

# HOW TO OPERATE SAFELY DURING COVID-19

As COVID-19 continues to impact the lives of Australians all over the country, we've compiled a handy checklist so you can prepare for potential outbreaks near you and keep your business open.



## 1. Have a COVID-Safe Plan

You can find comprehensive online tools and templates on each state government website to help you create a COVID-Safe Plan for your business.

## 2. Register as a COVID-Safe business

Once your plan is complete, check with your state government to see if you can [register as a COVID-Safe business](#) to show the community you're prepared.

## 3. Review your hygiene practices

Assess your business's hygiene practices and amend as required.

## 4. Train your employees

It's important to keep your employees updated on current COVID-19 best practices. Regular training can help ensure everyone stays on top of the latest requirements.

## 5. Provide sanitiser

Give customers easy access to sanitiser and, if possible, washing facilities to clean their hands when required.

## 6. Wear masks

Asking both employees and customers to wear masks while on your business premises can help minimise the risk of infections.

## 7. Set up the COVID-Safe app

Download the COVID-Safe app for your state. This allows customers to check-in when visiting your business and allows for easier and faster contact tracing should a case be recorded on or near your premises.



## 8. Introduce QR codes

QR codes have a myriad of applications and can help reduce physical touch-points. For example, you may use them to showcase your offering or allow people to order directly off your menu from their table.

## 9. Set up cashless payments

Software like **Presto Smart** allows you to take cashless payments, thereby minimising the amount of cash flowing through your business. It also speeds up your **end-of-day reconciliation**.

## 10. Offer multiple payment options

Offering various payment options, such as tap-and-go, Apple Pay, Google Pay Send or AfterPay, can help encourage cashless payments and reduce purchase barriers.





## 11. Go online

Setting up an appealing and functional online presence for your business – be it for takeout or online shopping purposes – can help keep the customers coming should you be forced to temporarily suspend service on your physical premises.

## 12. Create a digital strategy

A digital marketing strategy can help you reach more people when customer numbers in your bricks-and-mortar locations are limited due to restrictions.

## KEY TAKE-OUTS

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**Having a COVID-Safe Plan**  
 can help you stay on top of the latest restrictions and your obligations as a business owner.
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**QR codes and cashless payment options**  
 can help reduce physical touch-points across your business.
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**Creating a strong digital storefront**  
 can help safeguard your business against potential future restrictions and lockdowns.
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**Assess your business's hygiene practices**  
 and amend as required.

## WE'RE HERE TO HELP

As the virus is likely to continue to impact our lives for the foreseeable future, businesses have to remain vigilant. Ramping up your safety measures and complying with government regulations and recommendations will help prepare for potential outbreaks near you and help your business to stay open.

This could also be a time to pivot and grow. Visit our **website** to access tools and financial support to help your business navigate COVID-19.

