

Grocery and Retail Safety

As retailers adapt to changing demands, it is essential to manage related safety exposures. The following measures should be considered to ensure the safety of employees and customers.

Social Distancing

- Limit number of shoppers/employees in the store at any given time (consider posting an employee at the entrance to control the flow of shoppers)
- Provide dedicated shopping hours for seniors and other vulnerable groups
- Mark aisles as one-directional to prevent shoppers from walking past one another and mark six-foot spacing at checkout stands, entrances and other high-traffic areas
- Discontinue self-serve food and product sampling

Employee Protection

- Prohibit employees from coming to work when sick
- Provide personal protective equipment (PPE) — masks, gloves, aprons and safety glasses (
- Use gloves when unloading/handling stock and remove them using CDC [guidelines](#)
- Handwash [regularly](#) and resist touching face
- Install barriers (e.g., plexiglass) at checkout stands
- Encourage electronic transactions instead of cash or check
- Discontinue use of personal reusable grocery bags or mandate that they are handled/filled only by the customer

Housekeeping

- Wipe carts and baskets with a disinfectant prior to each use
- Deep clean cash-wraps, keypads, fixtures, floors and other surfaces throughout the day and each night

Delivery Driver Safety

- Verify the employee has a valid driver's license
- Provide defensive driving [instruction](#)
- Establish a hands-free driving [policy](#)
- Develop a protocol to ensure drivers return safely from their assigned deliveries
- The employee should:
 - Enter GPS directions before beginning each route
 - Practice social distancing when handing off order
 - Practice good hygiene before and after each delivery (hand washing and use of hand sanitizer)

Curbside Pick-up

- Consider having staff wear a reflective vest for visibility
- Designate a specific location for pick-up
- Practice social distancing
- Use a cart to reduce lifting exposure

The advice presented in this document is intended as general information for employers. For further information, please contact your CompWest loss control consultant.