Guidance for Retail Sector during the COVID-19 Pandemic

For Owners and Operators

- Screen workers for symptoms of COVID-19 and check their temperature before each shift
- Install hand washing stations or provide alcohol-based hand sanitisers with 60-80% of alcohol (ethanol or isopropanol) at all entrances
- Make aisles one-way and have designated entrances and exits
- Limit the number of customers allowed in the store at one time; place markers on the floor (at least 2 m/6 ft apart) to ensure physical distancing
- Limit the handling of merchandise; retail assistants can help customers with holding or testing items
- Have hand sanitisers throughout the store, e.g. at changing rooms, escalators, checkout counters and staff areas
- Consider dedicated store hours for vulnerable patrons, such as the elderly
- Consider providing online ordering services
- Encourage the use of self-checkout stations where available

Let me get that size for you

New business hours for older adults and the differently abled!

Check out our online store!

Self-checkout

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**Guidance for Retail Sector during the COVID-19 Pandemic**

**For Owners and Operators**

- Face masks should be used **together with** other preventative measures
- Ensure that all employees, shoppers and visitors wear masks properly; it should cover from the bridge of the nose down to the chin

**Routine Cleaning and Sanitisation**

- Use only cleaning chemicals approved by local regulatory authorities
- Disinfect shopping baskets and carts after each use
- Clean and disinfect high-touch surfaces, e.g. surfaces in changing rooms, after each use
- Clean shared spaces, such as bathrooms and kitchens, more often

**Cleaning and Sanitisation After Exposure to COVID-19**

- Wear gloves, eye protection, face masks, and protective gowns only during the cleaning process
- Thoroughly clean high-touch surfaces with water and detergent and apply commonly used disinfectants
- Displayed products and other items that may have been touched by the ill person should be collected separately and disinfected (without contaminating persons or the environment)

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For Customers

- Avoid visiting stores if you are ill or if you are at a higher risk for COVID-19 (older adults, have pre-existing medical conditions)
- Reduce shopping trips; use click and collect facilities, curb side pickup or delivery services where possible
- Avoid visiting stores if you are ill or if you are at a higher risk for COVID-19 (older adults, have pre-existing medical conditions)
- Avoid taking children to shops and where possible, shop individually
- Shop at times when stores are less busy
- Listen and follow the instructions given by retail staff
- Wear a face mask or face covering in retail environments, especially when physical distancing is difficult
- Practice proper hand hygiene, especially after contact with high-touch surfaces, e.g. changing rooms and counters


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