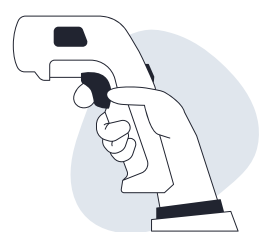


GUIDELINES FOR RETAIL STORES UNDER COVID-19 PANDEMIC

(10 essential anit-epidemic measures are marked in red with * below)

Keep Your Customers Safe in Store

Measures in Store



*Measure **body temperature** of each customer at entrances



*Request customers to put on **face mask** before entering the store



*Provide **hand sanitizer** for customer' use when they enter the store to reduce the risk of transmission



Post **clear signage and visual aids** on hygiene at entrance to customers on arrival

In-Store Cleaning Protocols



Add **hand sanitizer stations** at entrances or at appropriate areas



*Apply **store sanitization** regularly



*Re-sanitize all **carts and buggies** after each customer use



*Frequently **clean work areas, objects and equipment** between uses or that are touched regularly

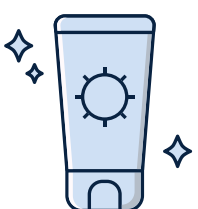


*Provide **adequate disposal arrangements** for cleaning products

Store Crowd Control



Limit the number of **customers** in the store



Suspend **In-store sampling** distribution and collection



Offer **order fulfillment options** for online orders such as locker pickup

Customer Communication



Make sure to **proactively communicate** any business changes or product availability updates



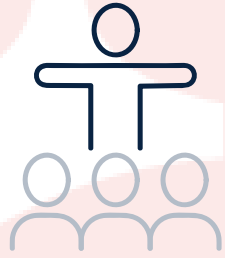
Display notifications in a **prominent place** in the store and on your website



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Clear Instructions to Frontline Staff

Staff Training



Develop **communication and training materials** for new procedures

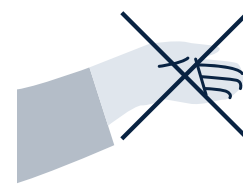


Train employees to be on the **lookout for customers exhibiting the symptoms** of COVID-19

Hygiene Guidelines



***Provide hygiene guidelines** to frontline staff with clear instructions



Implement a **no-touching policy** (no handshakes, hugs, or other close contact)

Social Distancing in Store



Encourage frontline staff **working side-by-side** instead of face-to-face



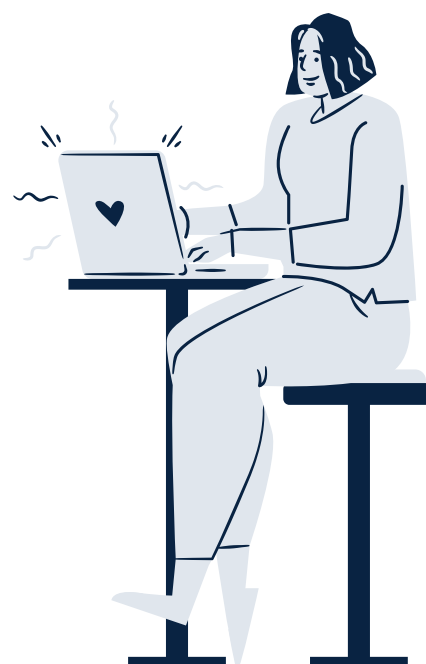
Disseminate **reliable information** from the relevant authorities to the frontline staff regularly

Protective Equipment

***Supply protective equipment** to frontline staff, such as face mask, safety helmets, gloves, eye protection etc.



Workforce Management



- Split into teams, shift groups, fixed teams or partnering to **reduce contact frequency**
- **Provide support** for frontline staff around mental health and wellbeing
- ***Ask staff to stay home** if they are sick or have any symptoms

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Outlet Anti-Epidemic Measures Recognition
Now!