



NOTE TO INDUSTRY (NTI)

TOPIC COVID-19 CONTROL MEASURES AT RETAIL OPERATIONS			Reference Number 2021/NTI/17
Approved by: Chief Inspector (Industry)	Issue date: 08 October 2021	Expiry date: None	Revision No: 1

Purpose: This Note to Industry (NTI) serves to provide general guidance and recommended actions for all retail shops and small businesses in Brunei Darussalam and as a general reminder to ensure compliance with the Workplace Safety and Health Order, 2009 (WSHO, 2009) and the regulations thereunder.

SHENA seeks the cooperation of retail employers and workers who are involved in retail operations, which include but are not limited to banks, grocery stores, supermarkets, retail pharmacies, and other establishments that sell essential supplies and provide essential services to remain firm in implementation and maintenance of the COVID-19 Control and safety measures at the workplace and to always adhere to the directives set forth by the Ministry of Health.

Employers must assess the hazards to which their workers may be exposed to; routinely evaluate the risk of exposure; and select, implement, and ensure workers use suitable controls to prevent exposure to themselves as well as their customers. In accordance with regulation 4 of the Workplace Safety and Health (Risk Management) Regulations, 2014, there are various control measures that can be put in place such as elimination, substitution, engineering controls, administrative controls, and use of personal protective equipment (PPE). This can be applied by applying the hierarchy of control measures to control the risk of COVID-19 as applicable to retail activities (**Figure 1**)

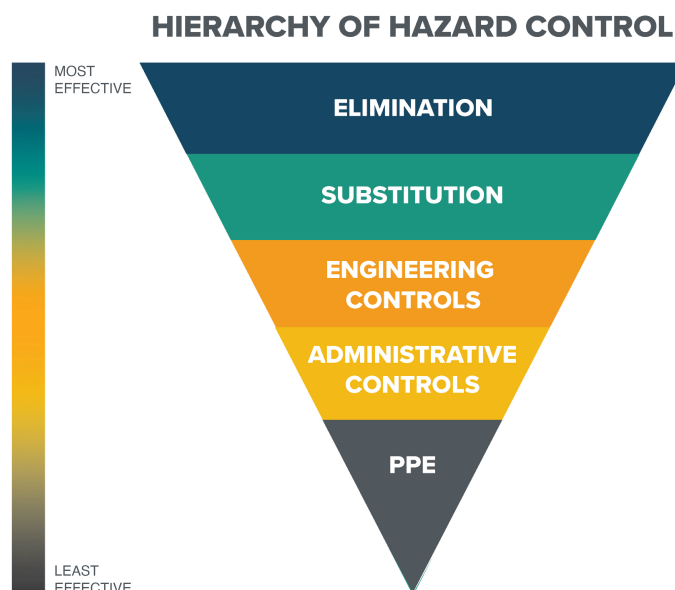


Figure 1: Hierarchy of Hazard Controls

1) ELIMINATION OR SUBSTITUTION

Risk of transmission through physical contact can be eliminated or substituted, for example:

- Workers whose jobs can be performed remotely should work from home (i.e., office and support staff who are not involved directly with on-site activities, vulnerable workers who is at high risk, pregnant women, etc.);
- Consider virtual arrangements for meetings and group discussions rather than meetings physically. Use remote communication technologies such as video/teleconferencing where possible.
- Instruct workers who are sick or not feeling well to stay home without exception; and
- Offering curbside and contactless pickups or contactless deliveries.

2) ENGINEERING CONTROL

These measures modify the workspace to reduce physical contact between people such as:

- Installing plexiglass partitions or plastic barriers at all service counters/ cashiers/ workstations;
- Floor markings and restrictive barriers where necessary to maintain social distancing and to indicate entry and exit routes;
- Separate entrance and exits; and
- Redesigning seating position.

Engineering controls also include sufficient control in your workplace in term of ventilation.

3) ADMINISTRATIVE CONTROL

These shall include policies, rules and procedures to educate staff on workplace safety such as:

- Ensuring your company or organisation has a Business Continuity Plan in place;
- Install relevant signage to indicate the implementation of COVID-19 controls (i.e., BruHealth QR code, reminder of social distancing, wearing masks, etc);
- Assess your company's measures to mitigate against COVID-19. This can be done by filling and reviewing self-assessment questionnaires/ checklists on COVID-19 controls. **(Please refer to 2021/NTI/11: SHENA Workplace Assessment Checklist for COVID-19);**
- Provide and ensure workers are provided and use supplies to clean and disinfect work surfaces and follow all hygiene procedures for the workplace;
- Routinely clean all equipment that could potentially be exposed to contamination;

- Ensure that verified COVID-19 information obtained from the Ministry of Health, where relevant, are updated to employees;
- Implementing temperature checks for employees and customers;
- Staggering lunch times, and shift start and end times to reduce workplace congestion;
- Recalling staff on a rotational basis/ grouping of staff in line with your organisation's business continuity plan;
- Limiting/ restrict the number of customers that can enter your premise at any one time;
- Ensure your policies encourage workers to easily report any health or safety concerns;
- Encouraging your employees to go for COVID-19 swab tests where necessary, particularly if they have concerns that they have come into contact with persons infected with COVID-19; and
- Encouraging employees who have not yet obtained a COVID-19 vaccination to book an appointment, as being vaccinated remains the most effective measure to combat the spread of the virus.

4) PERSONAL PROTECTIVE EQUIPMENT (PPE)

- PPE, such as face masks, face shields and gloves, is the last line of defence in the safety control. PPE used to minimize exposure to COVID-19 must be used properly to be effective. Since this method is the least effective control measure, it is important to use it in combination with other controls.
- Ensure that employees and persons at work are provided with the necessary PPE in line with the risk profile of the retail operations of your company/organisation.

SHENA seeks the support of all relevant stakeholders in ensuring Brunei is a safe place to work and live. Should further clarifications be required, please do not hesitate to email info@shena.gov.bn

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