

## COVID-19 Guidelines for hypermarkets, supermarkets and coldstores



**While queuing**, customers need to maintain a distance of at least 1 meter between each other. It is recommended that markings are placed on the floor to guide customers on queuing distance



Customers are encouraged to **shop online** and a pickup service should be facilitated outdoors (if possible) in addition to provision of delivery services



It is recommended that **the body temperatures of store workers are taken before the start of each shift and if the temperature is higher than 37.5 degrees Celsius**, they should not be allowed in the store



**Organize the store** so that essential goods are easy to access



**Consider setting up one or more "necessities only" sections** to reduce the shopping time for customers



Use floor markings or other visual markings to indicate a one-way loop inside the store to **avoid customers crossing paths or crowding**



**Stores should have hand sanitizers** at the entrances and exits of the store, as well as several locations within the store



**For stores that are limited in terms of space, customers must wait outside** when placing orders whilst ensuring a one meter distance between each customer and the other, and should receive groceries outside the store



**Store workers should wear face masks and plastic gloves**, including cashiers and baggers



**Promote electronic payments** and avoid cash payments where possible

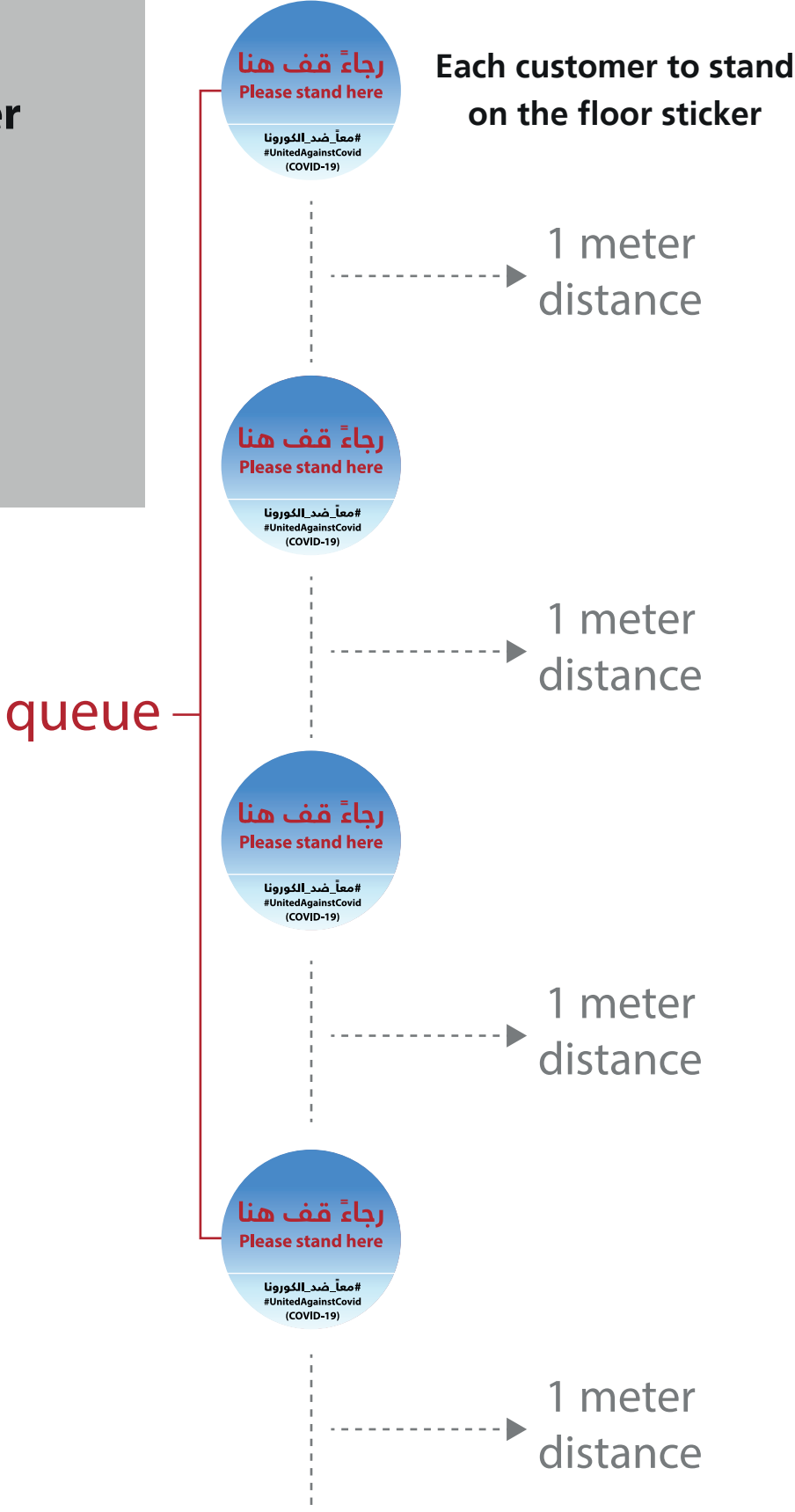
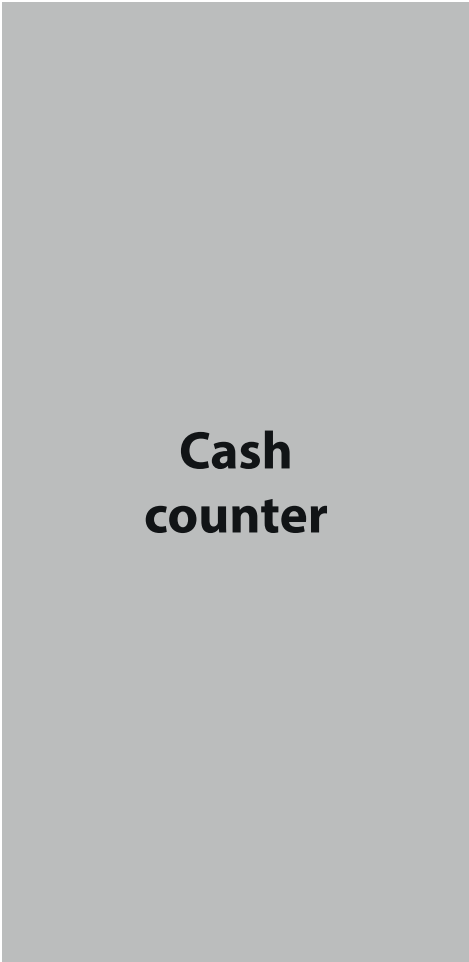


At a minimum, **store workers should clean every shopping cart or basket** after every use



Stores should **limit the number of customers allowed in the store at any one time**

# Floor plan for for Retail Stores and Supermarkets



**Floor sticker**

**رجاءً قف هنا**

**Please stand here**

**#معاً\_ضد\_الكورونا**

**#UnitedAgainstCovid**

**(COVID-19)**

## **Instructions for printing the floor sticker:**

1. This floor sticker must be printed to be placed on the floor to mark a 1 meter distance between customers in queues
2. We strongly recommend the use of a heavy duty vinyl sticker for printing
3. The size of the sticker should be large enough for a person to stand on it (we recommend a radius of 30cm for the circle)