

COVID-19 UPDATE

Updated 23 March 2020



For up to date information please regularly check the Department of Health Government website.

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

What is COVID-19?

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases.

COVID-19 is the disease caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China.

Other coronaviruses include Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

Symptoms

Symptoms can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.



People with coronavirus may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

If you or your staff think you have COVID-19

If you are sick and think you have symptoms of COVID-19, seek medical attention. If you want to talk to someone about your symptoms first, call the Coronavirus Health Information Line for advice.

How to seek medical attention

To seek medical help from a doctor or hospital, call ahead of time to book an appointment.

You will be asked to take precautions when you attend for treatment. Follow the instructions you are given.

If you have a mask, wear it to protect others. Stay at least 1.5 metres away from other people. Cover your coughs or sneezes with your elbow.

Tell the doctor about:

- your symptoms
- any travel history
- any recent contact with someone who has COVID-19

Good hygiene includes:

- covering your coughs and sneezes with your elbow or a tissue
- disposing of tissues properly
- washing your hands often with soap and water, including before and after eating and after going to the toilet
- using alcohol-based hand sanitisers
- cleaning and disinfecting surfaces
- if you are sick, avoiding contact with others and staying more than 1.5 metres away from people
- cleaning and sanitising frequently used objects such as mobiles, keys and wallets

Details on this page were sourced from

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/> on 18 March 2020.

Please keep up to date with information directly from the Australian Government Department of Health website.

COVID-19 UPDATE

Updated 23 March 2020



The following precautions have been shared by TSG Franchisees.

Take the following precautions in your store NOW.

- adhere to the 1 person per 4sqm rule in your store. This means if knowing your floorspace. Eg if your floorplan is 40sqm (10m x 4m for example), you can only have 10 people in your store including staff
- maintain 1.5m people
- measure 1.5m from your POS counter and create a radius that you, your staff and customers cannot breach, this may involve a change to the way you handover products, money and enable EFTPOS transactions so that you and the customer are always within distance from each other
- clean and disinfect surfaces after each transaction
- disinfect and clean the EFTPOS terminal, POS screen and keyboard and mouse if used
- if you are sick, avoiding contact with others and staying more than 1.5 metres away from people
- do not allow staff members who are sick to attend the workplace – instruct them to contact a health professional
- clean and sanitise frequently used objects such as phones, door handles, drawers, counters, cigarette unit doors, mobiles, keys and wallets
- provide staff with masks, gloves, sanitisers, disinfectants and soaps and encourage them to use them
- require staff coming to your shop to clean and sanitise their hands prior to starting work
- ask staff members to report if anyone they have had contact with is diagnosed with Coronavirus
- make sure everyone's contact numbers and emergency contact details are up to date
- consider extra precautions for staff who might be more vulnerable, for example if someone is pregnant, aged 70 or over, or has a pre-existing health condition
- if possible, consider rostering staff into two or more groups that do not cross paths, so that if anyone on staff should be infected, you have a group of staff who have not had exposure to the person, thus meaning you still have staff that can continue to work
- be respectful of staff who may not wish to work at this time
- for intermittent handling of cash, the staff member should be advised to perform hand hygiene immediately after handling cash (either soap and water or hand sanitiser, whichever is available).
- for longer periods of cash handling, the staff member should wear gloves while handling cash, and then carefully remove the gloves and perform hand hygiene at the end of the period of cash handling
- do not discriminate against customers from origins or backgrounds that you think may provide a greater risk to you and your staff

Share any best practice steps that you are taking with us via email hq@tsgfranchise.com.au
If you have any questions or concerns, please contact us via email hq@tsgfranchise.com.au

Coronavirus Health Information Line

Call this line if you are seeking information on coronavirus (COVID-19). The line operates 24 hours a day, seven days a week.

Contact: Department of Health

Telephone: 1800 020 080 If you require translating or interpreting services, call 131 450.