage on the spread of the virus.

- If you are concerned about COVID-19, symptoms or need advice, call the COVID-19 hotline **1800 020 080**.
- If you are feeling anxious or overwhelmed you can call Lifeline **13 11 14**.
- If you see anti-social behaviour in store, contact your **local police**. They are prioritising responses to supermarkets.

COVID-19 symptoms

You and your staff should not come to work if you have any of the following symptoms:

- fever
- cough
- sore throat
- tiredness
- shortness of breath.

If unwell, contact your doctor, who can liaise with local public health authorities to determine when it is safe for you to return to work.

How does the virus spread?

COVID-19 is most likely spread from person to person through:

- direct contact with a person while they are infectious
- contact with droplets when a person with the virus coughs or sneezes
- touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with the virus.

You and your staff should take appropriate health precautions, given the large number of people with whom you will come into contact in a supermarket.

Personal hygiene practices

Avoid touching your eyes, mouth and nose at all times.¹

Social distancing

Social distancing is important because COVID-19 is most likely to spread through close contact with a person who has the virus.

You are unlikely to be infected if you follow social distancing advice:

- limit face-to-face interactions to less than 15 minutes
- limit close proximity interactions (less than 1.5 metres between people) to 2 hours
- where possible, maintain a distance of 1.5 metres between people²
 - To protect staff working in close proximity for prolonged periods, for instance two staff working in back-to-back checkouts, you may consider rotating staff or installing a physical barrier between them (eg a Perspex screen). Screens are not necessary between staff and customers as the interaction period is shorter.

The current Australian Government advice is that all non-essential indoor gatherings of less than 100 people must have no more than one person per 4 square meters. As supermarkets are an essential service, this measure does not apply inside supermarkets.

s 47C , s 47E(d) , s 47G(1)(b)

Cash, bag and object handling

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

Where possible, you should encourage customers to pay for their shopping electronically.

Personal protective equipment

Gloves

Washing hands regularly or using alcohol-based hand rub will offer more protection against COVID-19 than wearing gloves.

If you are feeling well, there is currently **no need** to wear gloves, other than in line with usual supermarket practice (such as food handling, deli).

Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus.

¹ <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

² https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-drivers-and-passengers-using-public-transport_1.pdf.

Masks

If you are feeling well, there is currently **no need** to wear a protective mask, as there is little evidence to support use of surgical masks in healthy people to prevent transmission of viruses

Masks are only useful for people who are sick, so that they do not cough on others, and for health care workers who have frequent, close contact with sick people.

If you choose to wear a mask, it will only be effective when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water. ⁴

Store hygiene

Customers entering the store

When entering the supermarket, customers should be given antibacterial wipes and/or hand sanitiser for personal use, and antibacterial wipes for use on their trolley and/or basket.

Sneeze guards

There is no recommendation from health authorities that a physical barrier, outside of a health care environment, is effective in preventing the spread of COVID-19. The best control is to supervise food fixtures and remove contaminated products from sale.

If a customer is spreading droplets (sneezing, coughing or vomiting) at the check-out, clean surfaces with appropriate disinfectant and single use cloth or wipe.

Cleaning supermarkets

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water.

You should have a regular cleaning regime for all 'high touch' surfaces and a daily clean of all 'low touch areas'.

Thoroughly clean environmental surfaces with water and detergent and apply commonly used hospital-level disinfectants (such as sodium hypochlorite).⁵

Disinfecting individual workspaces

You should use standard cleaning practices at the end of each shift, taking into consideration how often the surfaces are touched.

Touch screens that are high contact areas (including self-serve checkouts) should be regularly disinfected with wipes.

If wipes are not available at the self-serve checkouts, customers and staff should have access to hand sanitiser prior to using the touch screens.

Feeling unwell when at work

You must not come to work if you have any of the symptoms: fever, cough, sore throat, tiredness and shortness of breath.

⁴ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

⁵ WHO- Infection prevention and control during health care when COVID-19 is suspected: Interim guidance.

If you or your staff begin to develop symptoms while at work, you must:

- isolate yourself from others
- practice good hand hygiene
- inform your manager, and call a doctor or hospital and tell them your recent travel or close contact history.

If you have serious symptoms such as difficulty breathing:

- call 000, ask for an ambulance and notify the officers of your recent travel or close contact history.

Confirmed cases of COVID-19

Where a team member has a confirmed case of COVID 19, public health officials will determine if any other team members need to self-isolate based on the period in which the confirmed individual would have been infectious. A manager can pass on information to state or territory health departments, who will advise if close contact team members need to self-isolate.

If no close contacts are identified, all other staff members should be given information on COVID-19, but can continue their usual work duties.

There is **no requirement** to close a store if a staff member tests positive for COVID-19.

There is **no need** for specialised additional cleaning in a store with a confirmed case of COVID-19.

In the event of a confirmed case in a supermarket, the store manager may choose to undertake a clean.

Making Flexibility Work - if you receive an email from me outside of normal business hours, I'm sending it at a time that suits me. Unless it's marked urgent, I'm not expecting you to read or reply until normal business hours.



The Department acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respect to their Cultures, Country and Elders both past and present.

From: s 22
Sent: Friday, 27 March 2020 12:17 PM
To: Population Health and Primary Care Section <PopulationHealthandPrimaryCareSection@pmc.gov.au>; Disaster Preparedness and Response Branch <DPRB@pmc.gov.au>; Employment Small Business and Foreign Investment <Employment_Small_Business_and_Foreign_Investment@pmc.gov.au>
Cc: Industry Section <Industry@pmc.gov.au>
Subject: URGENT For input 12:\$5 today: Hygiene Practices - Supermarket Taskforce [SEC=OFFICIAL:Sensitive]
Importance: High

OFFICIAL:Sensitive

Good afternoon all,

Attached is the final draft of the Supermarkets Hygiene and Safety Document, developed by Department of Health and industry members. This will be used by supermarkets as the recommended safety standards in dealing with COVID-19, and used to inform local councils and industry bodies.

Please provide any **comments by 12:45pm today.**

Thanks

s 22

From: CIR <CIR@cicentre.gov.au>
Sent: Friday, 27 March 2020 12:05 PM
To: s 22(1)(a)(ii) s 22(1)(a)(ii) >; Samuel GRUNHARD <Samuel.Grunhard@homeaffairs.gov.au>; s 22(1)(a)(ii) >; s 22(1)(a)(ii) >; s 22(1)(a)(ii) >; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii) ; 1)(b) rebecca.manen@industry.gov.au; s 22(1)(a)(ii) ; Kirrily.peters@industry.gov.au; s 22(1)(a)(ii) ; Industry Section <Industry@pmc.gov.au>; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii) s 22(1)(a)(ii) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii) ; s 22(1)(a)(ii) ; s 22(1)(a)(ii) ; s 22(1)(a)(ii)

s 47G(1)(b)

; s 22(1)(a)(ii)

Subject: Hygiene Practices - Supermarket Taskforce [SEC=UNCLASSIFIED]

Importance: High

UNCLASSIFIED

Morning all

Please see the attached for the final draft Hygiene Practices document for your consideration and feedback. The document has now been cleared with the Department of Health. Branding for the final document is to be confirmed.

If you have any questions or concerns with the document please send these to CIR@cicentre.gov.au. **Please raise any issues by 1pm today, Friday 27 March 2020.**

The final version will be provided as soon after 1pm as possible.

Kind regards

s 22(1)(a)(ii)

Strategic Analysis Section

Telecommunications & Technology Branch | Critical Infrastructure Security Division

Security and Resilience Group

Department of Home Affairs

P: s 22(1)(a)(ii) | ES
2

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.



UNCLASSIFIED

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs and ABF respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails **MUST NOT** be sent to the originator of this email.

From: CIR <CIR@cicentre.gov.au>

Sent: Friday, 27 March 2020 12:05 PM

To: s 22(1)(a)(ii) s 22(1)(a)(ii) >; Samuel GRUNHARD <Samuel.Grunhard@homeaffairs.gov.au>; s 22(1)(a)(ii) >; s 22(1)(a)(ii) >; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii) ; rebecca.manen@industry.gov.au; s 22(1)(a)(ii) ; Kirrily.peters@industry.gov.au; s 22(1)(a)(ii) >; Industry Section <Industry@pmc.gov.au>; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii) s 22(1)(a)(ii) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii) ; s 22(1)(a)(ii) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii) ; s 47G(1)(b) ; s 47G(1)(b) ; s 22(1)(a)(ii)

s 22

From: CIR <CIR@cicentre.gov.au>
Sent: Friday, 27 March 2020 5:37 PM
To: s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)(a)(ii);
s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
s 47G(1)(b); s 47G(1)(b); s 22(1)(a)(ii);
s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)(a)(ii);
s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)(a)(ii);
nick.hartland@health.gov.au; s 22(1)(a)(ii); CIR; s 22(1)(a)(ii); s 22(1)(a)(ii);
s 22(1)(a)(ii); s 22(1)(a)(ii);
s 22(1)(a)(ii); rebecca.manen@industry.gov.au;
s 22(1)(a)(ii); s 22(1)(a)(ii); Industry Section; Gordon, Simon;
s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)(a)(ii);
s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
s 47G(1)(b); s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
s 47G(1)(b); s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
s 22(1)(a)(ii); s 47G(1)(b); s 47G(1)(b);
s 47G(1)(b); s 22(1)(a)(ii); s 22(1)(a)(ii); Samuel
GRUNHARD; s 22(1)(a)(ii)
Subject: Final Draft- Hygiene Practices Document [SEC=UNCLASSIFIED]
Attachments: COVID-19 Supermarket hygiene practices.pdf

UNCLASSIFIED

Good afternoon,

Please find attached the revised final draft of the Hygiene Practices document. This document will be considered by the Taskforce on Monday 30 March 2020. A copy has been provided to the Safety Working Group.

Kind regards,

s 22(1)(a)

s 22(1)(a)(ii)

Policy Officer | Risk (Emerging Technology)
Telecommunications and Technology Branch | Critical Infrastructure Security Division
Security and Resilience Group
Department of Home Affairs
P: s 22(1)(a)(ii)
E: s 22(1)(a)(ii)

UNCLASSIFIED

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally

privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs and ABF respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails **MUST NOT** be sent to the originator of this email.

COVID-19 hygiene practices for supermarkets

This advice has been prepared with the most up-to-date information at the time of publication (27 March 2020). The advice is subject to the conditions of each state and territory or the latest advice provided by the Australian Government Department of Health.

Supermarkets are essential services. To prevent the spread of COVID-19 in supermarkets, here are hygiene practices recommended by the Australian Government based on information from the World Health Organization and Australian Government Department of Health.

Care for yourself and others

We must all show care, compassion and respect to each other during this difficult time.

The outbreak of COVID-19 will affect all people, in varying ways, and it is normal to feel afraid, worried and/or overwhelmed by the changing alerts and media coverage on the spread of the virus.

- If you are concerned about COVID-19, symptoms or need advice, call the COVID-19 hotline **1800 020 080**.
- If you are feeling anxious or overwhelmed you can call Lifeline **13 11 14**.
- If you see anti-social behaviour in store, contact your **local police**. They are prioritising responses to supermarkets.

COVID-19 symptoms

You and your staff should not come to work if you have any of the following symptoms:

- fever
- cough
- sore throat
- tiredness
- shortness of breath.

If unwell, contact your doctor, who can liaise with local public health authorities to determine when it is safe for you to return to work.

How does the virus spread?

COVID-19 is most likely spread from person to person through:

- direct contact with a person while they are infectious
- contact with droplets when a person with the virus coughs or sneezes
- touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with the virus.

You and your staff should take appropriate health precautions, given the large number of people with whom you will come into contact in a supermarket.

Personal hygiene practices

Avoid touching your eyes, mouth and nose at all times.¹

Social distancing

Social distancing is important because COVID-19 is most likely to spread through close contact with a person who has the virus.

You are unlikely to be infected if you follow social distancing advice:

- limit face-to-face interactions to less than 15 minutes
- limit close proximity interactions (less than 1.5 metres between people) to 2 hours
- where possible, maintain a distance of 1.5 metres between people²
 - To protect staff working in close proximity for prolonged periods, for instance two staff working in back-to-back checkouts, you may consider rotating staff or installing a physical barrier between them (eg a Perspex screen). Screens are not necessary between staff and customers as the interaction period is shorter.

The current Australian Government advice is that all non-essential indoor gatherings of less than 100 people must have no more than one person per 4 square meters. As supermarkets are an essential service, this measure does not apply inside supermarkets.

Hand washing and hand rub

All staff should regularly wash their hands. Hand washing should take 20–30 seconds. Wash the entirety of your hands (palms, fingers and back of your hands)—cover all areas with soap prior to washing them with warm water.

If hand washing is not practical, alcohol-based hand rub with more than 60% ethanol or 70% isopropanol (also known as hand sanitiser) is the recommended form of hand hygiene.³ Hand rubs with QAC are generally recognised as effective.⁴

Cash, bag and object handling

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

Where possible, you should encourage customers to pay for their shopping electronically.

Personal protective equipment

Gloves

Washing hands regularly or using alcohol-based hand rub will offer more protection against COVID-19 than wearing gloves.

If you are feeling well, there is currently **no need** to wear gloves, other than in line with usual supermarket practice (such as food handling, deli).

¹ <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

² https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-drivers-and-passengers-using-public-transport_1.pdf

³ <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/hcp-hand-sanitizer.html>

⁴ <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1> (Canada)

Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus.

Masks

If you are feeling well, there is currently **no need** to wear a protective mask, as there is little evidence to support use of surgical masks in healthy people to prevent transmission of viruses

Masks are only useful for people who are sick, so that they do not cough on others, and for health care workers who have frequent, close contact with sick people.

If you choose to wear a mask, it will only be effective when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water. ⁵

Store hygiene

Customers entering the store

When entering the supermarket, customers should be given antibacterial wipes and/or hand sanitiser for personal use, and antibacterial wipes for use on their trolley and/or basket.

Sneeze guards

There is no recommendation from health authorities that a physical barrier, outside of a health care environment, is effective in preventing the spread of COVID-19. The best control is to supervise food fixtures and remove contaminated products from sale.

If a customer is spreading droplets (sneezing, coughing or vomiting) at the check-out, clean surfaces with appropriate disinfectant and single use cloth or wipe.

Cleaning supermarkets

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water.

You should have a regular cleaning regime for all 'high touch' surfaces and a daily clean of all 'low touch areas'.

Thoroughly clean environmental surfaces with water and detergent and apply commonly used hospital-level disinfectants (such as sodium hypochlorite).⁶

Disinfecting individual workspaces

You should use standard cleaning practices at the end of each shift, taking into consideration how often the surfaces are touched.

Touch screens that are high contact areas (including self-serve checkouts) should be regularly disinfected with wipes.

If wipes are not available at the self-serve checkouts, customers and staff should have access to hand sanitiser prior to using the touch screens.

⁵ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

⁶ WHO- Infection prevention and control during health care when COVID-19 is suspected: Interim guidance.

Feeling unwell when at work

You must not come to work if you have any of the symptoms: fever, cough, sore throat, tiredness and shortness of breath.

If you or your staff begin to develop symptoms while at work, you must:

- isolate yourself from others
- practice good hand hygiene
- inform your manager, and call a doctor or hospital and tell them your recent travel or close contact history.

If you have serious symptoms such as difficulty breathing:

- call 000, ask for an ambulance and notify the officers of your recent travel or close contact history.

Confirmed cases of COVID-19

Where a team member has a confirmed case of COVID 19, public health officials will determine if any other team members need to self-isolate based on the period in which the confirmed individual would have been infectious. A manager can pass on information to state or territory health departments, who will advise if close contact team members need to self-isolate.

If no close contacts are identified, all other staff members should be given information on COVID-19, but can continue their usual work duties.

There is **no requirement** to close a store if a staff member tests positive for COVID-19.

There is **no need** for specialised additional cleaning in a store with a confirmed case of COVID-19.

In the event of a confirmed case in a supermarket, the store manager may choose to undertake a clean.

s 22

From: CIR <CIR@cicentre.gov.au>
Sent: Monday, 30 March 2020 9:41 AM
To: s 47G(1)(b) ; s 47G(1)(b)
 s 47G(1)(b) ; s 47G(1)(b)
 s 22(1)(a)(ii) ; s 22(1)(a)(ii) Samuel GRUNHARD; s 22(1)(a) ;
 s 22(1)(a)(ii) ; s 22(1)(a) ; rebecca.manen@industry.gov.au;
 s 22(1)(a)(ii) ; Kirrily.peters@industry.gov.au; s 22(1)(a)(ii) ; Industry
 Section; a s 22(1)(a)(ii) s 47G(1)(b)
 s 47G(1)(b) s 47G(1)(b) s 47G(1)(b) s
 s 47G(1)(b) s 47G(1)(b) s 47G(1)(b) s 47G(1)(b) s 47G(1)(b)
 s 47G(1)(b) s 47G(1)(b) s 47G(1)(b) s 47G(1)(b) s 47G(1)(b)
 s 47G(1)(b) ; Barden, Graeme; s 22(1)(a) s 22(1)
 s 47G(1)(b) s 47G(1)(b) s 47G(1)(b) (a)(ii)
 s 22(1)(a)(ii) s 47G(1)(b)
 s 22(1)(a)(ii)
Cc: CIR; s 22(1)(a)(ii)
Subject: Meeting Minutes - Safety of Staff and Customers Working Group [SEC=UNCLASSIFIED]
Attachments: s 47C , s 47E(d) , s 47G(1)(b)

UNCLASSIFIED

Morning all,

Please see the attached for the minutes of the Safety of Staff and Customers Working Group meetings.

Thank you for your contributions and patience as we endeavoured to finalise the Hygiene Practices document.

Kind regards,

s 22(1)(a)(ii)

Strategic Analysis Section

Telecommunications & Technology Branch | Critical Infrastructure Security Division

Security and Resilience Group

Department of Home Affairs

P: s 22(1)(a)(ii) | Es

2

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

UNCLASSIFIED

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and

attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs and ABF respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails **MUST NOT** be sent to the originator of this email.

s 22

From: s 22
Sent: Wednesday, 1 April 2020 10:59 AM
To: s 22
Cc: Industry Section
Subject: RE: Supermarket Safety Taskforce Update [DLM=For-Official-Use-Only]
Attachments: FINAL COVID-19 - Supermarket Hygiene Practices.pdf

Hi s 22

Yes – the enclosed went out to WG and Tiger Team on Monday afternoon. AFP has circulated to S&T forces, we've circulated through ALGA and we're working on getting it on Australia.gov.au. (Waiting for a call back from s 22)

s 47C , s 47E(d)

(I'd attach a copy of the distribution email, but sadly, I'm on my DISER system today and can't access my Home Affairs email/the CIR inbox.)

Cheers

s 22

For Official Use Only

From: s 22
Sent: Wednesday, 1 April 2020 10:51 AM
To: s 22
Cc: Industry Section <Industry@pmc.gov.au>
Subject: RE: Supermarket Safety Taskforce Update [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Hi s 22

I just wanted to check if the Supermarket Safety document is public yet, or when it will be. Im just responding to some corro which this is relevant to.

Thanks

s 22

From: s 22
Sent: Tuesday, 31 March 2020 10:51 AM
To: s 22
Cc: Industry Section <Industry@pmc.gov.au>
Subject: RE: Supermarket Safety Taskforce Update [DLM=For-Official-Use-Only]

For Official Use Only

Hi s 22

Apparently the Digital Transformation Agency is managing the website.

s 22 her number s 22

Thanks

s 22

From: s 22
Sent: Tuesday, 31 March 2020 9:45 AM
To: s 22 CIR <CIR@cicentre.gov.au>
Cc: Industry Section <Industry@pmc.gov.au>
Subject: Re: Supermarket Safety Taskforce Update [DLM=For-Official-Use-Only]

For Official Use Only

Hi s 22

How do we go about getting our factsheet on the Australia.gov.au website ? Health indicated PM&C owns content ? Just looking to upload our hygiene practices document.

Cheers
s 22

For Official Use Only

s 22



Australian Government

COVID-19 hygiene practices for supermarkets

This advice has been prepared with the most up-to-date information at the time of publication (27 March 2020). The advice is subject to the conditions of each state and territory or the latest advice provided by the Australian Government Department of Health.

Supermarkets are essential services. To prevent the spread of COVID-19 in supermarkets, here are hygiene practices recommended by the Australian Government based on information from the World Health Organization and Australian Government Department of Health.

Care for yourself and others

We must all show care, compassion and respect to each other during this difficult time.

The outbreak of COVID-19 will affect all people, in varying ways, and it is normal to feel afraid, worried and/or overwhelmed by the changing alerts and media coverage on the spread of the virus.

- If you are concerned about COVID-19, symptoms or need advice, call the COVID-19 hotline **1800 020 080**.
- If you are feeling anxious or overwhelmed you can call Lifeline **13 11 14**.
- If you see anti-social behaviour in store, contact your **local police**. They are prioritising responses to supermarkets.

COVID-19 symptoms

You and your staff should not come to work if you have any of the following symptoms:

- fever
- cough
- sore throat
- tiredness
- shortness of breath.

If unwell, contact your doctor, who can liaise with local public health authorities to determine when it is safe for you to return to work.

How does the virus spread?

COVID-19 is most likely spread from person to person through:

- direct contact with a person while they are infectious

27 March 2020

- contact with droplets when a person with the virus coughs or sneezes
- touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with the virus.

You and your staff should take appropriate health precautions, given the large number of people with whom you will come into contact in a supermarket.

Personal hygiene practices

Avoid touching your eyes, mouth and nose at all times.¹

Social distancing

Social distancing is important because COVID-19 is most likely to spread through close contact with a person who has the virus.

You are unlikely to be infected if you follow social distancing advice:

- limit face-to-face interactions to less than 15 minutes
- limit close proximity interactions (less than 1.5 metres between people) to 2 hours
- where possible, maintain a distance of 1.5 metres between people²
 - To protect staff working in close proximity for prolonged periods, for instance two staff working in back-to-back checkouts, you may consider rotating staff or installing a physical barrier between them (eg a Perspex screen). Screens are not necessary between staff and customers as the interaction period is shorter.

The current Australian Government advice is that all non-essential indoor gatherings of less than 100 people must have no more than one person per 4 square meters. As supermarkets are an essential service, this measure does not apply inside supermarkets.

Hand washing and hand rub

All staff should regularly wash their hands. Hand washing should take 20–30 seconds. Wash the entirety of your hands (palms, fingers and back of your hands)—cover all areas with soap prior to washing them with warm water.

If hand washing is not practical, alcohol-based hand rub with more than 60% ethanol or 70% isopropanol (also known as hand sanitiser) is the recommended form of hand hygiene.³ Hand rubs with QAC are generally recognised as effective.⁴

Cash, bag and object handling

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

Where possible, you should encourage customers to pay for their shopping electronically.

¹ <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

² https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-drivers-and-passengers-using-public-transport_1.pdf.

³ <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/hcp-hand-sanitizer.html>

⁴ <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1> (Canada)

27 March 2020

Personal protective equipment

Gloves

Washing hands regularly or using alcohol-based hand rub will offer more protection against COVID-19 than wearing gloves.

If you are feeling well, there is currently **no need** to wear gloves, other than in line with usual supermarket practice (such as food handling, deli).

Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus.

Masks

If you are feeling well, there is currently **no need** to wear a protective mask, as there is little evidence to support use of surgical masks in healthy people to prevent transmission of viruses

Masks are only useful for people who are sick, so that they do not cough on others, and for health care workers who have frequent, close contact with sick people.

If you choose to wear a mask, it will only be effective when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water. ⁵

Store hygiene

Customers entering the store

When entering the supermarket, customers should be given antibacterial wipes and/or hand sanitiser for personal use, and antibacterial wipes for use on their trolley and/or basket.

Sneeze guards

There is no recommendation from health authorities that a physical barrier, outside of a health care environment, is effective in preventing the spread of COVID-19. The best control is to supervise food fixtures and remove contaminated products from sale.

If a customer is spreading droplets (sneezing, coughing or vomiting) at the check-out, clean surfaces with appropriate disinfectant and single use cloth or wipe.

Cleaning supermarkets

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water.

You should have a regular cleaning regime for all 'high touch' surfaces and a daily clean of all 'low touch areas'.

Thoroughly clean environmental surfaces with water and detergent and apply commonly used hospital-level disinfectants (such as sodium hypochlorite).⁶

⁵ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

⁶ WHO- Infection prevention and control during health care when COVID-19 is suspected: Interim guidance.

27 March 2020

Disinfecting individual workspaces

You should use standard cleaning practices at the end of each shift, taking into consideration how often the surfaces are touched.

Touch screens that are high contact areas (including self-serve checkouts) should be regularly disinfected with wipes.

If wipes are not available at the self-serve checkouts, customers and staff should have access to hand sanitiser prior to using the touch screens.

Feeling unwell when at work

You must not come to work if you have any of the symptoms: fever, cough, sore throat, tiredness and shortness of breath.

If you or your staff begin to develop symptoms while at work, you must:

- isolate yourself from others
- practice good hand hygiene
- inform your manager, and call a doctor or hospital and tell them your recent travel or close contact history.

If you have serious symptoms such as difficulty breathing:

- call 000, ask for an ambulance and notify the officers of your recent travel or close contact history.

Confirmed cases of COVID-19

Where a team member has a confirmed case of COVID 19, public health officials will determine if any other team members need to self-isolate based on the period in which the confirmed individual would have been infectious. A manager can pass on information to state or territory health departments, who will advise if close contact team members need to self-isolate.

If no close contacts are identified, all other staff members should be given information on COVID-19, but can continue their usual work duties.

There is **no requirement** to close a store if a staff member tests positive for COVID-19.

There is **no need** for specialised additional cleaning in a store with a confirmed case of COVID-19.

In the event of a confirmed case in a supermarket, the store manager may choose to undertake a clean.

27 March 2020



Australian Government

COVID-19 hygiene practices for supermarkets

This advice has been prepared with the most up-to-date information at the time of publication (27 March 2020). The advice is subject to the conditions of each state and territory or the latest advice provided by the Australian Government Department of Health.

Supermarkets are essential services. To prevent the spread of COVID-19 in supermarkets, here are hygiene practices recommended by the Australian Government based on information from the World Health Organization and Australian Government Department of Health.

Care for yourself and others

We must all show care, compassion and respect to each other during this difficult time.

The outbreak of COVID-19 will affect all people, in varying ways, and it is normal to feel afraid, worried and/or overwhelmed by the changing alerts and media coverage on the spread of the virus.

- If you are concerned about COVID-19, symptoms or need advice, call the COVID-19 hotline **1800 020 080**.
- If you are feeling anxious or overwhelmed you can call Lifeline **13 11 14**.
- If you see anti-social behaviour in store, contact your **local police**. They are prioritising responses to supermarkets.

COVID-19 symptoms

You and your staff should not come to work if you have any of the following symptoms:

- fever
- cough
- sore throat
- tiredness
- shortness of breath.

If unwell, contact your doctor, who can liaise with local public health authorities to determine when it is safe for you to return to work.

How does the virus spread?

COVID-19 is most likely spread from person to person through:

- direct contact with a person while they are infectious

27 March 2020

- contact with droplets when a person with the virus coughs or sneezes
- touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with the virus.

You and your staff should take appropriate health precautions, given the large number of people with whom you will come into contact in a supermarket.

Personal hygiene practices

Avoid touching your eyes, mouth and nose at all times.¹

Social distancing

Social distancing is important because COVID-19 is most likely to spread through close contact with a person who has the virus.

You are unlikely to be infected if you follow social distancing advice:

- limit face-to-face interactions to less than 15 minutes
- limit close proximity interactions (less than 1.5 metres between people) to 2 hours
- where possible, maintain a distance of 1.5 metres between people²
 - To protect staff working in close proximity for prolonged periods, for instance two staff working in back-to-back checkouts, you may consider rotating staff or installing a physical barrier between them (eg a Perspex screen). Screens are not necessary between staff and customers as the interaction period is shorter.

The current Australian Government advice is that all non-essential indoor gatherings of less than 100 people must have no more than one person per 4 square meters. As supermarkets are an essential service, this measure does not apply inside supermarkets.

Hand washing and hand rub

All staff should regularly wash their hands. Hand washing should take 20–30 seconds. Wash the entirety of your hands (palms, fingers and back of your hands)—cover all areas with soap prior to washing them with warm water.

If hand washing is not practical, alcohol-based hand rub with more than 60% ethanol or 70% isopropanol (also known as hand sanitiser) is the recommended form of hand hygiene.³ Hand rubs with QAC are generally recognised as effective.⁴

Cash, bag and object handling

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

Where possible, you should encourage customers to pay for their shopping electronically.

¹ <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

² https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-drivers-and-passengers-using-public-transport_1.pdf.

³ <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/hcp-hand-sanitizer.html>

⁴ <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1> (Canada)

27 March 2020

Personal protective equipment

Gloves

Washing hands regularly or using alcohol-based hand rub will offer more protection against COVID-19 than wearing gloves.

If you are feeling well, there is currently **no need** to wear gloves, other than in line with usual supermarket practice (such as food handling, deli).

Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus.

Masks

If you are feeling well, there is currently **no need** to wear a protective mask, as there is little evidence to support use of surgical masks in healthy people to prevent transmission of viruses

Masks are only useful for people who are sick, so that they do not cough on others, and for health care workers who have frequent, close contact with sick people.

If you choose to wear a mask, it will only be effective when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water. ⁵

Store hygiene

Customers entering the store

When entering the supermarket, customers should be given antibacterial wipes and/or hand sanitiser for personal use, and antibacterial wipes for use on their trolley and/or basket.

Sneeze guards

There is no recommendation from health authorities that a physical barrier, outside of a health care environment, is effective in preventing the spread of COVID-19. The best control is to supervise food fixtures and remove contaminated products from sale.

If a customer is spreading droplets (sneezing, coughing or vomiting) at the check-out, clean surfaces with appropriate disinfectant and single use cloth or wipe.

Cleaning supermarkets

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water.

You should have a regular cleaning regime for all 'high touch' surfaces and a daily clean of all 'low touch areas'.

Thoroughly clean environmental surfaces with water and detergent and apply commonly used hospital-level disinfectants (such as sodium hypochlorite).⁶

⁵ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

⁶ WHO- Infection prevention and control during health care when COVID-19 is suspected: Interim guidance.

27 March 2020

Disinfecting individual workspaces

You should use standard cleaning practices at the end of each shift, taking into consideration how often the surfaces are touched.

Touch screens that are high contact areas (including self-serve checkouts) should be regularly disinfected with wipes.

If wipes are not available at the self-serve checkouts, customers and staff should have access to hand sanitiser prior to using the touch screens.

Feeling unwell when at work

You must not come to work if you have any of the symptoms: fever, cough, sore throat, tiredness and shortness of breath.

If you or your staff begin to develop symptoms while at work, you must:

- isolate yourself from others
- practice good hand hygiene
- inform your manager, and call a doctor or hospital and tell them your recent travel or close contact history.

If you have serious symptoms such as difficulty breathing:

- call 000, ask for an ambulance and notify the officers of your recent travel or close contact history.

Confirmed cases of COVID-19

Where a team member has a confirmed case of COVID 19, public health officials will determine if any other team members need to self-isolate based on the period in which the confirmed individual would have been infectious. A manager can pass on information to state or territory health departments, who will advise if close contact team members need to self-isolate.

If no close contacts are identified, all other staff members should be given information on COVID-19, but can continue their usual work duties.

There is **no requirement** to close a store if a staff member tests positive for COVID-19.

There is **no need** for specialised additional cleaning in a store with a confirmed case of COVID-19.

In the event of a confirmed case in a supermarket, the store manager may choose to undertake a clean.

27 March 2020

s 22

From: s 22
Sent: Wednesday, 1 April 2020 2:39 PM
To: COVID-19 Health Response Section; Disaster Preparedness and Response Branch; Employment Industrial Relations and Small Business
Cc: Industry Section
Subject: For info: Final Supermarket Hygiene Practices document [SEC=OFFICIAL]
Attachments: FINAL COVID-19 - Supermarket Hygiene Practices.pdf

OFFICIAL

Good afternoon all,

Attached is the final Supermarket Hygiene Practice document for visibility [REDACTED]. They are currently working on putting it on the Australia.gov.au website.

Thanks.

s 22

s 22

| Adviser

Industry, Innovation and Science | Industry, Innovation, Science and Communications
 Industry, Infrastructure and Environment Division | Department of the Prime Minister and Cabinet

p. s 22

e. s 22 | w. www.pmc.gov.au

One National Circuit Barton ACT 2600 | PO Box 6500 CANBERRA ACT 2600



The Department acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respect to their Cultures, Country and Elders both past and present.



Australian Government

COVID-19 hygiene practices for supermarkets

This advice has been prepared with the most up-to-date information at the time of publication (27 March 2020). The advice is subject to the conditions of each state and territory or the latest advice provided by the Australian Government Department of Health.

Supermarkets are essential services. To prevent the spread of COVID-19 in supermarkets, here are hygiene practices recommended by the Australian Government based on information from the World Health Organization and Australian Government Department of Health.

Care for yourself and others

We must all show care, compassion and respect to each other during this difficult time.

The outbreak of COVID-19 will affect all people, in varying ways, and it is normal to feel afraid, worried and/or overwhelmed by the changing alerts and media coverage on the spread of the virus.

- If you are concerned about COVID-19, symptoms or need advice, call the COVID-19 hotline **1800 020 080**.
- If you are feeling anxious or overwhelmed you can call Lifeline **13 11 14**.
- If you see anti-social behaviour in store, contact your **local police**. They are prioritising responses to supermarkets.

COVID-19 symptoms

You and your staff should not come to work if you have any of the following symptoms:

- fever
- cough
- sore throat
- tiredness
- shortness of breath.

If unwell, contact your doctor, who can liaise with local public health authorities to determine when it is safe for you to return to work.

How does the virus spread?

COVID-19 is most likely spread from person to person through:

- direct contact with a person while they are infectious

27 March 2020

- contact with droplets when a person with the virus coughs or sneezes
- touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with the virus.

You and your staff should take appropriate health precautions, given the large number of people with whom you will come into contact in a supermarket.

Personal hygiene practices

Avoid touching your eyes, mouth and nose at all times.¹

Social distancing

Social distancing is important because COVID-19 is most likely to spread through close contact with a person who has the virus.

You are unlikely to be infected if you follow social distancing advice:

- limit face-to-face interactions to less than 15 minutes
- limit close proximity interactions (less than 1.5 metres between people) to 2 hours
- where possible, maintain a distance of 1.5 metres between people²
 - To protect staff working in close proximity for prolonged periods, for instance two staff working in back-to-back checkouts, you may consider rotating staff or installing a physical barrier between them (eg a Perspex screen). Screens are not necessary between staff and customers as the interaction period is shorter.

The current Australian Government advice is that all non-essential indoor gatherings of less than 100 people must have no more than one person per 4 square meters. As supermarkets are an essential service, this measure does not apply inside supermarkets.

Hand washing and hand rub

All staff should regularly wash their hands. Hand washing should take 20–30 seconds. Wash the entirety of your hands (palms, fingers and back of your hands)—cover all areas with soap prior to washing them with warm water.

If hand washing is not practical, alcohol-based hand rub with more than 60% ethanol or 70% isopropanol (also known as hand sanitiser) is the recommended form of hand hygiene.³ Hand rubs with QAC are generally recognised as effective.⁴

Cash, bag and object handling

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

Where possible, you should encourage customers to pay for their shopping electronically.

¹ <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

² https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-drivers-and-passengers-using-public-transport_1.pdf.

³ <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/hcp-hand-sanitizer.html>

⁴ <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1> (Canada)

27 March 2020

Personal protective equipment

Gloves

Washing hands regularly or using alcohol-based hand rub will offer more protection against COVID-19 than wearing gloves.

If you are feeling well, there is currently **no need** to wear gloves, other than in line with usual supermarket practice (such as food handling, deli).

Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus.

Masks

If you are feeling well, there is currently **no need** to wear a protective mask, as there is little evidence to support use of surgical masks in healthy people to prevent transmission of viruses

Masks are only useful for people who are sick, so that they do not cough on others, and for health care workers who have frequent, close contact with sick people.

If you choose to wear a mask, it will only be effective when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water.⁵

Store hygiene

Customers entering the store

When entering the supermarket, customers should be given antibacterial wipes and/or hand sanitiser for personal use, and antibacterial wipes for use on their trolley and/or basket.

Sneeze guards

There is no recommendation from health authorities that a physical barrier, outside of a health care environment, is effective in preventing the spread of COVID-19. The best control is to supervise food fixtures and remove contaminated products from sale.

If a customer is spreading droplets (sneezing, coughing or vomiting) at the check-out, clean surfaces with appropriate disinfectant and single use cloth or wipe.

Cleaning supermarkets

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water.

You should have a regular cleaning regime for all 'high touch' surfaces and a daily clean of all 'low touch areas'.

Thoroughly clean environmental surfaces with water and detergent and apply commonly used hospital-level disinfectants (such as sodium hypochlorite).⁶

⁵ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

⁶ WHO- Infection prevention and control during health care when COVID-19 is suspected: Interim guidance.

27 March 2020

Disinfecting individual workspaces

You should use standard cleaning practices at the end of each shift, taking into consideration how often the surfaces are touched.

Touch screens that are high contact areas (including self-serve checkouts) should be regularly disinfected with wipes.

If wipes are not available at the self-serve checkouts, customers and staff should have access to hand sanitiser prior to using the touch screens.

Feeling unwell when at work

You must not come to work if you have any of the symptoms: fever, cough, sore throat, tiredness and shortness of breath.

If you or your staff begin to develop symptoms while at work, you must:

- isolate yourself from others
- practice good hand hygiene
- inform your manager, and call a doctor or hospital and tell them your recent travel or close contact history.

If you have serious symptoms such as difficulty breathing:

- call 000, ask for an ambulance and notify the officers of your recent travel or close contact history.

Confirmed cases of COVID-19

Where a team member has a confirmed case of COVID 19, public health officials will determine if any other team members need to self-isolate based on the period in which the confirmed individual would have been infectious. A manager can pass on information to state or territory health departments, who will advise if close contact team members need to self-isolate.

If no close contacts are identified, all other staff members should be given information on COVID-19, but can continue their usual work duties.

There is **no requirement** to close a store if a staff member tests positive for COVID-19.

There is **no need** for specialised additional cleaning in a store with a confirmed case of COVID-19.

In the event of a confirmed case in a supermarket, the store manager may choose to undertake a clean.

27 March 2020

s 22

From: s 22
Sent: Wednesday, 1 April 2020 11:01 AM
To: s 22
Cc: Industry Section
Subject: RE: Supermarket Safety Taskforce Update [DLM=For-Official-Use-Only]

For Official Use Only

That's great, thanks for the update s 22

Thanks,
s 22

From: s 22
Sent: Wednesday, 1 April 2020 10:59 AM
To: s 22
Cc: Industry Section <Industry@pmc.gov.au>
Subject: RE: Supermarket Safety Taskforce Update [DLM=For-Official-Use-Only]

Hi s 22

Yes – the enclosed went out to WG and Tiger Team on Monday afternoon. AFP has circulated to S&T forces, we've circulated through ALGA and we're working on getting it on Australia.gov.au. (Waiting for a call back from Alana.)

s 47E(d)

(I'd attach a copy of the distribution email, but sadly, I'm on my DISER system today and can't access my Home Affairs email/the CIR inbox.)

Cheers

s 22(1)(a)(ii)

For Official Use Only

From: s 22(1)(a)(ii) [mailto:s 22(1)(a)(ii)@au]
Sent: Wednesday, 1 April 2020 10:51 AM
To: s 22(1)(a)(ii) >
Cc: Industry Section <Industry@pmc.gov.au>
Subject: RE: Supermarket Safety Taskforce Update [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Hi s

I just wanted to check if the Supermarket Safety document is public yet, or when it will be. Im just responding to some corro which this is relevant to.

Thanks

s

From: s 22(1)(a)(ii) >
Sent: Tuesday, 31 March 2020 10:51 AM
To: s 22(1)(a)(ii)

Cc: Industry Section <Industry@pmc.gov.au>

Subject: RE: Supermarket Safety Taskforce Update [DLM=For-Official-Use-Only]

For Official Use Only

Hi [REDACTED],
[REDACTED]

Apparently the Digital Transformation Agency is managing the website.

[REDACTED] s 22(1)(a)(ii) is the Chief of Staff her number [REDACTED] s 22(1)(a)(ii)

Thanks

[REDACTED]
[REDACTED]

From: [REDACTED] s 22(1)(a)(ii) [REDACTED] s 22(1)(a)(ii) >

Sent: Tuesday, 31 March 2020 9:45 AM

To: [REDACTED] s 22(1)(a)(ii) >; CIR <CIR@cicentre.gov.au>

Cc: Industry Section <Industry@pmc.gov.au>

Subject: Re: Supermarket Safety Taskforce Update [DLM=For-Official-Use-Only]

For Official Use Only

Hi [REDACTED]
[REDACTED]

How do we go about getting our factsheet on the Australia.gov.au website ? Health indicated PM&C owns content ? Just looking to upload our hygiene practices document.

Cheers

[REDACTED] s 22(1)(a)(ii)
[REDACTED] s 22(1)(a)(ii)

For Official Use Only

s 22

Subject: Safety of Staff and Customers Working Group [DLM=For-Official-Use-Only]
Location: Teleconference

Start: Tue 14/04/2020 3:30 PM
End: Tue 14/04/2020 4:15 PM
Show Time As: Tentative

Recurrence: (none)

Organizer: CIR

For-Official-Use-Only

Good afternoon Working Group members,

Please note, given pressures ahead of the busy Easter trading period, tomorrow's scheduled Safety Working Group meeting has been postponed to Tuesday 14 April. Please see attached the agenda for this meeting.

s 22

The Hygiene practices document, previously circulated to the group, has now been published on the [Australia.gov.au](https://www.australia.gov.au) website.

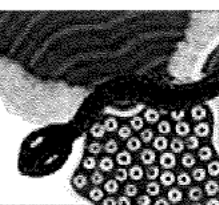
Kind regards,

s 22(1)(a)

Supermarket Taskforce
 Department of Home Affairs

P: s 22(1)(a)(ii) | E: s 22(1)(a)(ii)

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.



For-Official-Use-Only

For-Official-Use-Only

Afternoon all

The meeting for the Safety of Staff and Customers Working Group will meet each Tuesday and Thursday at 3:30pm.

The meeting invitation is for four weeks, but can be adjusted as the situation evolves. The agenda and minutes from the previous meeting will be sent out in advance of each meeting.

Teleconference details:

Phone: s 22(1)(a)(ii)

Conference Code: s 22(1)

Kind regards

s 22(1)(a)

Supermarket Taskforce

Department of Home Affairs

P: s 22(1)(a)(ii) | E: s 22(1)(a)(ii)

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.



For-Official-Use-Only

ýý

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs and ABF respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails **MUST NOT** be sent to the originator of this email.



Australian Government

Department of Home Affairs

Safety of Staff and Customers Working Group

Time: 14 April 2020 – 1530 AEDT

Chair: Samuel Grunhard (Department of Home Affairs)

Message stick details are:

Dial-in number – s 22(1)(a)(ii)

Participant code – s 22(1)

Item	Topic
1	Welcome and introductions
2	<p>Discussion (including action items from previous meetings)</p> <ul style="list-style-type: none">• s 22(1)(a)(ii)• PPE and hand sanitiser needs• s 22(1)(a)(ii)
3	<p>Other business</p> <ul style="list-style-type: none">• •
4	<p>Next meeting:</p> <ul style="list-style-type: none">• Call for items

s 22

From: s 22
Sent: Thursday, 16 April 2020 5:22 PM
To: s 22
Cc: s 22; Industry Section; CIR
Subject: RE: Information on creating Supermarket Hygiene Practices [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s 22

Hope our conversation the other day was helpful. Would be interested to understand next steps in due course.

s 22

Cheers
s 22
a/g Director | Supermarket Taskforce
Department of Home Affairs
M: s 22
E: s 22
E: s 22

For Official Use Only

From: s 22
Date: Tuesday, 14 April 2020 at 11:17:12 am
To: s 22
Cc: "Industry Section" <Industry@pmc.gov.au>
Subject: Information on creating Supermarket Hygiene Practices [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Good morning s ,

s 22

s 22

s 22

s 47C, s 47E(d)

s 47C, s 47E(d)

s 22

From: CIR <CIR@cicentre.gov.au>
Sent: Friday, 17 April 2020 3:56 PM
To:

s 22(1)(a)(ii) ; s 22(1)(a)(ii) ; s 22(1)(a)(ii) ;
s 22(1)(a)(ii) ; s 47B(a) ;
s 47G(1)(b) ; s 47G(1)(b) ;
s 47G(1)(b) ; s 47G(1)(b) ;
s 47G(1)(b) ; s 47G(1)(b) ;
s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ;
s 47G(1)(b) ; s 22(1)(a)(ii) ; s 22(1)(a)(ii) ;
'graeme.barden@health.gov.au'; s 22(1)(a)(ii) ; s 22(1)(a)(ii) ;
Samuel GRUNHARD; s 22(1)(a)(ii) ; s 22(1)(a)(ii) ; s 22(1)(a)(ii) ;
s 22(1)(a)(ii) ; CIR; 'rebecca.manen@industry.gov.au'; s 22(1)(a)(ii) ;
s 22(1)(a)(ii) ; 'Kerrily.peters@industry.gov.au'; s 22(1)(a)(ii) ; Industry Section;
s 47B(a) ; s 22(1)(a)(ii) ; s 47G(1)(b) ;
s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ;
s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ;
s 47G(1)(b) ; s 47B(a) ;
s 47B(a) ; s 47B(a) ;
s 47G(1)(b) ; s 47G(1)(b) ; s 47G(1)(b) ;
s 47G(1)(b) ; s 22(1)(a)(ii) ; s 47G(1)(b) ;
s 47B(a)

Cc: CIR
Subject: Meeting Agenda and Hygiene Practices - Safety of Staff and Customers Working Group [DLM=For-Official-Use-Only]
Attachments: ADD2020 1980080 COVID-19 ~ Supermarket Taskforce ~ Safety of Staff and Customers Working Group ~ Agenda ~ Tuesday 21.04.2020.DOCX; COVID-19 supermarket hygiene practices.pdf

For-Official-Use-Only

Dear all

Please see the attached for the agenda for the Safety of Staff and Customers Working Group meeting to be held Tuesday 21 April 2020 at 1530hrs.

The revised Hygiene Practices for Supermarkets document was circulated yesterday afternoon for comment. No comments were received. Please see the attached document for the final version. This will shortly be uploaded to the Australia.gov.au website. Please note the existing link will not change. The updated Hygiene Practices document will be provided to the Taskforce and Tiger Team for information at the next opportunity.

Kind regards

s 22(1)(a)

Supermarket Taskforce
Department of Home Affairs

P s 22(1)(a)(ii) | E: s 22(1)(a)(ii)

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

For-Official-Use-Only

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs and ABF respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails MUST NOT be sent to the originator of this email.



Safety of Staff and Customers Working Group

Time: 21 April 2020 – 1530 AEDT

Chair: Samuel Grunhard (Department of Home Affairs)

Message stick details are:

Dial-in number – s 22(1)(a)(ii)

Participant code – s 22(1)
() (ii)

Item	Topic
1	Welcome and introductions
2	<p>Discussion (including action items from previous meetings)</p> <ul style="list-style-type: none"> • s 22(1)(a)(ii)
3	<p>Other business</p> <ul style="list-style-type: none"> • Hygiene practices document • s 22(1)(a)(ii)
4	Call for next meeting items



Australian Government

COVID-19 hygiene practices for supermarkets

This advice was prepared with the most up-to-date information at the time of publication (27 March 2020) and was updated on (16 April 2020) to reflect updated Department of Health advice on the effectiveness of non-alcohol based hand sanitisers. The advice is subject to the conditions of each state and territory or the latest advice provided by the Australian Government Department of Health.

Supermarkets are essential services. To prevent the spread of COVID-19 in supermarkets, here are hygiene practices recommended by the Australian Government based on information from the World Health Organization and Australian Government Department of Health.

Care for yourself and others

We must all show care, compassion and respect to each other during this difficult time.

The outbreak of COVID-19 will affect all people, in varying ways, and it is normal to feel afraid, worried and/or overwhelmed by the changing alerts and media coverage on the spread of the virus.

- If you are concerned about COVID-19, symptoms or need advice, call the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week.
- If you are feeling anxious or overwhelmed you can call Lifeline 13 11 14.
- If you see anti-social behaviour in store, contact your **local police**. They are prioritising responses to supermarkets.

COVID-19 symptoms

You and your staff should not come to work if you have any of the following symptoms:

- fever
- cough
- sore throat
- fatigue or tiredness
- shortness of breath.

If unwell, contact your doctor, who can liaise with local public health authorities to determine when it is safe for you to return to work.

How does the virus spread?

COVID-19 is most likely spread from person to person through:

- direct contact with a person while they are infectious
- contact with droplets when a person with the virus coughs or sneezes

16 April 2020

- touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with the virus.

You and your staff should take appropriate health precautions, given the large number of people with whom you will come into contact in a supermarket.

Personal hygiene practices

Avoid touching your eyes, mouth and nose at all times.¹

Social distancing

Social distancing is important because COVID-19 is most likely to spread through close contact with a person who has the virus.

You are unlikely to be infected if you follow social distancing advice:

- limit face-to-face interactions to less than 15 minutes
- limit close proximity interactions (less than 1.5 metres between people) to 2 hours
- where possible, maintain a distance of 1.5 metres between people ²
 - To protect staff working in close proximity for prolonged periods, for instance two staff working in back-to-back checkouts, you may consider rotating staff or installing a physical barrier between them (e.g. a Perspex screen). Screens are not necessary between staff and customers as the interaction period is shorter.

Supermarkets and grocery shopping are regarded as essential activities. The Australian Government advises these places of essential gathering must apply social distancing and good hygiene practices, including:

- being able to maintain a distancing of 1.5 meters between people
- providing hand hygiene products and suitable rubbish bins, with frequent cleaning (particularly of high touch surfaces) and waste disposal

Supermarkets may choose to use the 4 square metre rule as a guide when defining store limits, but are not bound to this measure. Many supermarkets have adopted a voluntary, nationally consistent, industry-led approach to limiting the number of customers in stores to keep their staff and customers safe.

Hand washing and hand rub

All staff should regularly wash their hands. Hand washing should take 20–30 seconds. Wash the entirety of your hands (palms, fingers, nails and back of your hands)—cover all areas with soap prior to washing them with warm water.

If hand washing is not practical, alcohol-based hand rub with more than 60% ethanol or 70% isopropanol (also known as hand sanitiser) is the recommended form of hand hygiene.³ You should use the same procedure to rub your hands with sanitiser for 20-30 seconds. Alcohol-free hand rubs have not been shown to be effective against COVID-19 and experts recommend against using them.⁴

¹ <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

² https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-drivers-and-passengers-using-public-transport_1.pdf

³ <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/hcp-hand-sanitizer.html>

⁴ <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/good-hygiene-for-coronavirus-covid-19>

Cash, bag and object handling

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face especially eyes, nose or mouth after handling objects that have cough or sneeze droplets from an infected person.

Where possible, you should encourage customers to pay for their shopping electronically, including contactless or tap-and-go payments.

Personal protective equipment

Gloves

Washing hands regularly or using alcohol-based hand rub will offer more protection against COVID-19 than wearing gloves.

If you are feeling well, there is **no need** to wear gloves, other than in line with usual supermarket practice (such as food handling, deli).

Wearing gloves can lead to complacency and reduced hand washing, potentially increasing the risk of contracting the virus.

Masks

If you are feeling well, there is **no need** to wear a protective mask, as there is little evidence to support use of in healthy people to prevent transmission of viruses

Masks are only useful for people who are sick, so that they do not cough on others, and for health care workers who have frequent, prolonged close contact with sick people.

If you choose to wear a mask, it will only be effective when used in combination with frequent hand cleaning with or soap and water or alcohol-based hand rub.⁵

Store hygiene

Customers entering the store

When entering the supermarket, customers should be given antibacterial wipes and/or hand sanitiser for personal use, and antibacterial wipes for use on their trolley and/or basket.

Sneeze guards

There is no recommendation from health authorities that a physical barrier, outside of a health care environment, is effective in preventing the spread of COVID-19. The best control is to supervise food fixtures and remove contaminated products from sale.

If a customer is spreading droplets (sneezing, coughing or vomiting) at the check-out, clean surfaces with appropriate disinfectant and single use cloth or wipe. Dispose of used cleaning materials appropriately.

Cleaning supermarkets

The risk of infection from touching surfaces, objects and cash is extremely **low** and will only occur when someone touches their face, especially eyes, nose and mouth after handling objects that have cough or sneeze droplets from an infected person.

⁵ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water.

You should have a regular cleaning regime for all 'high touch' surfaces and a daily clean of all 'low touch areas'.

Thoroughly clean environmental surfaces with water and detergent and apply commonly used hospital-level disinfectants (such as sodium hypochlorite).⁶

Disinfecting individual workspaces

You should use standard cleaning practices at the end of each shift, taking into consideration how often the surfaces are touched.

Touch screens that are high contact areas (including self-serve checkouts) should be regularly disinfected with wipes.

If wipes are not available at the self-serve checkouts, customers and staff should have access to hand sanitiser prior to, and after, using the touch screens.

Feeling unwell when at work

You must not come to work if you have any of the symptoms: fever, cough, sore throat, fatigue or tiredness and shortness of breath.

If you or your staff begin to develop symptoms while at work, you must:

- isolate yourself from others
- practice good hand hygiene
- inform your manager, and call a doctor or hospital and tell them your recent travel or close contact history.

If you have serious symptoms such as difficulty breathing:

- call 000, ask for an ambulance and notify the officers of your recent travel or close contact history.

Confirmed cases of COVID-19

Where a team member has a confirmed case of COVID 19, public health officials will determine if any other team members need to self-isolate based on the period in which the confirmed individual would have been infectious. A manager can pass on information to state or territory health departments, who will advise if close contact team members need to self-isolate.

If no close contacts are identified, all other staff members should be given information on COVID-19, but can continue their usual work duties.

There is **no requirement** to close a store if a staff member tests positive for COVID-19.

There is **no need** for specialised additional cleaning in a store with a confirmed case of COVID-19, beyond this advice.

In the event of a confirmed case in a supermarket, the store manager may choose to undertake a general clean, in line with this advice.

⁶ WHO- Infection prevention and control during health care when COVID-19 is suspected: Interim guidance.

s 22

Subject: COVID-19 Supermarket Taskforce: Tiger Team meeting - Wednesday 22 April 2020
[DLM=For-Official-Use-Only]

Start: Wed 22/04/2020 9:00 AM
End: Wed 22/04/2020 9:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: CIR

Good afternoon,

The COVID-19 Tiger Team meeting of the Supermarket Taskforce will next meet on Wednesday 22 April 2020 at 9am. An agenda for the meeting and previous meeting minutes are attached.

Teleconference Details:

Phone: s 22(1)(a)(ii)

Conference Code: s 22(1)

Update to items raised at our last meeting:

s 22

- An update to the Supermarket Hygiene Practices document can be found at <https://www.tisn.gov.au/Documents/COVID-19-supermarket-hygiene-practices.pdf>

s 22(1)(a)(ii)

Thank you and we look forward to speaking on Wednesday.

s 22(1)(a)(ii)

Supermarket Taskforce

Department of Home Affairs

P: s 22(1)(a)(ii)

E: s 22(1)(a)(ii)

s 22(1)(a)(ii)



Australian Government

Department of Home Affairs

UNCLASSIFIED

COVID-19 – Supermarket Taskforce Tiger Team Meeting

Date: Wednesday 15 April at 1100 hrs

PPE / Hand Sanitiser Update

- Chair noted the Department of Health has recently amended its advice in relation to the use of non-alcohol hand rubs (eg. quaternary ammonium compounds or QAC) and noted Home Affairs will update the Hygiene Practices document and redistribute. **The Department of Health now advises use of these non-alcohol hand rubs is not recommended.** Chair asked for any questions on that change – nil further discussion.

ACTION: Home Affairs to provide an update and redistribute Supermarket Hygiene Practices document.

s 22

From: CIR <CIR@cicentre.gov.au>
Sent: Thursday, 23 April 2020 3:41 PM
To:

s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)(a)(ii);
 s 22(1)(a)(ii); s 47G(1)(b);
 s 47B(a); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(a);
 s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 22(1)(a)(ii); s 22(1)(a)(ii);
 'graeme.barden@health.gov.au'; s 22(1)(a)(ii); s 22(1)(a)(ii);
 Samuel GRUNHARD; s 22(1)(a); s 22(1)(a)(ii); s 22(1)(a)(ii); s 22(1)(a)(ii);
 s 22(1)(a)(ii); CIR; 'rebecca.manen@industry.gov.au'; s 22(1)(a)(ii);
 s 22(1)(a)(ii); 'Kirrily.peters@industry.gov.au'; 'Anthea.Long@industry.gov.au'; s
 ; Industry Section; s 47B(a); s 22(1)(a)(ii);
 s 47G(1); s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 47B(a); s 47B(a);
 s 47B(a); s 47B(a);
 s 47G(1)(b); s 47B(a);
 s 47B(a); s 47B(a);
 s 47B(a); s 47G(1)(b); s
 s 47G(1)(b); s 47G(1)(b); s 47G(1)(b);
 s 47G(1)(b); s 22(1)(a)(ii);
 s 47B(a); s 22(1)(a)(ii);

Cc: CIR
Subject: Safety of Staff and Customers Working Group - Meeting Minutes and Update [DLM=For-Official-Use-Only]
Attachments: COVID-19 ~Supermarket Taskforce ~ Safety of Staff and Customers Working Group ~ Meeting Minutes ~ Tuesday 21.04.2020 ~ 1530 hrs.DOCX; Coles Mental Wellbeing.pptx

For-Official-Use-Only

Dear all

Please find enclosed minutes from the Safety of Staff and Customers Working Group meeting held on Tuesday 21 April 2020.

Hygiene Practices

The link to the updated Hygiene Practices document (<https://www.tisn.gov.au/Site%20Documents/COVID-19-supermarket-hygiene-practices.pdf>) from [Australia.gov.au](https://www.australia.gov.au) is now repaired.

s 22

For Official Use Only

COVID-19: Supermarket Taskforce

Safety of Staff and Customers Working Group

Date: Tuesday 21 April 2020 at 1530

Key outcomes

Hygiene Practices Document

- The Chair noted that the updated Hygiene Practices document (April 2020) had been circulated and made available through the TISN website (<https://www.tisn.gov.au/Site%20Documents/COVID-19-supermarket-hygiene-practices.pdf>). The advice is also linked from [australia.gov.au](https://www.australia.gov.au).

Next Meeting: 15:30 on Tuesday, 28 April 2020



THE HON BEN MORTON MP
ASSISTANT MINISTER TO THE PRIME MINISTER AND CABINET

Reference: MC20-031455

Mr Jeff Rogut
Chief Executive Officer
Australasian Association of Convenience Stores
jeff@aacs.org.au

Dear Mr Rogut

s 22

In case you are not already aware, the Taskforce developed Supermarket Hygiene Practices guidelines to ensure workers are safe. This includes important information on the use of masks, and gloves and social distancing in supermarkets. I have attached a copy for your and your members' information.

Yours sincerely

s 22



BEN MORTON

s 22

From: s 22
Sent: Friday, 3 July 2020 2:37 PM
To: Disaster Preparedness and Response Branch; COVID-19 Health Response Section
Cc: Industry Section
Subject: For Information - Notes from Supermarket Safety Working Group
[SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Hi all,

The Supermarket Safety working group re-convened today for a quick discussion. Key points are below.

s 22

- The Safety working group has been tasked with updating hygiene practices, and clarifying operating procedures for supermarkets and distribution centres. These updates will be taken to the NCM and AHPPC to develop a standard response for localised outbreak issues.
 - o Updates will be done with SafeWork Australia.
 - o s 47G(1)(b)

s 22

s 22(1)(a)(ii)

- [REDACTED]: We did some work a few months ago on protocols for hygiene practices. Will work with health departments, maybe through AHPPC to ensure they remain current and appropriate, and to address any learnings [REDACTED] s 47G(1)(b) [REDACTED]. Need to retain flexibility for health authorities' response.

