

Guidance Document on Protecting Health in COVID 19 Scenario while Ensuring Operations -Standard Operating Instructions for Small Retail/ Kirana Stores

Ensure all possible Measures to ensure Health of Employees and Customers

Social Distancing and Hygiene Norms

1. Ensure Social distancing of customers outside the Store through orderly queues of customers with about 1.5 metre between each of them. Put paint marked positions on the floor to keep customers adequately spaced.
2. Ensure social distancing of 1.5 metre among the Customers and employees in the Store by limiting the number of customers entering the store depending on the space available in the store.
3. Further, ensure approximately 1.5 metres distance between Customer and Store employee through a barricade of position marks on the floor or a physical separator like a ribbon/rope.
4. Appoint designated personnel that will ensure the social distancing requirements to any lines that form inside or outside of the store.
5. Prohibit Product Sampling and Product Return by Customers. Display the norm.
6. Provide a covered, non-hand operated Waste Bin outside the store for customers and employees and dispose litters/ tissues/ disposable protective gears.
7. Clean waste bins at least once a day using personal protective gears.
8. Prominently display Prevention of COVID 19 signage in the store of COVID-19.
9. Body temperature of employees to be checked with a non-contact type thermometer and any temperature more than 37.5 Deg. C (99.5 Deg. F) should not be allowed to enter the store.
10. All employees to be thoroughly screened for symptoms (temperature and trained on self-declaration of symptoms).
11. Employees showing symptoms will be immediately isolated and sent for medical help with intimation to the health authorities and assistance in contact tracing.
12. Ensure social distancing of 1.5 metre approx among the employees in the Store counter. If not possible, masks must be worn by employees.
13. Social distancing to be maintained by Employees during lunch time as well. Sharing of food to be prohibited.
14. Provide alcohol based (60%) hand sanitizers for use for employees at frequent intervals.
15. Ensure frequent sanitizing of hands of employees, cashiers and billing counters (at least hourly)
16. Frequently sanitize commonly touched surfaces and objects such as electronics, door knobs, faucet handles, counter tops, cash machine key pads, shopping cart handles frequently throughout the day preferably once every 2 hours.
17. Provide dedicated time slots for employees to restock shelves and sanitize stores.
18. Clean waste bins at least once a day.
19. All washrooms should be sprayed with toilet cleaner/hypochlorite solution, once a shift.
20. Soaps/Soap solutions along with running water facilities must be available in the Washrooms.

21. For goods transport/other company vehicles, all the contact points (doors, handles, steering wheel etc) should be sanitized after each trip. This will also be done for Receiving and Outgoing Transportation vehicles (Trucks, Motorbikes).
22. If the store is run by 2 or more persons, ensure that cashier does not deliver goods to the customer.
23. Encourage the use of contactless payments where possible.
24. Cashless transactions to be encouraged.

Best Practices

1. Offer designated shopping hours for high-risk customers, if possible.
2. Provide sanitisers for customers if required.
3. There should be a regular mechanism of education and sensitization of worker on norms to be followed.
4. Prominently display signage in the store that communicates with customers and staff the steps they are taking to minimize the risk of COVID-19.

Note

1. To prevent spread of COVID-19, WHO and MOHFW recommend individuals employ social distancing or maintain approximately 1 metre (3 feet)
2. CDC recommends approximately 2 metres (6 feet) from others, when possible. In food production/processing facilities and retail food establishments, an evaluation should be made to identify and implement operational changes that increase employee separation.
3. As a best practice, this guidance document mentions approximately 1.5 metres could be maintained at all times.

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