



PREVENTIVE GUIDELINES FOR CONSUMER DURABLES

This document highlights various key health protections and safeguards to keep in mind as CDIT retailers resume operations at the stores

CUSTOMER JOURNEY AT THE STORE

STORE ENTRANCE

- Ensure security guards wear face mask and gloves and use non-contact method to greet customers.
- Place doormats dipped in 1% sodium hypochlorite at the entrance to ensure footwear is clean. Change the mats with new ones every 2 hours. Alternatively, trays containing sponges sprayed with disinfectant for footwear disinfection for every person entering the respective stores can be used.
- 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.
- As much as possible, allow customers to carry their baggage inside the store to ensure least possible contact with the infected surface in case the bag is contaminated.
- For customers whose baggage needs to be kept at baggage counters as it cannot be allowed inside the store, ensure the security personnel handling the baggage gives a disposable token. Also, ensure the baggage counter is frequently disinfected.

STORE OPERATIONS

- Since stores have been shut for extended periods, thoroughly inspect facilities for any damage / issues caused by extended vacancy such as but not limited to mechanical, air, electrical and water systems.
- Implement a regular cleaning regime (after every few hours) for frequently touched surfaces, which are most likely to cause transmission of communicable diseases. It is recommended to clean surfaces with 1% sodium hypochlorite or phenolic disinfectants. Some frequently touched surfaces include:

GENERAL

- Light and other power switches
- Chairs, tables, and benches

POINT OF SALE (POS) /CHECKOUT:

- Cash register, including touch screens, keyboards, mouse
- PIN Pads (touch screen, keypad, and pen)
- Cabinet pulls

RESTROOMS

- Door handles and flush levers
- Toilet bowl and toilet paper holder
- Sinks and faucets
- Paper towel holders and/or air dryers

SALES FLOOR:

- Fixtures with handles or pulls
 - Any other identified “high-touch” surfaces
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- ➔ Take utmost care while using 1% Sodium Hypochlorite or other phenolic disinfectant on light and power switches. It could result in electrocution as the applied area is a power source.
 - ➔ Identify touch points to be cleaned every hour. Maintain a timesheet mentioning when these touch points were cleaned and sanitized. The sheet is to be signed by the store manager and has to be updated regularly.
 - ➔ Place sanitizing hand rub dispensers at prominent places (e.g. store entrances and checkouts) for customers and employee and make sure that they are regularly refilled.
 - ➔ Ensure cleaning “kits” including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizer and other cleaning supplies are readily accessible throughout store, including point of sale terminals and other stations. Ensure that these are cleaned periodically throughout the day.
 - ➔ Install no-touch trash bins at checkouts/cash counters.
 - ➔ Ensure that the store is disinfected every day post closure with 70% Isopropyl alcohol solution. While performing end of day sanitization maximum number of staff inside the store should be limited to two.
 - ➔ Place signage at prominent locations throughout the store, particularly at high-traffic areas such as entrances and exits, checkouts, etc. Signage may include:
 - Asking customers and employees not to enter the store if they are sick or have felt sick within the last 72 hours
 - Encouraging customers and employees to maintain six feet of distance at all times
 - Floor markers located six feet apart any place where customers are likely to queue
 - ➔ Operate Air Conditioners within the temp range of 24 – 30 degrees with humidity level set in the range of 40% to 70%.
 - ➔ Operate system with maximum airflow in fan mode only, without filters for 2 to 4 hours with doors open and exhaust system operational prior to customer entry. Ensure AC filters are cleaned regularly.
 - ➔ Ensure masks or other safety gear thrown in trash bins are disposed at regular intervals.
 - ➔ Consider programming in-store audio messaging to frequently remind employees & customers to follow guidelines on hygiene and physical distancing.
 - ➔ Establish procedure for regularly disinfecting inventory and newly-received stocks
 - ➔ Have visual displays in the form of posters/LED screens about covid-19 symptoms & precautions throughout the store
 - ➔ Consider straight 8-hour shifts till further government notice. Accordingly plan the timing for the customers.

WAREHOUSE

- Screen all drivers (temperature check). Also ensure they wear masks and sanitize hands
- Making sure that drivers and loading-unloading staff have access to places where they can wash their hands with soap and water
- All Staff including on/Off Rolls to wear protective masks and gloves and keep sanitising their hands frequently
- Stock movement needs to be redefined on the basis of shift hours
- Mandate transporters to remain outside the warehouse office and to leave the premises immediately after delivery.
- Disinfect the carton boxes outside of the store by sanitizing it. The person in-charge should wear facial mask and disposable gloves while carrying out this activity. The gloves to be immediately disposed of once the activity is completed.
- Put an identification mark (e.g. stickers) on the products removed from cartons and place them in an area earmarked for disinfection.
- Remove the stickers once products are disinfected before moving products to the respective departments/ sections.
- Tie-up with delivery partners for contactless delivery
- Stocks should reach the shop floor post 24 hours of cooling period at warehouse.
- Ensure the warehouse is frequently sanitised at regular intervals
- Stock handover to floor staff must happen once before the store opening and or a designated time decided by the store management

EMPLOYEES

- Rearrange work setting to ensure employees maintain minimum 6ft. distance from each other
- Identify Who Returns to Work and When: Consider timing issues (e.g., bringing back all employees, or staggering return to work dates), how many employees will be allowed in 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.
- Evaluate whether any roles that have traditionally been performed in store can and should be performed remotely now and encourage Work-From-Home for these employees.
- Encourage employees who feel sick to stay home.
- Provide at least one Thermo-gun to every store and screen every employee at the entrance daily for any signs of infection. Send employees with temperature over 37.5 C or 99 F should be home or to the doctor. Provide sick leaves wherever necessary.
- Create a handwashing schedule for employees to follow.

- ➔ Get signed self-declarations on health conditions by all personnel on site. (All retailers should encourage their employees to download Aarogya Setu App as its made mandatory by government)
- ➔ Mandate employees to wear facial mask, gloves at all times (if possible). Provide the necessary masks, gloves to employees if needed. Make sure employees are trained on how to properly use and safely dispose of these items.
- ➔ Train/Educate employees on the following:
 - Social distancing guidelines and expectations.
 - Monitoring personal health and body temperature.
 - Proper way of wearing, 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
- ➔ Ensure employees are aware of the latest safety protocol through regular communication and easy-to access resource documents. This will help ensure the guidelines are understood and followed.
- ➔ Designate one employee as the COVID-19 coordinator. Share his/her contact details with all employees. This person will be responsible for:
 - Creating awareness among employees about COVID-19.
 - Communicating prevention measures to employees.
 - Training employees on safety measures and hygiene factors.
 - Addressing health-related queries.
- ➔ Encourage employees to use their private vehicles while commuting to work, consider providing fuel allowance wherever feasible.
- ➔ Rearrange seating in canteen facility (if any) to ensure social distancing. Only one person to be allowed per table.
- ➔ Start operations with one third workforce in the first week of reopening. The rest of the teams can work from home and be deployed on a rotation basis.
- ➔ Reorganize office space, seating arrangements to ensure social distancing.
- ➔ Allow visitors in office only in case it is urgent/critical. Define what counts as critical and circulate among all the staff.
- ➔ Screen visitors for temperature and ensure they sign a self-declaration.
- ➔ Educate staff to maintain basic personal hygiene even outside workplace such as avoiding touching any surfaces while commuting to/from workplace, taking a shower on reaching home from work, immediately washing clothes and cloth masks (if applicable) before interacting with any family members.
- ➔ Encourage staff members to carry their own food / snack boxes to work and avoid ordering food from outside as much as possible.

SALES

- Conduct temperature screening of customers through infrared thermometers or thermal scanners. Customer with any signs of sickness should not be allowed inside the store.
- Post signs at entrances notifying customers to STOP if they are sick and ask them not to enter the store.
- Ensure customers wear masks and gloves and sanitize their hands when they enter the store. Make provisions to keep these at the store entrance.
- Ensure that only the security guard opens the door for customers, and door handles are sanitized every hour.
- Ensure limited customer occupancy inside a store basis the size of the store to ensure a distance of six feet or more between customers in the shop and in the queue.
- Space chairs at a distance to maintain social distancing.
- Allow only one person or group to take the lift at a time.
- Communicate/Engage with customers who have come to stores and inform them about the safety measures and hygiene factors which are highly practiced to build their confidence.
- Aggressively market concepts #SafeShoppingwithUs through various channels to win back consumer confidence.
- Space out seating arrangements in lounge area/waiting areas to maintain social distancing.
- Discontinue refreshments, newspapers and magazines for some time to ensure safety.
- Ensure that a store of 1,000 sq. ft. has maximum 5 customers at a time. A 8,000 sq. ft. store can have up to 40 customers. Display maximum people allowed in a store at a time at the entrance.

CUSTOMERS

- Create awareness among customers about safety & hygiene measures practised at the outlet using online & offline channels to build consumer confidence and trust.
- Mandate sales team to wear masks and gloves at all times when in the store.
- Restrict staff travel to other locations and encourage customer visits only on the basis of prior appointments for product demos.
- Fix appointments with customers on phone and opt for store/home visit basis the customer's history. Decline home visits to COVID-19 hotspots.
- Encourage customers to browse products online or through video conferencing
- Request customers to wear gloves before touching any product in the store.
- Clean products after every demo. Ensure duster and soap water/disinfectant solution are handy to clean product after every demo.
- Encourage customers not to touch products. Keep appliances/gadgets that don't need touching such that they are out of reach to ensure everyone's safety.
- Accept returned goods using trays. Keep these goods separately in a designated area for 72 hours before putting them back for sale.

- Set up prioritized shopping hours for instance one hour every Monday, Wednesday and Friday morning for the vulnerable and elderly customers and frontline workers like doctors/nurses. Promote on social media from time to time.
- Avoid transferring products from one branch to other branch/store. In case of transfer of goods from one store to another, ensure proper precaution is taken and following things are noted: name of the person delivering the goods, where he stopped in between the transit of the goods, whom he met while delivering the goods, vehicle number and other relevant information.
- Mandate staff to sanitise hands in front of customer and then wear safety gloves before showcasing any product to the customer in the store.
- Disinfect all appliances/ electrical goods/ any other item touched by customers.
- Ensure housekeeping wears masks, gloves while serving beverages to the customers.
- Provide water in packaged bottles, not tumblers.
- Sanitise all high touch points such as customer display counters, service trays, Product stands, product manuals, etc. at regular intervals.
- Encourage contactless home delivery.
- Deliver goods only after proper sanitation and while maintaining proper distance.
- Delivery/installation personnel to wear masks and gloves while making the delivery.
- Spray exchange products with disinfectant before picking them up. Preferably wrap the product in packing of the newly delivered product.
- Encourage use of contactless signatures for deliveries. If contactless signature for deliveries is not possible, then employees should use their own pen.

PRODUCT INSTALLATION

- Maintain a 6ft distance from the customer when a salesperson visits a customer's house for product installation. Request only one person to be present in the room where the product is to be installed.
- Wear masks, gloves and other protective gear at all times during product installation visits. If more than one person is deployed for a product installation, all personnel to wear the same.
- Request customers to not touch the package to avoid multiple contacts. Only the salesperson to open and install the product.
- Sanitise gloved hands thoroughly before opening any package.
- Thoroughly wipe the product with disinfectant before installing the product.
- Sanitise hands after installation.
- Touch minimum surfaces in the home/office during installation.
- Demonstrate how a product is to be installed through a self-help video for products that do not require technical expertise to install so a customer can install on their own without external help. Provide technical assistance through video calls, wherever required in case

BILLING AND PAYMENT

- Replace physical bills with softcopy to be sent to customers via email / SMS.
- 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.
- Encourage contactless payment options such as Paytm, Google Pay, UPI and 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.

ANNEXURE-I

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-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 From **1.25%**: Pour 2 parts liquid bleach and 3 parts water into a bucket. Repeat until full.

2b From **2.6% or 8° chlorum**: Pour 1 part liquid bleach and 4 parts water into a bucket. Repeat until full.

2c From **3.5% or 12° chlorum**: Pour 1 part liquid bleach and 6 parts water into a bucket. Repeat until full.

2d From **5%**: 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.

Supplies Needed

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.

Supplies Needed

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

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.



Forehead Reference level for Fever >36°C (96.8°F)

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

ANNEXURE-IV

HOW TO WEAR A MEDICAL MASK SAFELY

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

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°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

Sources

- Retailers Association of India
- Great Eastern Trading Company- Post COVID 19 Lockdown SOPs
- SOP- Resumption of Business at Infiniti Retail Ltd.