

## **Retail Operations**

### **Five-Minute Talks**

- Team leaders should conduct talks in smaller groups if this helps with social distancing or conduct talks over intercom system, if possible.
- Re-inforce key messages on distancing and proper, frequent hand washing.

### **Arriving / Leaving Work**

- Leave sufficient distance when walking to / from parking lots, entering / exiting doorways and walking in hallways.
- Wait to access your locker or washroom to ensure you give yourself enough space or reduce sharing a confined space. Please be patient.

### **Swiping In or Out**

- Give enough space when standing in line.
- Pace yourself to keep a good distance in front of or behind people.

### **Break Time**

- Team leaders should consider staggering break times to spread people out.
- Encourage employees to avoid sitting closely together at tables, and to avoid crowding in rest areas.

### **Sortation Areas:**

- Avoid leaving your work space to converse with a colleague.
- Speak with your colleagues from your own sortation case keeping 2m (6ft) distance apart.
- In more confined spaces, consider staggering schedules for sortation activities.

### **Collecting Mail / Neighbourhood Mail / Parcels**

- Give enough space when waiting to collect your mail items.
- Pace yourself to keep a good distance in front of or behind people.

### **Sharing Equipment**

- Wait until the equipment is not in use and nobody is near it before you handle it.

### **Monitor Social Distance While Working**

- At times, some tasks will bring people into closer proximity for periods.
- Team leaders should seek ways to reduce the duration of these occurrences.

### **Customer Interaction**

- Avoid close contact with customers.

- Don't lean over the counters.
- Ask customers to use digital payment options if possible.

### **Safety Behaviour**

- Please look out for yourself and your colleagues by doing your best to practise social distancing. We need to rely on each other.

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**Every precautionary step we take helps. If you see something, say something. If you have any questions, talk to your team leader.**