

Operational guidelines on preparedness and response for COVID-19 outbreak for work settings Supermarkets

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

Responsibilities of the employer

- Should develop a COVID-19 preparedness plan for the supermarket
- Should appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Reorganization of the workplace physically and administratively in order to prepare for COVID-19 (e.g.: Minimum essential number of staff should be used, limiting operations to essential processes and implementing flexible work hours, changing office arrangements to maintain the required physical distance).
- Improve ventilation and where feasible install air filters.
- Where air conditioners are not used leave the doors open. Keep the entrance and exit doors open or appoint a designated person to open and close doors.
- All workers on duty must be traceable staff.
- A register /registers should be maintained for workers and their names, addresses, contact details and ID card number must be documented.
- Provision of welfare facilities for all workers (e.g.: Adequate facilities at meal rooms, toilets, changing rooms, provision of pedal operated closed bins etc.).
- Ensure adequate supply of personal protective equipment (mask, gloves, etc.) and other supplies
- Hand washing facilities with soap and water must be available at the entrance preferably with a pedal operated tap and sink. Ensure facilities for hand washing and hand sanitizing at other appropriate places within the workplace.
- Screening for respiratory symptoms and thermal screening (with a non-contact medical grade thermal scanner) of all staff and customers at the time of entrance to the supermarket. Any person recording a temperature above 98.4 ° F or 37 ° C or respiratory symptoms should be sent back to seek medical advice.
- Ensure raising awareness on COVID-19 prevention among all staff members. Consider using public addressing system/ posters/ notices/ videos on electronic screens etc. for the purpose.
- Display through print, digital or audio media the following at the entrances and where necessary to educate customers
 - Wear a mask and wash hands/ sanitize hands before entering the supermarket.
 - When standing in queue and within the supermarket, ensure to maintain a distance of 1 m with other persons.
 - Utilize online shopping and online fund transfers as much as possible.
 - Plan the shopping in advance so that less time can be spent in the supermarket.
 - Minimize handling of cash. Try to give exact amount.
 - Minimize touching common surfaces – door handles, displays/counters, pens used to sign.
- Take only a designated number of customers inside in order to maintain 1 meter distance between persons. Maintain 1 meter distance while standing in the queue.
- Avoid selling unpacked common retail items (rice, dhal, etc.) and pre-pack them and keep ready.
- Arrange separate small stalls outside the main market for commonly sold items such as rice, coconut, potatoes onions etc.
- Maintain express counters (for less than 5 items).
- Utility bill payments through supermarket counters shall be suspended during this period.
- Remove all customer operated devices (E.g. touch screens at the cashier).
- Operating of weighing machines should be done by dedicated staff members, only.
- Prevent queues at entrances, meal rooms and lifts.
- Ensure cleaning and disinfection of all surfaces.

- Before opening the supermarket, clean and disinfect the floor, counter tops and all common contact surfaces
- The handles of the carts and baskets should be disinfected after each use.
- The door knobs/handles shall be cleaned and disinfected before every shift and every three hours.
- Floors, office equipment and furniture/ work stations shall be cleaned with disinfectant a minimum of twice a day. (Or after every shift in places where there are shift duties).
- Disinfect all contact points of customers in all service areas as frequently as possible (At least 4 times a day). E.g. Door handles and knobs, etc.
- Ensure proper waste management and cleaning.
- All cleaning staff should be given training on the correct procedure of waste management and provided with necessary personal protective equipment.
- Ensure monitoring and evaluation of all activities to ensure the adherence to COVID-19 preparedness

Instructions for employees

Physical distancing

- Maintain at least 1 meter distance with persons at all times.
- Use non-touch techniques of greeting, such as saying ‘*Ayubowan*’.

Hand hygiene

- All workers and guest should wash hands with soap and water for at least 20 seconds before entering the premises, when leaving the premises and as frequently as possible.
- If handling money or credit cards or items received from outside workers must wear gloves or wash hands after handling them.
- Wear gloves when weighing items.
- Mobile phones, pens etc. should not be shared. Avoid using common telephones, desks, or other work tools and equipment, whenever possible.
- Workers should not touch frequently touched surfaces.

Respiratory etiquette

- Wear a face mask properly when on duty.
- When not wearing a face mask (during meals etc.) cover coughs and sneezes with a tissue.
- Avoid touching face (especially eyes, nose, and mouth) and/or face mask at all times.
- After removal of face mask safely dispose it to a pedal operated closed bin lined with a garbage bag and wash hands with soap and water.

Others

- Staff should not to wear nonessential accessories/ornaments (such as wrist watch, bracelets, jewellery, etc.) during working hours.

Director General of Health Services

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