



The Pharmacy  
Guild of Australia

## NSW lockdown – 5 point retail and shopping centre action plan

*\*Key actions will be different at each shopping centre and retailer, noting that each shopping centre, retailer (e.g. café versus clothing versus pharmacy) and retail premises is different, including issues such as location, tenancy mix, operating hours, size, customer visits, open-air / enclosed spaces, customer access points, car-parks, loading docks and co-location with public transport facilities.*

1. Security guards and other qualified personnel to monitor and encourage customer adherence to relevant public health guidelines, including regular police visits to shopping centres
2. Maintain relevant essential safety measures such as air-handling systems, exit doors, emergency power supply, smoke alarms, sprinkler systems and fire-isolated stairs
3. Daily check-ins with employees on their well-being, ensuring employees and contractors are properly trained and have access to relevant information and personal protective equipment (PPE).
4. Monitoring customer behaviour to ensure retail workers are being treated with respect - abusive and violent behaviour towards retail workers will not be tolerated.
5. Encouraging and ensuring public gathering limits in accordance with government directions (no more than 1 person per 4m<sup>2</sup> in stores inclusive of staff) and social distancing guidelines, currently a distance of 1.5m