

Keeping your business

COVID Smart



As we transition to living with COVID-19, and restrictions continue to ease, it is important that businesses remain COVID Smart in their operations.

We have now learnt what we can do to minimise the impact which COVID has on our daily lives.

'COVID Smart' is the simple actions and behaviours you likely already have in place in your business that keep your business and the community safe.

Key considerations for COVID Smart businesses

1. Develop and maintain a COVID Safety Plan
2. Encourage physical distancing
3. Provide hand sanitiser and encourage good hygiene practices
4. Encourage the use of face masks and other personal protective equipment where physical distancing cannot be maintained
5. Undertake regular cleaning and disinfecting
6. Display COVID Smart signage
7. Exclude staff and customers who are unwell
8. Daily check in with employees and training
9. Know what to do in the event of an exposure
10. Understand your work health and safety (WHS) obligations

1. Develop and maintain a COVID Safety Plan

Under the [Public Health Direction](#) certain businesses are required to have a COVID Safety Plan.

The ACT does not require the use of a standard template for ACT businesses when developing their COVID Safety Plan. This is to help maintain a level of flexibility for businesses. However, if businesses address the key points in this guidance document that would form the basis of a COVID Safety Plan.

Even if you are a business or entity that is not required to have a COVID Safety Plan under the Public Health Direction, you may wish to consider developing one to protect employees and visitors to your establishment.

2. Encourage physical distancing

Physical distancing is an effective way to minimise risk of transmission of COVID-19. Consider encouraging distancing of 1.5 metres in areas of your business where people gather.

Physical distancing can be encouraged through use of signage, floor markers, one way traffic through entry and exit points and spreading out or removing seating.

Visit the [ACT Government Business Hub website](#) to find a collection of downloadable posters.

3. Provide hand sanitiser and encourage good hygiene practices

Provide alcohol-based hand sanitiser at key points around your premises, including at the entrance and areas such as mailboxes and garbage collection points. Ensure any public bathrooms are well stocked with hand soap and paper towels or hand dryers.

Promote good hand hygiene practices using posters to encourage patrons and staff to regularly wash and sanitise their hands.

4. Encourage the use of face masks and other Personal Protective Equipment (PPE)

If face masks are not mandated under a Public Health Direction, businesses may wish to consider implementing their own mask wearing policies to reduce the impact of COVID to their business.

Businesses may choose to implement mask wearing in areas where physical distancing cannot be maintained or promote that masks are encouraged for patrons and staff who wish to wear them.

5. Undertake regular cleaning and disinfecting

Conduct frequent sanitising of all surfaces in areas accessed by the public (particularly frequently handled surfaces such as counters, door handles and hand railings, shared tools, trolley handles, intercom and lift buttons, public bathrooms, changerooms, etc). Cleaning tips for workplaces can be found on the [ACT Business Hub website](#).

Businesses should also ensure they maintain appropriate cleaning and sanitising practices and adequate supplies.

Cleaning and hygiene checklists about keeping your workplace COVID Safe can also be found on the [Safe work Australia website](#).

6. Display COVID Smart signage

Consider if you would like to display COVID Smart signage.

The ACT Government Business Resources page has a range of downloadable posters like:

- » Prevent the spread of germs
- » Good hand hygiene
- » Responsibility in shared spaces
- » Stay COVID Smart
- » Keep your distance
- » Don't let your complacency set us all back (stay home if you are unwell)

7. Exclude staff and customers who are unwell

Place signs at entry points to instruct customers not to enter the business if they are unwell (see [Resources for business](#) on the ACT Government Business Hub page for downloadable posters.)

Encourage staff who are unwell to stay at home.

Ask them to be aware of the criteria for getting tested for COVID-19, available on the [ACT COVID-19 website](#).

Consider your obligations to prevent illness or injury under the [Work Health and Safety Act](#).

Businesses may wish to consider implementing policies that support patrons to reschedule their visit if they are impacted by COVID-19.

This could include COVID-19 cancellation and refund policies.

8. Daily check in with employees and training

Ensure your employees are properly trained and have access to information relating to COVID Smart behaviours like:

- » physical distancing
- » wearing of masks, and
- » cleaning.

Encourage staff to familiarise themselves on when to get tested for COVID-19 and the options for vaccination.

Staff can undertake the free nationally accredited [COVID-19 infection control training](#) which is now available to help ACT businesses to be COVID-19 Smart.

9. Know what to do in the event of an exposure

Familiarise yourself with current advice on managing a COVID-19 exposure in the workplace.

Employers will need to conduct a workplace risk assessment following an exposure to inform any related actions.

The [Workplace COVID-19 Exposure Assessment Tool](#) has been developed to assist businesses and is designed to be used when responding to an exposure in the workplace.

The Tool can assist businesses and workplaces in their planning to decrease potential impacts of workplace exposures if they occur.

10. Understand your WHS obligations

It is important that employers understand their WHS obligations under the [Work Health and Safety Act](#). Persons conducting a business or undertaking who are responsible for a workplace or venue must take actions to reduce the risk of transmission of COVID-19. This includes abiding by both the WHS laws and the ACT Public Health Directions.

You are only required to [notify WorkSafe ACT](#) of a COVID-19 infection if there is evidence it was contracted at a workplace and if the infected person is hospitalised.

For detailed information about supporting workers in different industries and workplaces, visit:

- » WorkSafe ACT [worksafe.act.gov.au](https://www.worksafe.act.gov.au)
- » Safe work Australia [safeworkaustralia.gov.au](https://www.safeworkaustralia.gov.au)

COVID-19 symptoms and testing

For information on COVID-19 symptoms and testing, visit the [ACT COVID-19 website](#).

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone **13 22 81**.

If English is not your first language and you need the Translating and Interpreting Service (TIS), please call **13 14 50**.

For further accessibility information, visit: [health.act.gov.au/accessibility](https://www.health.act.gov.au/accessibility)

My COVID Safety Plan

This space is where you may wish to note down details of your COVID Safety Plan. You should address points 2 to 10 for this document to satisfy the requirement for a COVID Safety Plan.

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