

COVID-19: OPERATIONS BEST PRACTICES FOR INDUSTRY

Protecting employee health and facility safety to ensure continued operations

FCPC

Food & Consumer
Products of Canada



Food and consumer goods manufacturing facilities are highly hygienic and follow rigorous standards for cleanliness and good manufacturing practices. These facilities and their dedicated employees are uniquely equipped to respond to the Covid-19 situation in a way that maintains health while ensuring continued operations.

As a service to members and a resource to government, FCPC has surveyed food and consumer goods manufacturers' best practices for ensuring employee health and facility safety while continuing to ensure a steady supply of essential products Canadians will rely on throughout the Covid-19 outbreak and response.

This information is being shared with food and consumer goods manufacturers to inform development of their own practices. This is not legal or professional advice, and businesses are responsible for consulting appropriate legal and professional advisors to ensure their practices comply with applicable laws.



Implement key pandemic response activities

CREATE AND EMPOWER A CRISIS MANAGEMENT TEAM (CMT)

- Clear leadership, decision-making authority, expectations, and accountability
- Review and apply principles for risk-informed decision-making
- Develop and implement pandemic response plan to include: training and education, screening protocols, visitor management, quarantine protocols, and business continuity

SUPPLY CHAIN

- Plan for and be prepared to implement contingencies
- Review critical materials, stocks, and potential alternate sources
- Consider product portfolio and potential to prioritize manufacturing the most critical items

INTERNAL COMMUNICATION

- Provide emergency contacts (including mobile numbers) to all employees
- Regularly communicate new health guidance, as well as updates to company policies and practices
- Check-in with employees frequently to monitor physical and mental wellbeing

MONITORING & GOVERNMENT ENGAGEMENT

- Stay abreast of regulatory requirements and updates at national and local levels
- Liaise with government if/where appropriate

CUSTOMER IMPACT & ACTIONS

- Remain in close communication with customers to understand and respond to business impacts
- Monitor market and consumer reactions
- Monitor to help assess business risk and identify needs



Protect employees & facilities: take preventive measures & be prepared for rapid response

- ➔ Implement flexible work practices (e.g., work from home) and/or operating procedures (e.g., physical distancing onsite, scheduling shifts and breaks to limit overlap, limit equipment sharing, add break and lunch rooms to facilitate physical distancing) where possible
- ➔ Share information about Covid-19 symptoms and prevention – focus on fundamentals of good personal hygiene
 - Wash hands thoroughly and frequently; use alcohol-based sanitizer
 - Avoid touching eyes, nose and mouth
 - Cover coughs and sneezes
 - Avoid high-touch surfaces where possible
 - Use non-contact greetings like waving
 - Stay home when sick; self-quarantine for 14 days if traveled abroad or are experiencing symptoms
 - Use personal protective equipment (PPE) as directed/required, but do not over-use or hoard
 - Keep environment clean by disinfecting frequently touched surfaces
 - Keep your distance (stay 2 meters or 6 ft apart from others)
 - Follow all good manufacturing practices and standard operating procedures
- ➔ Install hand sanitizer dispensers (no touch) in high-traffic areas
- ➔ Take simple steps to decrease high-touch areas, eg: by leaving doors open where possible to avoid frequent touching of handles.
- ➔ Increase attention to judiciously cleaning high-touch surfaces and higher-risk equipment with approved disinfectants (*see illustrations on right*)
- ➔ Limit and screen visitors and develop protocols for screening employees' health
- ➔ Develop protocols for actions to be taken if an employee becomes ill, has symptoms, has been exposed in close contact, or is tested for COVID-19
 - The affected employee(s) should stay home or go home, if possible. If medical attention is required, the employee(s) should stay in a dedicated quarantine area.
 - Track and communicate with close contacts
 - Close off and sanitize (wait 24 hours if possible) affected areas in the event of confirmed cases
 - Properly dispose of PPE and disinfect all contaminated tools, equipment, materials
 - Report any breaches of PPE or potential exposures to management immediately.

If you've had symptoms or have tested positive for COVID-19, follow [CDC guidelines](#) before returning to work, including:

- No fever for 3 consecutive days, without fever-reducing medication **and**
- Other symptoms have improved **and**
- At least 7 days have passed since first symptom

Public areas

- Door handles and push plates
- Elevator buttons (inside and outside)
- Hand rails
- Reception desk counters
- Public phones
- Public computers
- Light switches
- Garbage bins



Public Restrooms

- Door handles
- Sink faucets and toilet handles
- Towel dispenser handles
- Soap dispenser push plates
- Trash receptacle touch points
- Bathroom fixtures



Individual Office & Conference rooms

- Door handles, push plates, thresholds and hand railings
- Light switches
- Desks, tables and chair arms
- File cabinet handles
- Trash receptacle touch points
- Telephones and keypads
- Computer, keypad and mouse



Cafeteria/Dining, Locker Rooms

- Door handles, push plates, thresholds and hand railings
- Dining tables
- Counters
- Chairs and booths
- Benches
- Highchairs
- Trash receptacle touch points
- Salad bars and beverage stations
- Kettle or urn handles/ dispensing nozzles
- Lockers (inside and outside)

