

# Safe at Work: COVID-19 Grocery and Pharmacy Toolkit



## We're here to help.

As a grocery store or pharmacy employee, you are instrumental to providing the general public with the food, supplies or medicine people need during the pandemic. This responsibility comes with challenges such as a lack of staff or difficulty maintaining supplies due to increased consumer demand and stockpiling. This is compounded by anxiety and fears around the idea of entering a store of any kind.

While cleaning your store or pharmacy is undoubtedly a routine, creating a hygienic environment and helping protect your colleagues and customers has never been more important than during this pandemic.

As the leading global professional hygiene brand, we're here to help. For more than 50 years, we at Tork have been committed to improving hygiene in establishments throughout the world by developing and producing complete hygiene solutions. We developed this toolkit with our recommendations on how to make health a priority in your store or pharmacy and hope you find this information relevant and useful.

Thank you for your efforts on the front lines of this crisis, and we hope that you and your staff stay safe throughout these challenging times.

Sincerely,

Anna Königson Koopmans  
Marketing Director – Grocery/Pharmacy  
Essity Professional Hygiene



# COVID-19

While there is no evidence that COVID-19 can be transmitted by food, it can spread in your grocery store or pharmacy between employees and customers through droplets produced when an infected person coughs or sneezes, or through contaminated surfaces or objects.

You can help reduce the spread of COVID-19 in your retail establishment by:

- Following proper hand hygiene protocols
- Maintaining routine cleaning and disinfecting procedures
- Optimizing dispenser placement

This toolkit provides the resources you need to help reinforce those best practices during this outbreak and beyond.



## How can COVID-19 spread in your grocery store or pharmacy?



**Through the air  
by coughing and  
sneezing**



**Close personal contact,  
such as touching or  
shaking hands**



**Touching an object or  
surface with the virus on  
it, then touching your  
mouth, nose, or eyes**

# Hand hygiene

Venues with many people could be a place where the novel coronavirus spreads, especially with the increased customer volume and so many frequently touched surfaces. But proper hand hygiene techniques can kill viruses like the one that causes COVID-19 and help control its spread.

Encourage good hand hygiene amongst employees and customers alike by:

- Training employees about hand hygiene techniques, including when to wash and sanitize hands or when to wear gloves.
- Hang up-to-date hygiene and handwashing signage in employee restrooms and breakrooms.
- Consider asking cashiers to use gloves or wash or sanitize their hands after each transaction.
- Use signage to encourage customers to use the sanitizer and wipes that you provide.
- Provide shoppers and staff with essential hand hygiene supplies such as soap, hand sanitizer and paper towels.

Below are some resources for you to encourage proper hand hygiene in your retail establishment during the COVID-19 pandemic.



## Resources

**Handwashing procedure**

Wash your hands with soap, water and paper towels!

**Handwashing procedure**

[Download](#)



**Hand Sanitizing**

Disinfect your hands

**Hand sanitizing**

[Download](#)



**Tork Clean Care**

Hygiene tips for food service staff

Wash your hands!

**Hygiene tips for food service staff**

[Download](#)



**fip** ADVANCING PHARMACY

UPDATED 26 MARCH 2020

FIP HEALTH ADVISORY

**COVID-19: GUIDELINES FOR PHARMACISTS AND THE PHARMACY WORKFORCE**

INTERNATIONAL PHARMACEUTICAL FEDERATION

**COVID-19: guidelines for pharmacists and the pharmacy workforce**

[Learn more](#)



## 8 ways to promote personal hygiene beyond handwashing

Your grocery store or pharmacy should promote additional hygiene measures beyond handwashing during the COVID-19 pandemic to protect customers and employees. This includes social distancing routines and new store policies.

Some social distancing considerations include:

- Limiting the number of shoppers in the store at a given time and having employees monitor entrances and exits to control customer flow.
- Placing signs at the entrances and using the store's PA system to promote social distancing. Asking customers with flu-like symptoms to refrain from entering.
- Setting up a "do not cross" line in front and behind counters at checkout, deli, bakery and pharmacy areas.
- Encouraging self-checkout to limit direct contact between shoppers and thoroughly cleaning checkout registers after each transaction.
- Adding plastic shields at checkout registers to limit the risk of germ spread between employees and customers.
- Providing employees with face masks and shields, especially when recommended by local governments.
- Creating a rotation for your team so that not all staff are customer-facing all day.
- Restocking shelves outside of opening hours as much as possible to reduce staff contact with shoppers.

It's also essential that any employee who has flu-like symptoms stays home and is given time to recover.

Practice social distancing

2 carts = 6 feet



Please keep 2 cart lengths between you and others as much as possible.



# Surface cleaning

Grocery stores and pharmacies have many high-touch surfaces such as shopping carts, freezer door handles and checkout counters. These surfaces could easily become contaminated with the virus that causes COVID-19 and, therefore, should be disinfected regularly. Surfaces that should be frequently sanitized include:

- **Shopping area:** Deli and seafood counters, shopping carts, hand railings, sneeze guards, trays, door handles, trash cans
- **Checkout area:** Registers, counters, conveyer belts, credit card machines, touchscreens, scanners, self-checkout surfaces, handles, phones, keyboards, computer mice
- **Backroom area:** Door handles, breakroom tables, counters, light switches, sinks, microphones and intercom systems, computers, refrigerator plastic curtains
- **Restrooms:** Door handles, sink faucets, toilet handles, light switches

Institute a mandatory cleaning and sanitizing schedule with instructions posted around the store. You may also want to wipe down each cart handle for shoppers as they enter.

Below are some tools to help you ensure that your store remains clean and disinfected during the pandemic.



## Resources

**FIP COVID-19 Information Hub**

**FIP-COVID-19 Timeline**

**COVID-19 information hub for pharmacists and the pharmacy workforce**

[Learn more](#) ↓

**COVID-19 and food safety: guidance for food businesses**

**COVID-19 and food safety: guidance for food businesses**

[Learn more](#) ↓

**COVID-19 cleaning and disinfection for human touch surfaces**

**COVID-19 cleaning and disinfection for human touch surfaces**

[Learn more](#) ↓

**Cleaning & Sanitation Guide for Food Retail**

**Cleaning and sanitation guide for food retail**

[Learn more](#) ↓

# Dispenser placement recommendations

As you continue operating during the COVID-19 pandemic, reinforce proper hand hygiene through optimal hand hygiene dispenser placement. Here are some guiding principles for areas in your retail location.

## 1 Store entrances

Provide customers the opportunity to disinfect their hands upon entry. Place hand sanitizer and disinfectant wipe dispensers at the entrance by the shopping carts. Ensure adequate covered waste bins.

## 2 Checkout

Hand sanitizer should be available for customers at checkout. Ensure each checkout station has a covered waste bin.

## 3 Cash

Hand sanitizer for employees should be available behind the cash register to promote frequent hand sanitization between customer transactions. Provide disinfectant wipes or sprays to encourage frequent sanitization of the conveyer belt and other checkout surfaces.

## 4 Counters

Place sanitizer dispensers at counters, such as the pharmacy, deli, meat or seafood department, and make wipers available to clean off surfaces.

## 5 Restrooms

Stock restrooms with soap dispensers, hand sanitizers, tissues and disposable paper towel dispensers to prevent the transmission of pathogens. Place covered waste bins near all dispensers to avoid paper towel waste and cross-contamination.

## 6 Exits/Entrances

Place hand sanitizer dispensers at all doors between the stockroom and retail floor.

