**Read this DISCLAIMER prior to using this Safe Work Procedure.**

These procedures have been written by Safety professionals, and not by workers who perform these tasks.  They need to be reviewed by workers and customized to match your company’s processes, tools and machines.

Follow these steps:

1. Print the procedures
2. Have experienced workers (experienced with the tasks) review the procedures and mark up the document with any changes – deletions or additions.  The procedures need to reflect your practices.
3. Workers to then date and sign the document at the bottom of the SWP as “reviewed by”
4. Supervisor to then review the suggested changes and accept or further customize the SWP.
5. Supervisor to sign “Approved by” once procedure accurately reflects your company’s procedures
6. Make changes to digital copy of procedure and add your company logo.  Type in names of reviewers, approvers and dates at the bottom of the procedure and note” Signature on file”
7. File all original marked up documents.  DO NOT THROW OUT
8. The Procedures are now yours.
9. Review with WSH Committee and document review
10. Train and document your workers according to the tasks they perform.

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| Do not conduct ***Sales***during the COVID-19 pandemicunless you have been trained and your Employer has implemented precautions. | | | | | |
| **Photograph(s):**  <<<insert equipment or process photo, picture, or diagram here>>> | **Identified Hazard(s):** | | |  | **Personal Protective Equipment Required:**        **Disinfectant wipes – Hand Sanitizer – Mask – Gloves**  <<<Add or remove Personal Protective Equipment as to your company’s specific procedures or tasks>>>  <<<Specify PPE specific e.g. Nitrile gloves>>> |
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| insert hazard pictograms and descriptions here. See PDG B-03 chart for examples>>> | | | |
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| **Training Requirements:** Needs to be customized to your work practices.   * Health and Safety Orientation * Task Specific Training * Driving a Vehicle Safe Work Procedure * WHMIS * S2SA SWP011 Working Alone or in Isolation * PPE Fit and Inspection Training * COVID-19 SWPs | | | | | |
| **Safe Work Practices** | | | | | |
| Keep a distance of at least two metres | | Wipe transaction machines after each use | | | |
| Wear gloves when handling packages | | Use contact-less methods when possible | | | |
| Wash hands often use alcohol-based hand cleaners | | Recommend payments are made electronically | | | |
| Avoid handling cash and papers | | Have hand sanitizer or wipes available for customers. | | | |
| Reference your Safety Management System/Program  Any other relevant legislation (federal or provincial references when working outside of Manitoba)  Workplace Safety and Health M.R. 217/2006   * Part 2 General Duties * Part 4 General Workplace Requirements * Part 6 Personal Protective Equipment * Part 9 Working Alone or in Isolation * Part 20 Vehicular and Pedestrian Traffic * Part 35 Workplace Hazardous Materials Information System * Part 36 Chemical and Biological Substances Application | | | | | |

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| **Safe Work Procedures** |
| In-person, payments are not the safest option. When possible, perform payment digitally or over the phone and use contact-less drop-off or pick-off.  Move to appointment only options or limit the number of customers entering the facility. Post signs for customers to use an electronic method of payment instead of cash or electronic payment is preferred.  Consider installing plexiglass in areas that are customer-facing to provide an extra barrier to protect both workers and customers. |
| 1. **Contact-less drop-off**   Contact the customer to verify the drop-off time and location. Perform a digital over the phone payment. |
| 1. Plan your route to the customer drop-off location. |
| 1. Carry hand sanitizer, wipes, or soap and water to help clean your hands often |
| 1. When dropping off the package ensure to keep a 2-metre distance. Use disposable gloves when handling items. |
| 1. Clean the vehicle between users. Focus on the steering wheel, door handles, knobs, gear shift, seat belt, and any other high-contact areas. 2. Clean vehicle and its contents each day, including the phone, cab, radio, tablets, cargo door handles, seat belts, steering wheel, mirrors, gear shift, control knobs, buttons, latches, handles, clipboards, and pens. |
| 1. **Contact-less pick-up**   Contact the customer to verify the pick-off time. Perform a digital over the phone payment. |
| 1. Keep the door locked. Have signage indicating the customer to call that they have arrived. |
| 1. Have signage stating the customer must keep 2 metres away while the employee places the package outside the door. |
| 1. **In-person payment and pick-up**   To limit the number of customers in the store, make appointments for customers to come instore, or post signage on the outside of the door indicating that employees with manage entrance into the store and will greet customers shortly.  Post signage that persons who have any symptoms of COVID-19 have traveled or have been in contact with some who has traveled in the last 14 days are not to enter the store. |
| 1. Lines, arrows, and other standing markers can be placed on the floor in front of payment counters at 2-metre distance. This will ensure there is a recommended 2-metres separation between you and the customer and between customers. |
| 1. Refer to SWP COVID-19 Handling Payment for payments. |
| 1. Wipe down counters after people have touched them as well as after packages and materials have been placed on them. Ensure to do it as when you are done your shift as well. Remove gloves using the beak method to avoid contact without the surface of the glove (see *safe work procedure for Glove Removal – beak method*) |
| 1. It is highly recommended that whenever you can, wash your hands for a minimum of 20 seconds with soap. This can be done on your breaks or when you have a break in customers. |

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| Revisions to the document made by: |  | Date: |
| Reviewed by: |  | Date: |
| Reviewed by: |  | Date: |
| Reviewed by: |  | Date: |
| Approved by: |  | Date: |