



PREVENTIVE GUIDELINES FOR **FOOD & GROCERY RETAIL**

This document highlights various key safeguards to be kept in mind while operating Food and grocery

STORE OPERATIONS:

Maintaining Hygiene and Cleanliness in the Store

- The store should be properly sanitized and cleaned thoroughly on a daily basis.
- All the surfaces (shelves, cash counters, Storehouse, etc.) to be washed with hot water and detergent and then be treated with sanitizer using very hot water for at least two minutes.
- Cleaning should be by disinfection. The common disinfectants which can be used are Chlorine/Quaternary Methyl Butyric Acid.
- Shopping trolleys, baskets, carts, utensils (used for measurement of rice, pulses, etc.) should be cleaned thoroughly first with soap and water and then with sanitizer. Metallic surfaces such as handles of baskets/carts (where use of bleach is not suitable) should be cleaned using 70% alcohol based sanitizer.
- All electronic gadgets (for measurement, at the bill counters, etc.) used in the store to be properly sanitized.
- Hand Sanitizing stations to be installed especially at the entry and near high contact surfaces.
- High Touch points (such as elevator buttons, handles, public counters, office machines, security locks, etc.) to be cleaned two times a day by moping these things with linen/absorbable cloth soaked in 1% sodium hypochlorite.

STORE OPERATIONS:

- Limit the no. of people in contact on a production floor or store, by creating physical barriers so that people in smaller spaces can have barriers without hindering work, wherever possible
- Limit the number of people who come to the store at any point of time
- Use spacing measures such as floor markers or stickers at queues or tills or where there is a possibility of large number of people gathering, increase the gaps between workstations, seating arrangements, etc. to ensure at least 6-foot gap is maintained between employees and customers.

PREVENTIVE CONTROLS IN THE STORE

- Make sure 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.
- Use ID cards for punching attendance instead of finger prints (avoid using any biometric system)
- Place signage at prominent locations throughout the store,
 - 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

- Consider programming in-store audio messaging to frequently remind employees and customers to follow guidelines on hygiene and physical distancing.
- Have visual displays in the form of posters/LED screens about covid-

FOOD TRANSPORTATION

- Drivers, loaders and other support staff should be educated about symptoms of COVID-19, methods of hygiene, sanitizing the truck and social distancing.
- Drivers or loaders who show symptoms of COVID-19 should refrain from handling or transporting food items.
- Trucks to be cleaned and sanitized after each delivery.
- Drivers or loaders be provided with alcohol based hand sanitizers, masks and gloves.
- They should avoid using public toilets as much as possible.

FOOD PACKAGING

- As per research (published in New England Journal of Medicine) , a virus can remain up to 72 hours on plastic and stainless steel, up to 4 hours on copper and 24 hours on cardboard. Therefore, appropriate precautions such as wearing of masks and gloves by need to be taken while handling them.
- Food retailers should ensure that food handlers involved in food packaging maintain high levels of personal hygiene, social distancing. All three measures should be adopted to ensure that food packaging

EMPLOYEES

- Educate employees on the symptoms of covid-19 so that they are able to recognise the symptoms earlier, take appropriate medical care and go for testing. They need to be given training on risk factors, safe food handling, social distancing and precautions to be taken to prevent covid-19 infections.
- Screen all employees at the entrance of the workplaces by checking their body temperature with the help of contactless thermometer. Employees having temperature more than 37.5 C or 99 F should not be allowed to enter the premises and must be sent for COVID-19 testing.
- Encourage employees to self-declare if they are suffering from any symptoms or signs related to Covid-19 before entering premises or during work. They need to be given requisite assurance that such a declaration will not affect their job (they will not be removed from the job). This should be done especially for those in the low income group. They also need to be instructed to quarantine themselves at home and not venture out either for work or anything else.
 - No fever for at least 72 hours since recovery.
 - At least 7 days have passed since symptoms first appeared.
- Mandate wearing masks and gloves throughout the day when in a store. Supply the protective gear.
- Provide at least one Thermo-gun to every store and screen every employee daily for any signs of infection, provide sick leaves

- Put together a local emergency response team, designating one employee as the COVID-19 coordinator. Share his/her contact details with all the employees. This team will develop protocols or steps needed to safeguard employees and store from covid-19 infection. They shall maintain employee health status records, isolation rooms (one for suspected cases and one for close contact with contactless trash bins), and keep a record of masks and gloves, safety gears, disinfectants for emergency use as per government guidelines. The team shall also maintain the list of authorised
 - ♦ Social distancing guidelines and expectations.
 - ♦ How to monitor personal health and body temperature.
 - ♦ How to properly wear, remove, and dispose of face masks, gloves
 - ♦ How to launder/disinfect cloth face masks and uniforms
 - ♦ Cleaning protocol, including how to safely and effectively
- Evaluate whether any roles that have traditionally been performed in store can be performed remotely and encourage Work-From-Home for employees wherever possible.
- Communicate the latest safety protocol through regular communication and easy-to access resource documents. This will ensure the guidelines are understood and followed.
- Encourage employees to use their private vehicles while

CUSTOMERS

- 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

CUSTOMERS

- 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.
- Post important signage at specific zones (e.g. billing station; displays; etc.), advising customers about the new processes for shopping.
- Encourage customers to clean their reusable bags frequently through in-store signage
- Ask customers to bag their own purchases if they choose to use reusable bags and encourage frequent cleaning of bags.
- Communicate/Engage with customers through print campaigns, social media, and other channels on how retail is working to offer safe

SALES

- Establish procedure for regularly disinfecting inventory and newly-received stocks
- Ensure that all ready-to-eat food items are covered and kept in glass displays.
- Do not allow consumers to touch open grocery items such as rice, pulses, etc.
- Pre-pack loose commodities to avoid contamination
- Encouraged customers to purchase online or opt for home delivery to avoid crowding in stores.
- Can adopt technology (such as providing barcodes for every products) which allows customers to scan products to add

- Adopt click and collect model for your store i.e customer shall place order for grocery or food items online and they would come and collect the ordered items at your store
- Mandate the food delivery staff to wear gloves, masks and maintain a minimum of 1-metre distance while delivering items. Develop contact less delivery protocols which the delivery staff can be trained for and follow.

BILLING AND PAYMENT:

- Install Plexiglas barriers at every cash till to avoid any kind of contamination.
- 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 pens.
- Encourage contactless payment options such as Paytm, Google Pay, UPI. Customers can be incentivised with reward points for using digital payment modes.
- In case of cash payments, mandate cashiers to extend a tray to receive or return currency / cards for payments

ANNEXURE-I

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.

From 1.25%
1.25% bleach + 3 parts water

From 2.6% or 8% chlorine
2.6% bleach + 4 parts water

From 3.5% or 12% chlorine
3.5% bleach + 6 parts water

From 5%
5% bleach + 9 parts water

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

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

Supplies Needed: Measuring cup or liter bottle, Bucket with lid, Water, Liquid bleach, Stick for stirring, Label.

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 70% chlorine powder 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: Tablespoon, Bucket with lid, Water, 70% HTH, Stick for stirring, Label.

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

Source: Centers for Disease Control and Prevention (CDC)

ANNEXURE-II

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

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

ANNEXURE-III

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

.....
Signature

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 World Health Organization

Source: More Retail Limited

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.

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

- Hold Scanner at 15cm to 20cm distance. Scan across the forehead from center to left or right.
- 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
- 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/ Anus	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/kl, Department of Health

Source: More Retail Limited

- **Sources:** guidelines for Food business during
- Retailers Association of India
- FSSAI Guidelines Food Hygiene and safety
- Coronavirus disease pandemic.