

**Operational guidelines on preparedness and response for COVID-19 outbreak for  
work settings  
Communication Shops/ Bookshops**

Please follow the relevant sections of the General Guidelines (published in this webpage) in addition to the following specific measures.

**Responsibilities of the employer**

- Identify a responsible worker as the focal point for implementation of COVID-19 prevention activities
- All workers have to be traceable staff. Their names, addresses, contact details and identity numbers must be documented in a register and update it regularly.
- Make arrangements to do screening of respiratory symptoms at the entrance of the shop for workers.
- Hand washing facilities with soap and water/hand sanitizers must be established at the entrance (preferably with a pedal operated tap, sink) of the shop and in other appropriate places.
- Ensure provision of adequate personal protective equipment (face mask and gloves) to workers.
- Ensure the reorganization of the work place physically and administratively (work shifts, work station arrangements) in order to maintain physical distance.
- Limit the number of customers inside the shop to maintain physical distancing.
- Workers should each be assigned for specific tasks (operating the common telephone, packing goods for customers, store management, cashier, providing services such as photocopy, printout, laminating) as much as possible.
- Make sure to disinfect the phones properly after each use by customers.
- Improve ventilation in the shop and where air conditioners are not used leave the doors open.
- Make arrangements to clean and disinfect frequently touched surfaces (shelves, work tables, common telephone, re-load machines, photocopy machine, computer mouse and keyboard etc.) frequently.
- The door knobs/handles shall be cleaned and disinfected before the shop is opened and every three hours. Floors and furniture shall be cleaned and disinfected on at least daily basis before opening the shop.
- Workers who engage in cleaning activities should be provided with appropriate personal protective equipment, training and updated information on the new guides and protocols on their safety.
- Ensure proper and safe waste disposal in the work place.
- Ensure provision of welfare services such as meal room, toilets, and pedal operated closed bins.
- Display the following instructions for the customers at the entrance of the shop
  - Wait in a queue with one meter distance between each other at the entrance
  - Wash hands with soap and water properly or use alcohol based hand sanitizer before entering the shop
  - Always wear a face mask
  - Minimize handling of cash. Try to give exact amount where possible.

## **Instructions for employees**

### **Physical distancing**

- Keep a minimum distance of at least one meter from the customer and co-workers at all times.
- If possible ask customers to share documents needing printing through emails /whatsapp /viber

### **Hand hygiene**

- Workers should be encouraged to practice hand washing with soap and water for at least 20 seconds or use 70% (v/v) alcohol based hand sanitizer to clean their hands.
- Do not share mobile phones, pens etc with others.
- Wash or sanitize hands after handling cash.

### **Respiratory etiquette**

- Wear masks properly while on duty.
- Refrain from touching the mask or face.

### **Others**

- Have a blind/glass/plastic shield in front of the cashier counter leaving a space at the bottom to carry out transactions.

Director General of Health Services

20/05/2020