**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 perform this task ***Transactions*** 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>>> | **Hazard(s):**      <<<insert hazard pictograms and descriptions here. See PDG B-03 chart for examples>>> | | **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>>> |
| **Training Requirements:** Needs to be customized to your work practices.   * Health and Safety Orientation * Task Specific Training * PPE Fit and Inspection Training * COVID-19 SWPs * Company pandemic plan | | | |
| **Safe Work Practices** | | | |
| Have alcohol-based hand cleansers available | | Have hand sanitizer or wipes available for customers. | |
| Wash hands for a minimum of 20 seconds. | | Allow customers to wash hands before leaving. | |
| Wear gloves when handling packages | | Recommend payments are made electronically | |
| Avoid handling cash | | Maintain 2 metre distance between people at all times | |
| **Guidance Document & Reference Information:**  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 | | | |
| **Safe Work Procedures** | | | |
| ***Accepting Orders:***   1. Follow original transaction Safe work procedure. See below for extra steps for COVID-19. COVID-19 may remain viable for hours to days on surfaces depending on the material. | | | |
| 1. Wash hands frequently and avoid close contact with people (always maintain 2 metre distance between people at a minimum and wear required PPE). | | | |
| 1. Wear gloves when handling packages where possible. | | | |
| 1. Avoid touching your face (mouth, nose or eyes) especially after touching a surface or package. | | | |
| 1. Dispose of outer packaging and wash your hands immediate after handling. Where parts or other items must remain in packages remove outer box and place at the back of shelving or in the correct parts sections. Place parts behind the same part# for at least 48 hours to pass before using or selling to customers. | | | |
| 1. It is highly recommended that whenever you can, to 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. | | | |
| 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 with out surface of glove (see *safe work procedure for Glove Removal – beak method*) | | | |
| 1. Where package delivery can be supervised from a distance, inform vendors to safe drop packages and items where possible to avoid person-to-person contact. Where a signature is required to sign for receipt of package arrange with vendors to either waive signature or complete online electronic signatures. | | | |
| ***Handling Payments:*** | | | |
| 1. In person payments are not the safest option. When possible, perform payment digitally or over the phone.   Move to appointment only service options or limit the number of customers entering the facility.  Post signs for customers to use electronic method of payment instead of cash or electronic payment is preferred. | | | |
| 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. Provide friendly and speedy service to limit customer time in the facility. | | | |
| 1. If someone has a respiratory illness (coughing, trouble breathing) refuse service and call your manager. | | | |
| 1. When payment is ready employee can stand back away 2-metres distance to permit customer to complete electronic payment, wash hands or use sanitizer. Wipe off debit/credit machine before and after use. | | | |
| 1. If accepting cash, tell customer amount owing and ask them to place cash on the counter, and step back to 2-metres line marker once done. Once customer is on the distance line, take cash with a gloved hand and provide change and receipt to customer in the same physical distancing manner above. Once transaction is complete – wipe down counter and remove gloves using the Beak Method and dispose. | | | |
| 1. Between customers and at the end of your shift, clean and disinfect all keypads, buttons, and outer surfaces of the receipt dispenser and cash register while wearing gloves. Use disinfecting wipe or spray disinfectant on a paper towel first, then wipe surfaces. Dispose of paper towel or wipe. Remove gloves using the beak method (*see safe work procedure – Glove Removal).* | | | |
| 1. Signage should be posted to inform customers of procedures. | | | |
| 1. If you become ill let your manager know immediately and go or stay home. | | | |

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