

Save-On-Foods COVID-19 Safety Plan (BC) – Retail



Save-On-Foods
Retail Locations

www.saveonfoods.com

12/1/2020



Retail Locations COVID–19 Safety Plan (BC) Revised Dec 1, 2020

Statement of safety for COVID-19 pandemic

We have, and always will, do the right thing to protect the health and safety of our team members and customers. Should one of our team members test positive for COVID-19, under the guidance of our public health authorities we have a strong plan to make sure that we follow all the right processes.

Over and above our already increased daily cleaning protocols, ongoing plans include deep cleaning and sanitizing of all impacted areas, closing specific departments or stores for deep cleaning as necessary, as well as all high touch common areas for staff and customers around the store.

We will work closely with the local health authorities to notify any team members and customers whom the health authority deems may be at risk of exposure including recommended next steps.

As always, we continue to encourage team members and customers who are feeling sick to stay home.

We have a Violence Prevention Program in place to manage team members safety that addresses violence in the workplace.

Responsibilities of Save-On-Foods team members

Follow all COVID-19 measures, policies and SOP's.

Team members have received training and signed off on COVID-19 measures, policies and SOP's.

Responsibilities of visitors and customers in our retail store locations

Do not visit any of our retail locations if you are sick or have come into contact with a confirmed or presumptive case of COVID-19.

Limit items that you handle and do not touch items that you do not intend to purchase. Use hand sanitizer before and after handling fresh produce. Avoid touching multiple produce items when making a selection. Only touch the produce items you will be purchasing. Remember to thoroughly wash fruits and vegetables before consuming at home.

Practice physical distancing, at all times, while waiting in line outside the store and while shopping inside the store. Our stores are equipped with 2 metre physical distancing floor stickers and signage.

Do not bring chemicals, sanitizers or disinfectants or cleaning items to our store. These can interact with our chemicals, sanitizers or disinfectants, causing adverse reactions or serious interactions of chemicals. Should you require a surface to be cleaned please see any team member for assistance.

Line control is in place in our stores to ensure your safety and the safety of our team members. Please adhere to these procedures.

Follow store policies and signs instructing you how to move through the store.

Consider using tap, debit and credit whenever possible to avoid handling cash.

Use alcohol-based hand sanitizer before entering the store.

Dispose of used disposable masks and gloves in a garbage can or transport home for proper disposal.



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First level of protection – Elimination of risk

Protocols in place to maintain physical distancing

- ✓ Save-On-Foods has completed a COVID-19 Risk Assessment to identify risks to team members and customers during the COVID-19 pandemic. Together with the federal and provincial health regulations, risks of infection due to COVID-19 or risks associated with changing procedures related to COVID-19 have been addressed with safe work procedures, elimination of risk or the introduction of PPE.
- ✓ In locations where it is necessary, signage and protocols have been translated into different languages
- ✓ As per the Public Health Guidelines for retail and grocery stores, we have established and posted an occupancy limit for our stores. This includes reducing the number of shoppers per household. This is ensuring the 5 square metres of unencumbered floor space per person working and shopping in the stores.
- ✓ We have significantly reduced the number of visitors in our workplace by rescheduling or eliminating sales representative visits, using virtual meetings, reducing the number of customers and visitors in our stores.
- ✓ We have implemented standard operating procedures to provide 2 metres of physical distancing between team members and customers.
- ✓ We have implemented sanitizing and disinfecting protocols to reduce high touch transmission
- ✓ Some of our Pharmacies have drive thru service for prescription drop off and pickup

1. Reduction of occupancy is in place in our retail locations

- Posted occupancy signage at entrance
 - Occupancy numbers are based on the 5 square metres of unencumbered floor space per person working and shopping in retail locations
 - (Enter Sales Floor Sq Footage) _____ sq ft divided by 100 x .75 = _____ customers and TM's
 - Occupancy Limit = _____ (Max Occupancy should be posted near store entrance)
- Established queues to enter store
 - Monitoring number of customers entering the store and enforcing capacity numbers
- E-Comm online shopping
 - Encouraged to use to reduce the number of customers that are coming into the store
 - Encouraged high risk individuals to utilize
- Posted room occupancy limits for team member areas
- Store specific locations
 - Revised work schedules including graveyard shift re-stocking in store locations

Support Documents

- Occupancy signage
- SOP Social Distancing
- Room Occupancy Poster
- Pharmacy Drive Thru Poster

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2. Physical distancing is maintained through the following control measures

- Checkouts, self-scan checkouts and customer service desk
 - Checkout line control
 - Installed 2 metre spacing floor stickers
 - Posted Checkout Line Up Posters to direct customers to wait or to advance to next checkout
 - Posted decal on plexiglass to advise customers to stand behind plexiglass and to avoid leaning round the plexiglass and to remain behind it until their order is complete
 - Posted decal: consider paying with credit or debit tap. We continue to accept cash.
- Sales floor aisles – location specific
 - Established one-way directional flow with the use of arrows, ENTER this way, and DO NOT Enter floor stickers
 - Intercom announcements every 20 minutes to remind team members and customers to practice physical distancing and remain 2 metres part
 - 2 metre physical distancing reminder signs posted throughout store and departments
- E-Comm contactless curbside pickup available at specific store locations
- E-Comm contactless home and business deliveries
- Shipping / Receiving and driver safety protocols
 - Provided SOP (Standard Operating Procedure) to vendors
 - Physical distancing signage on drivers access door
- Restaurant Areas
 - seating reduced to provide 2 metre physical distancing
 - 2 metre physical distancing floor stickers
 - 2 metre physical distancing reminder signs posted
- Departments – team member work areas
 - Service counters and service cases - 2 metre spacing floor stickers
 - Established work stations to allow for 2 metre physical distancing wherever practicable
 - Team member Lounge:
 - Re-arranged furniture, removed excess chairs to allow for 2 metre physical distancing, one team member permitted on each TM lounge couch
 - Marked floors
 - Occupancy Signage posted
 - Conference / Boardrooms
 - Removed excess chairs to allow for 2 metre physical distancing
 - Occupancy Signage posted
 - All office spaces
 - Removed excess chairs to allow for 2 metre physical distancing
 - Occupancy Signage posted
 - Limits on restrooms
 - Occupancy Signage posted
 - Line control and 2 metre spacing floor stickers in high traffic areas or areas where customers may congregate
 - Physical distancing in staircases

Support Documents

COVID-19 Response Tool Kit

E-Comm PDA Procedures

SOP Social Distancing 2020.04.16

E-Comm Personal Shopper Pickup Procedures

Front End Physical Distancing and Line Control SOP



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COVID-19 Physical Distancing Stairs Poster
Loop Farm Pickup Procedures
COVID-19 Physical Distancing Drivers Poster
Shipper Receiver Driver Coordination
COVID-19 Social Distancing Poster
SOP E-Comm PDA Procedures
SOP Restaurant Department
Team Member Areas - Occupancy Poster
Physical Distancing Poster / Don't Bunch Up
Checkout Line up Posters
Stand Behind Glass & Tap Plexiglass Decals
Driver Instructions

Second level of protection - Engineering: barriers and partitions

- ✓ We have installed barriers where team members and customers are not able to maintain a 2-metre physical distance
- ✓ We have included barrier cleaning in our sanitizing and disinfecting procedures

1. Engineering control measures

- Stores may be using a central line management system to control customer flow in areas such as checkouts, self-scan and service desk
- Various types of barriers have been installed in areas such as checkouts, service desk, some service cases, pharmacy counters, restaurants and coffee bars
- Installed additional barriers in areas where people were moving around them to communicate
- Use of displays or product used to create a physical barrier
- Stanchions, rope and tape lines are used for line control and barriers

Support Documents

SOP Social Distancing 2020.04.16

Front End Physical Distancing and Line Control



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Third level of protection – Standard operating procedures and information

- ✓ We have developed Standard Operating Procedures (SOP) related to COVID-19
- ✓ We have provided our team members with access to our Employee Assistance Programs to support our team member’s wellbeing.
- ✓ We have posted signage at our front doors in our retail locations advising contractors, visitor and customers not to visit if they are sick, require to self-isolate or have recently returned from travel outside of Canada.
- ✓ Added an addendum to our Violence in the Workplace Prevention Program and Risk Assessment

Standard operating procedures for COVID-19

- Related to team member job tasks and job safety
- Related to customer safety
- Personal Protective Equipment (PPE)
- Protocols for First Aid Attendants during COVID-19

Support Documents

Social Distancing SOP
HANDS ONLY CPR – First Aid Attendants SOP
First Aid Attendant Procedures COVID-19
Face Shield - Security Guard SOP
Disposable Gloves SOP
Mask Use - COVID-19 All departments
Mask Use - COVID-19 Pharmacy
W.H.O. Master Poster
Glove and Mask Disposal Signage
Hand Washing Poster
Handwashing SOP
Sanitization and Disinfecting (Retail) SOP
NCR Cleaning Guide
E-Comm Personal Shopper Pickup Procedures SOP
E-Comm Van Sanitizing SOP and Checklist
Front End Physical Distancing and Line Control SOP
Shipper Receiver Driver Coordination - Stores SOP
Loop Farm Pickup Procedures SOP
Restaurant Department SOP
Helpful Tips - Taking Care of Your Hands
Helpful Tips - Taking Care of Your Mental Health
Homewood Health Brochure and Poster
Do Not Enter Symptoms Poster – Shop Smart / Stay Safe Poster

Fourth level of protection - Using Personal Protective Equipment (PPE)

- ✓ Masks are mandatory for all team members while working in our retail locations.
- ✓ We have distributed reusable masks to all team members and instructed team members to launder masks daily.
- ✓ Disposable masks, disposable gloves and goggles are available to team members and instructed team members on proper use and when to use these PPE items.
- ✓ We have communicated information regarding the proper use of PPE in our store and the proper disposal measures for disposable masks and gloves.
- ✓ We have communicated to our team members that disposable gloves do not replace proper hand washing practices. All team members must wash their hands before and after using disposable gloves.

1. Team Member PPE Requirements

- As outlined in the BC Provincial Mask Mandate Order dated Nov 19th, 2020, all team members are provided with reusable masks, disposable masks and disposable gloves
 - Team members are required to wear masks at all times while in our retail locations including the team member lounge
 - Team members must wear PPE as per SDS (Safety Data Sheets) and SOP's
- PPE for Loss Prevention Officers – face shield, masks and disposable gloves
- PPE for First Aid Attendants – face shields, disposable mask and disposable gloves
 - First Aid Attendants must follow modified first aid procedures when performing first aid on team members, customers or vendors
 - First Aid Attendants must follow HANDS ONLY CPR during COVID-19 pandemic
- **Exemptions:**
 - Face shields are provided to team members who cannot wear a mask and have supporting medical documentation
 - Team members may remove their masks in the team member lounge while eating or drinking only

2. Contractors, Visitors and Customer Mask Requirement

- As outlined in the BC Provincial Mask Mandate Order dated Nov 19th, 2020, all contractors, visitors and customers must wear a mask while in our retail locations at all times
- Signage posted in store to remind customers/ visitors of indoor mask requirements
- Masks are available at the customer service desk for customers who forget their mask
- Signage is posted on driver access door instructing drivers that they must wear a mask within our building
- Exemptions:
 - People with psychological, behavioural or health conditions
 - Physical, cognitive or mental impairments
 - People who cannot put on or remove a mask without assistance
 - Children under the age of 12
 - While consuming food or beverage in our restaurant seating areas
- Enforcement:
 - Management teams have been given written procedures on how to address customers who do not adhere to the BC Provincial Mask Mandate Order

Support Documents

Disposable Gloves SOP

Disposable Gloves-Frontend SOP

Glove and Mask Disposal Signage SOP

Mask Use - COVID-19 All Departments

W.H.O. Mask Poster

Mask Use – All Departments

Mask Use - COVID-19 Pharmacy

Face Shield Security Guard SOP

Updated First Aid Attendant Procedures SOP

HANDS ONLY CPR – First Aid Attendants SOP

All Provinces - Using Triple Play for Disinfecting SOP – (Retail)

Team Member Face Covering Required Poster (team member only areas)

Face Covering Required Poster (customer facing)

Forgot Your Mask Poster

Driver Instructions Poster

BC Provincial Mask Mandate Order Visitor Compliance Procedures

Reducing the risk of surface transmission - Procedures, cleaning and disinfecting

- ✓ We have reviewed and are following the provincial health authority recommendations for cleaning and disinfecting surfaces. We are monitoring provincial health authorities daily and make the necessary changes as needed.
- ✓ Our workplace has handwashing facilities on site for all team members including dedicated hand washing sinks in food preparation areas. These hand washing facilities are visible and easily accessed.
- ✓ We have restrooms with hand washing facilities for customers and vendors and these are cleaned and disinfected regularly.
- ✓ We have policies that specify when team members must wash their hands and have communicated good hygiene practices to team members. Frequent handwashing and good hygiene practices are essential to reducing the spread of the virus. Handwashing posters are available throughout the store.
- ✓ We have implemented cleaning protocols for all high touch points in common areas, and surfaces of all high-touch shared equipment and tools. Our procedures include the frequency in which high touch points must be cleaned and disinfected on a scheduled basis.
- ✓ Communal items in team member areas have been removed to reduce the risk of transmission.
- ✓ We have implemented protocols for delivery service as well as cleaning and disinfecting for our E-commerce delivery service including van sanitizing.
- ✓ We implemented Restaurant protocols as per provincial health authorities to reduce the risk of transmission.
- ✓ Hand sanitizer stations are located near doors, pay stations and other high-touch locations for customers and team members.
- ✓ All team members have been encouraged to practice basic infection prevention by coughing and sneezing into elbow.
- ✓ Clean single use carry-out bags are provided for purchased food and grocery products. Alternatively, customers may bring in their own reusable bags but they must remain in buggy at all times.

Supporting Information on Disinfectant used in retail locations:

Health Canada Approved DIN: 02346184

Virucidal claim: Effective against the following organisms according to AOAC Use Dilution method

- Influenza Type A virus, * Herpes simplex type I virus, * Herpes simplex type II virus, * Vaccinia virus, * Rubella virus, * Adenovirus type IV * Paramyxovirus, * Picornavirus, * Retrovirus, * Rhabdovirus, * Pseudorabies virus, * Coronavirus



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Support Documents

- Sanitization and Disinfecting (Retail) SOP
- COVID Dept Sanitization and Disinfecting Log Sheets
- All Provinces - Using Triple Play for Disinfecting SOP – (Retail)
- NCR Cleaning Guide
- SOF Closed for Cleaning
- Social Distancing SOP
- E-Comm Van Sanitizing SOP and Checklist
- SOP E-Comm PDA Procedures
- SOP Restaurant Department
- Reusable Bag Mini Posters

1. Team member COVID-19 reporting requirements

- Team members are required to adhere to the Government of Canada Emergency Order under the Quarantine Act when returning from travel outside of Canada.
- Team members must contact their location manager about any travel plans.
- Team members are encouraged to use provincial health authorities support line 811 when they feel sick and may be experiencing COVID – 19 like symptoms or contact their personal physicians at any time.
- Team members can contact their Joint Health & Safety Committee, location managers or corporate head office at any time with their concerns and know how to contact them.
- Team members are not to report to work and must contact their manager if they have any COVID-19 like symptoms.

Team Member Daily COVID-19 Self Screening

- Stores must set up a Daily COVID-19 Self Screening Station as instructed
- Team members are required to report to the designated Daily COVID-19 Self Screening Station prior to working for work and complete their self-screening.
- If the team member answer NO to all questions they are cleared and may report to work
- If the team member answers YES to any question, they must not proceed any further into the store and call the number provided on the Self Screening Poster
- Store will manage and retain sign offs for tracing purposes

Team Members Who Begin Experiencing Symptoms While At Work

- Team members experiencing COVID-19 like symptoms while at work are required to report to first aid and manager immediately.
 - Team members will be required to leave work immediately and call 811 upon returning home and report 811 recommendations to their manager as soon as possible
 - All areas that the sick team member came in contact with must be closed, cleaned and disinfected

Support Documents

- Team Member Reporting Requirements During COVID-19 Pandemic
- Positive COVID Incident Checklist
- SOF Closed for Cleaning
- Team Member DAILY COVID-19 Self Screening Poster and Instruction

2. Managing Sick Team Members and Team Member Travel Outside of Canada

- ✓ Developed Team Member Reporting Requirements During COVID-19 Pandemic
- 1. Save-On-Foods Corporate Office Health & Safety has established a COVID-19 Response Team with dedicated:
 - Email to COVID-19 Response Team
 - Contact tracing
 - COVID telephone line that is manned by the COVID-19 Response Team 7 days per week. This line is for management use only.
 - Manage and track sick team member using Service Now Application
- 2. Store Management Responsibilities
 - a. Managing sick team member
 - Enter all team member with COVID-19 related illness into Service Now Application
 - Contact COVID-19 Response Team using the COVID line any positive exposures or if the store requires immediate assistance related to COVID-19.
 - Remove team members from work based on the Team Member DAILY COVID-19 Self Screening Poster and contact COVID-19 Response Team
 - Stores are not permitted to return any team member logged into the Service Now Application unless the team member has been cleared by the COVID-19 Response Team
 - b. Team Member Travel
 - Track all team member travel using the store's vacation planner
 - Enter all team member related to travel outside of Canada into Service Now Application
- 3. COVID-19 Response Team is responsible for:
 - Managing sick team members once they are removed from work and require self-isolation
 - Provide written letters to team members outlining the process and their responsibilities
 - Managing comprehensive return to work protocols with store managers to ensure that team members do not return to work until they are cleared.
 - Liaison with public authorities
 - Provide support to stores, management teams and ill team members
 - Monitoring team members that are currently outside of Canada and managing team members returning from travel to ensure that they do not return to work
 - Monitoring changes to policies and procedures

[Support Documents](#)

[Team Member Reporting Requirements During COVID-19 Pandemic](#)

[Team Member DAILY COVID-19 Self Screening Poster and Instruction](#)

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4. Customers experiencing symptoms of COVID -19 or returning from travel outside of Canada
 - Signage posted at store front asking customers not to enter store if they are sick or returning from travel outside of Canada
 - Store Management has the right to ask any customer who displays COVID-19 like symptoms to vacate the premises for the safety of other customers and team members

[Support Documents](#)

[Do Not Enter signage](#)

Communication plans and training

Communication

- ✓ We have implemented a dedicated area on our internal intranet system (Leaderboard) to communicate all COVID-19 related information. This is available to all team members and managers.
- ✓ Managers are responsible for communicating all COVID-19 related information to Joint Health & Safety Committee members, team members and supervisors.
- ✓ Each location has a Joint Health & Safety Committee that reviews and participates in COVID-19 measures and reviews and participates in procedures and SOP's.

Training

- ✓ Team members have been notified of the Team Member Reporting Requirements During COVID-19 Pandemic
- ✓ New team members receive orientation and COVID-19 specific training.
- ✓ Managers, supervisors, and team members are trained and signed off on all COVID-19 specific procedures and SOPs.
- ✓ Managers and supervisors have been trained on monitoring team members and the workplace to ensure policies and procedures are being followed.
- ✓ First Aid attendants have reviewed and been trained on Modified First Aid Procedures and Hands Only CPR.
- ✓ E-Comm Personal Delivery Assistants and Drivers have been trained in contactless delivery and disinfecting procedures of delivery vehicles.
- ✓ E-Comm Personal Shoppers have been trained on contactless pickup process.

[Support Documents](#)

[Team Member Reporting Requirements During COVID-19 Pandemic](#)
[COVID-19 Safety Training Checklist](#)



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References and Regulations

BC Provincial Health Orders

[Province-wide restrictions - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/health/diseases/communicable/covid-19/health-orders)

Centers for Disease Control and Prevention

<https://www.cdc.gov>

WHO | World Health Organization

<https://www.who.int>

Occupational Health - Canada.ca

<https://www.canada.ca/.../occupational-health-safety/occupational-health.html>

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

Province of British Columbia

<https://www2.gov.bc.ca/.../current-health-topics/covid-19-novel-coronavirus>

WorkSafeBC

<https://www.worksafebc.com>