



GETTING YOUR
STORE READY
POST COVID-19
LOCKDOWN

APPAREL RETAIL

www.rainet.in



This document highlights various key safeguards to be kept in mind while operating Apparel and Clothing stores in the light of COVID-19 pandemic.

CUSTOMER JOURNEY AT THE STORE

STORE ENTRANCE

- Ensure security guards wear face mask and gloves and use non-contact method to greet customers.
- Ensure all customers are screened using infrared thermometers or thermal scanners; do not allow customers showing sign of infection into the store.
- Put up signs at the entrance notifying customers to not to enter the store in case they are unwell. Deal with concerns or issues raised by customers firmly and politely.
- Define the maximum customer occupancy inside a store basis the size of the store to ensure a distance of 6 feet between customers and minimal contact while queuing.

BAGGAGE COUNTER

- Set up a queuing system to ensure a minimum 6 feet distance between customers who come to deposit or collect their bags.
- Introduce disposable token system.
- Ensure staff at baggage counters wears face masks, gloves and frequently sanitises hands.

MERCHANDIZING

Trail Rooms

- Encourage customers to touch and try the fabrics only if they intend to make a purchase.
- Ensure trial rooms are disinfected, pre and post each customer trial to build customer confidence and for staff safety.
- Display Dos & Don'ts poster at trial room entries highlighting how to use trial room in the light of COVID-19.
- Request customers to wait for five minutes to iron clothes, wherever possible, with availability of steam iron, so that the product is free of contaminants.
- Ensure no customer or staff touches merchandise without proper sanitization.
- Set up a process wherein tried garments are kept in dedicated trial rooms. Next morning, the garments from the previous day are to be steamed before putting back on display.
- Set up a process wherein hangers are retrieved and kept in a separate carton marked 'TO BE SANITIZED' in the trial room aisle area. These hangers are to be sanitized before reuse.

BILLING & PAYMENT

- Ensure a distance of minimum 6 feet between customers to limit contact while queuing for making payments
- Install plexiglass sheets near cash counters as cashiers are at higher risk
- Replace physical bills with softcopy to be sent to customers via email / SMS.
- Implement and encourage use of contactless payment options for customers and contactless signatures for deliveries. If contactless signature for deliveries is not possible, then employees should use their own pen.
- Mandate cashiers to extend a tray to receive or return currency / cards for payments.
- Adopt measures to sanitize cash before it gets accepted and ensure cashiers wear gloves while dispensing cash.
- Allow customers to exit the store if there is no beep. Do away with bill punching /checking of carry bags post purchase.
- Request customers to bag their own purchases if they choose to use reusable bags encouraging them to clean the bags frequently.

CUSTOMER SALES DESK (CSD) & ALTERATION

- Consider programming in-store audio messaging to frequently remind employees and customers to follow guidelines on hygiene and physical distancing.
- Further, CSD can also frequently announce vide PA systems about the precautionary measures to be followed in the stores, and dos and don'ts of in-of social distancing.
- Mandate tailors to frequently disinfect all tailoring equipment, accessories, etc.
- Mandate tailors to wear facial masks and gloves while making alterations or interacting with customers.
- Encourage customers to share their measurements rather than relying on store staff / tailor to take the same to maintain social distancing.
- Ensure staff is wearing face masks and gloves while taking measurements.
- Do not allow customers to touch the measurement tape.
- Sanitise measuring tape after every measurement.
- Ensure alteration requests are taken in digital mode without issuing manual receipts.
- Manual receipts can be used only in stores that do not have computers at alteration desk.
- Sanitise merchandise while accepting and before issuing it to customers.

EXCHANGE/ RETURN

- Implement a strict return / exchange policy with an emphasis on hygiene by explaining the same to customer in light of the current circumstances.
- Restrict the number of items that can be exchanged. Furthermore, set up proper procedure so that returns are thoroughly sanitized.
- Mandate customers to show the bill at the entrance and the merchandise for return or exchange to security. Security guard to see the bill and merchandise without touching and guide the digital process to generate request id and guide customers to Customer Service Desk (CSD).

STORE OPERATIONS

EMPLOYEES

- Identify who returns to work and when: Consider timing schedules (e.g., bringing back all employees, or staggering return to work dates), how many employees will be allowed in a store at once (including any applicable occupancy limits required by law).
- Determine if individual employees are safe to return to work by implementing screening measures and consider plans for 'at-risk' employees.
- Encourage employees who feel sick, to stay home.
- Ensure that the staff attendance in a store on any given day should be as per govt. guidelines i.e. Maximum 50% of regular strength.
- Provide at least one thermo-gun to every store and screen every employee daily for any signs of infection. Give sick leaves wherever necessary.
- Ensure every staff member has registered on the Aarogya Setu app. Also ensure that each employee does a self-assessment on Aarogya Setu app every day along with the submission of Employee Health Declaration Form.
- Designate a room or area where someone who is feeling unwell or has symptoms can be safely isolated.
- Create a Rapid Response Team of at least 2 managers who will monitor employees with infections / symptoms and will take necessary actions.
- Mandate employees to wear face masks, gloves at all times. Provide necessary masks, gloves to employees if needed. Make sure employees are trained on how to properly use and safely dispose these items.
- Make a fixed timetable to be followed by store staff for hand sanitization.
- Train/Educate employees on the following:
 - Social distancing guidelines and expectations.
 - How to monitor personal health and body temperature.
 - How to properly wear, remove, and dispose of face masks, gloves.
 - Guidance on how to launder cloth face masks and uniforms.
 - Cleaning protocol, including how to safely and effectively use cleaning supplies.
- Employ virtual / digital means for staff training.
- Update employees on the latest safety protocol through regular communication and easy-to access resource documents. This will ensure guidelines are understood and followed.
- Disallow sharing of lunch or cutlery among staff. Ensure adequate arrangements are made to ensure social distancing and hygiene during lunch time.
- Encourage employees to use their private vehicles while commuting to work, consider providing fuel allowance wherever feasible.
- Consider 8-hour shifts for all the staff including Security, Housekeeping, Drivers, Taggers, Hamali, Loaders, Tailors and Warehouse assistants.

HOUSEKEEPING

- Provide housekeeping staff with required protective gear (masks, gloves, etc.)
- Frequently disinfect customer touch points.
- Ensure toilets are cleaned and sanitized as per the defined schedule and the same is recorded in a cleaning checklist.
- Ensure sensor based automatic hand dryers are functional.
- Limit number of employees using washrooms at the same time to 2 people; forbid queuing at the entrance.
- Ensure sanitary workers use separate set of cleaning equipment for toilets (mops, nylon scrubber and separate set for sink and commode). And they use disposable protective gloves while cleaning toilets.

WAREHOUSE

- Screen all drivers (temperature check). Also ensure they wear masks and sanitize hands regularly.
- Making sure that drivers and loading-unloading staff have access to places where they can wash their hands with soap and water.
- Ensure all staff including on/off rolls wears protective masks and gloves and keep sanitising their hands frequently.
- Redefine stock movement on the basis of shift hours.
- Disinfect carton boxes outside of the store by sanitizing them. The person in-charge should wear facial mask and disposable gloves while carrying out this activity. The gloves should be immediately disposed after the activity is completed.
- Put identification mark (e.g. stickers) on merchandise taken out of the cartons and place the merchandise in a safe area for disinfection. Stickers can be removed once merchandise is disinfected by steaming & ironing & the same can be moved to the respective departments/sections.
- Keep stocks at warehouse for a cooling period of 24 hours before dispatching to stores.
- Ensure the warehouse is sanitised at regular intervals.
- Ensure stock handovers to floor staff happens before the store opening and / or at a designated time decided by the store management.
- Implement and encourage use of contactless signatures for deliveries. If contactless signature for deliveries is not possible, then employees should use their own pens.

SHIFT MANAGEMENT

- Limit morning shift strength to 25% of the team (mainly to setup the stores for operations).
- Assign staff from the store opening team for billing if required.
- Instruct the morning shift team members to carry their lunch and avoid going out of store.
- Disallow employees from washing their lunch boxes in the wash basin.
- Ensure that teams in the second shift finish their lunch before resuming duty.
- Stagger tea breaks to avoid movement in groups to ensure social distancing.
- Do not allow customers to touch the measurement tape.

STORE OPERATION HOURS

- Consider operating a straight 8-hour shift -Open to Close till further Notice. Accordingly plan customer timing.
- Keep only one entry and exit. Security Guards to be deployed only at Entry and Exit points of customers, staff, and goods.
- Put important signage at specific zones (e.g. billing stations; displays; etc.), advising customers about the new processes for shopping.
- Also communicate safe shopping practices with them through in-store signage and other channels of communication.

Annexure-I

COVID-19 Employee Self-Declaration Form

The safety of our employees remains the company's primary concern. To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the building.

Thank you for your time and co-operation.

Contact Information

Name:

Mobile No:

Email:

Store Location:

Employee Details

Employee ID:

If the answer to question 1 below is yes, access to the store will be denied.

1. Are you showing any signs of one or more of the following symptoms? Temperature $>38^{\circ}\text{C}$ (100.4°F) or higher, cough, shortness of breath, difficulty breathing, tiredness?

YES NO

2. Is the information you provided on this form true and correct to the best of your knowledge?

YES

3. Did you come in contact with someone having COVID-19 symptoms during last 14 days?

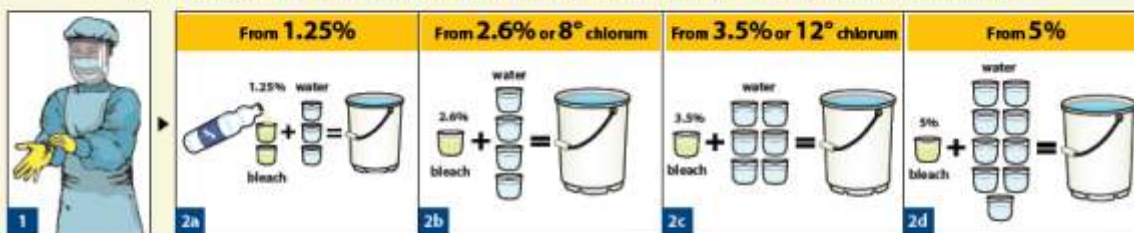
YES NO

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Signature

ANNEXURE-II

How to Make Strong (0.5%) Chlorine Solution from Liquid Bleach

Use strong (0.5%) chlorine solution to clean and disinfect surfaces, objects, and body fluid spills.
Make new strong (0.5%) chlorine solution every day. Throw away any leftover solution from the day before.



1 Make sure you are wearing **extended PPE**.
2a Pour 2 parts liquid bleach and 3 parts water into a bucket. Repeat until full.
2b Pour 1 part liquid bleach and 4 parts water into a bucket. Repeat until full.
2c Pour 1 part liquid bleach and 6 parts water into a bucket. Repeat until full.
2d Pour 1 part liquid bleach and 9 parts water into a bucket. Repeat until full.



3 Stir well for 10 seconds.
4 Label bucket "Strong (0.5%) Chlorine Solution - Cleaning."
5 Cover bucket with lid.
6 Store in shade. Do not store in direct sunlight.



WARNING
 Do NOT drink chlorine water.
 Do NOT put chlorine water in mouth or eyes.

Source: Centers for Disease Control and Prevention (CDC)

How to Make Strong (0.5%) Chlorine Solution from 70% Chlorine Powder

Use strong (0.5%) chlorine solution to clean and disinfect surfaces, objects, and body fluid spills.
Make new strong (0.5%) chlorine solution every day. Throw away any leftover solution from the day before.



1 Make sure you are wearing **extended PPE**.
2 Add 10 tablespoons of HTH (70% chlorine) to 20 liters of water in a bucket.
3 Stir well for 10 seconds, or until the HTH has dissolved.
4 Wait 30 minutes before use.



5 Label bucket "Strong (0.5%) Chlorine Solution - Cleaning."
6 Cover bucket with lid.
7 Store in shade. Do not store in direct sunlight.



WARNING
 Do NOT drink chlorine water.
 Do NOT put chlorine water in mouth or eyes.

Source: Centers for Disease Control and Prevention (CDC)

ANNEXURE-III

Face mask & its Importance aspects

Type	Advantage	Duration	Filter level	Draw back
Cloth Mask	Washable	Can use whole day	80% of total atmospheric particle	Doesn't fit well. Allows air passage though gaps
Normal single layer PP Non-woven mask	Disposable	Breathing difficulty with prolonged use. More than 2 hours	Filters 90% of Atmospheric particle	Doesn't fit well. Allows air passage though gaps
3 ply mask (Non-woven)	Disposable	Breathing difficulty prolong use. More than 2 hours	Filters 90% of Atmospheric particle	Nose clip provision Fits well
P2.5 ,N95 mask	Usable as long as filter is not wet	Maximum 1 hour followed by normal breathing (without mask for an hour)	Filters 95% of 0.25 micron particles in the atmosphere	Breathing issue. Not recommended for Pregnant ladies and kids

Source: More Retail Limited

Common issue with masks is that they typically have gaps between the face and the edges of the mask, that allows entrance of air and particles into the mask (and thus the user's respiratory system). Take care of following aspects while buying masks:

1. All mask must have a Nose clip/ adjustment provision to hold fit at the nose
2. Stretchable and adjustable loops or string tie which enables compact fixing of the edges with face to avoid exposure to airborne particles in those gaps
3. Reuse cloth mask - Wash regularly with detergent and dry before using

ANNEXURE-IV

HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Dos →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·WIN



ANNEXURE-V

IR Thermometer Checks – Preventive controls

Why: Using the infrared thermometer to check the body's temperature requires a short amount of time without the risk of cross-infection. Therefore it's well-suited for use in places with a high flow of people.

Wear Mask and simple goggles/ glasses while carrying out this operation.



1. Hold Scanner at 15cm to 20cm distance . Scan across the forehead from center to left or right
2. If the Temperature reads
 - 36°C(96.8°F) and below then its Normal
 - 36.1 °C (97°F) or above – Indication of Fever
 - Recheck again to conclude
3. If its above 36.1 °C (97°F) - It could be normal fever or just high body temperature. For preventive measure ask/request employee /customer to avoid entry.

Comparison	Regular Thermometer 	IR Thermometer 		
Measurement Method	Tongue/ Rectum/ Armpit	Oral	Ear	Forehead
Accuracy	High	High	High	Low
Convenience and speed	Average	Average	High	Very high
Reference level for Fever	>37.5 °C (99.5°F)	>37.5°C(99.5°F)	>38°C(100.4°F)	>36°C(96.8°F)

Comparison among different measurement methods (www.mdk.gov.hk), Department of Health

Source: More Retail Limited

Sources: Future Lifestyle Fashion, Retailers Association of India (RAI), National Retail Federation