



# STAYING SAFE AT WORK

## Covid – 19

### Workplace practices

Bicycle retailers are key to providing high quality service options for riders to assure bikes are in safe operable order and to serve as experts in advising new riders who may be looking for new and/or more affordable transportation options during a time of economic and social uncertainty

We recommend providing clear guidance on best practices for both riders and bike shops.

#### Recommendations for Safe Shop Operation

##### For Staff

- Reduce staffing levels to minimum basic operation - must adhere to federal guidelines for number of people in the store at a single time
- Any staff showing symptoms required to stay home
- Stay home if you are sick
- Promote good hand and cough/sneeze hygiene and provide hand sanitisers for all staff and workers
- Take lunch outside rather than in the lunch room
- Clean and disinfect shared high-touch surfaces regularly (benches/door handles etc)
- Consider opening windows and adjusting air conditioning for more fresh air
- Limit food handling and shared food in the workplace
- When using gloves, ensure change gloves regularly

##### For Workshops

- Ensure space between workstands – allowing for keeping 1.5m space while moving around bike
- Where possible do not share tools
- Ensure best possible ventilation
- Provide and promote use of handwashing and sanitisers in workshops area
- Have a single direction of movement through workshop
- Do not allow any customers in workshop



## For Customers

- Limit contact between staff and customers by creating physical barriers and / or capping the number of customers allowed in the store at any time to meet federal guidance
- Stop handshaking and other physical greetings
- Ensure enforcement of social distancing rules, with all staff members maintaining 1.5m radius around them at all times – utilise remote payment options
- Exclude cash payments whenever possible
- Strict enforcement of all federal, guidelines and recommendations, including frequent handwashing, daily disinfecting of high touch surfaces
- Ensure maximum number of people in store at single time is understood and enforced
- Urge customers to use mobile service, home delivery, curbside pickup, or other available options to minimize human contact
- Mark the floor to identify 1.5m for those queueing
- Identify on the entrance the number of people allowed in the store relating the 4 square metre requirements
- If possible utilise separate doors to enter and exit the business
- Hold essential customer discussions outside in the open air if possible
- Complete transactions outside (carpark/curbside) where possible
- Promote at risk individuals to transact outside wherever possible
- Disinfect the touch points of every bike as it comes into the store, before and after a technician works on it, and again before it is returned to the customer
- Urge no children in the store if possible
- Do not handle customers 'sweaty' clothing and goods.
- Do not allow consumers to 'try on' soft clothing
- Communicate to customers through clear signage

This is not an exhaustive list and each business must assess their own facility to implement procedures suiting their own needs.

## Recommendations for Riders

Follow all federal and state guidance on using a bike during this pandemic. We ask riders in impacted areas to help stop the spread of the virus by respecting any riding and travel restrictions in your state/region and avoid riding your bike in groups according to social-distancing best practices.

Bike riding is a healthy and safe activity and solution for many at this time, if we can take precautions, it will continue to be.