



# *COVID-19 MEASURES*

Guide to lockdown exit  
for retail and wholesale  
establishments during the  
reopening phase

Within the framework of the Strategic Plan for Covid-19 Lockdown Exit approved by the Government of Catalonia, the Generalitat de Catalunya's Department of Business and Knowledge has drawn up an Action Plan for Retail and Wholesale Establishments which you can view in full here.

If you are the owner of a retail or wholesale establishment, below is a visual, general overview of some of the instructions contained in the document.

## Safety measures

### What should you bear in mind if you are the business owner?



The owner of the economic activity must adopt the necessary organisational measures to ensure that individual protection measures are kept in place at the commercial establishment.

In addition, the owner of the economic activity must designate a person in charge of applying the organisational and individual protection measures. This will also be the person who communicates with the health authorities where necessary.

Although all members of the public must take the necessary steps to avoid the risk of spreading Covid-19 infections, the establishment must properly inform them of this duty either orally or by means of signs.

Business owners must ensure priority assistance to minimise the amount of time spent inside their premises or establishments and facilitate vulnerable people's mobility inside them in accordance with the health authorities' instructions or when they are unable to wear a face mask due to their own personal characteristics.

## **What distances and capacities must be observed?**



Social distancing in general has been set at 1.5 metres for both indoor spaces and possible outdoor spaces.

Capacity control means taking the necessary steps to ensure that customers who are doing their shopping in the same establishment at the same time do so safely and comfortably.

Regarding the maximum permitted capacity, a safe space of 2.5 m<sup>2</sup> per person must be considered unless more restrictive values apply to the type of activity concerned.

The safe area can be reduced to 1 m<sup>2</sup> per person provided that there is a record of attendees, seats are pre-allocated or measures to control how attendees move around in the space are put in place in order to avoid crowding.

## **What should be provided at the entrance to the establishment?**



Alcohol-based hand sanitiser dispensers or viricidal disinfectants authorised and registered by the competent health authority must be made available to customers at the entrance to each establishment.

Systems to ensure that the number of people entering the establishment is never above the permitted maximum must be put in place.

It is also recommended that the necessary mechanisms to ensure social distancing while queuing and to the extent possible be put in place.

## **Do I have to wear a face mask? Are there any exceptions?**



Face masks are mandatory for people aged 6 and over, both on the public streets and in outdoor spaces and in any indoor spaces for public use or that are open to the public. This is in addition to the need for social distancing.

By way of exception to this general rule, face masks are not mandatory for people who have any kind of illness or breathing difficulty that could be aggravated by their use. Neither are masks mandatory for people who, due to a disability or situation of dependence, are unable to remove them or for whom their use is not feasible due to a behavioural disorder.

## **How should establishments be cleaned?**



Establishments' most commonly used facilities and areas of contact must be cleaned and disinfected at least twice a day, and one of these times must be at the end of the day.

Particular care must be taken with the cleaning and disinfection of the most frequently used contact surfaces.

The disinfectants used must be freshly prepared bleach solutions (1:50) or any of the authorised disinfectants with viricidal activity available on the market.

You must wash your hands after each cleaning session.

When several workers share a work place or work in shifts, these places must be cleaned and disinfected after each use or shift change.

When there is more than one worker in a public-facing role, the cleaning measures must include not just the sales area but also the private areas where the workers can be.

## **Apart from cleaning, what other hygiene steps can be taken?**



The layout of work places, the rules as to how people can move around in them, the layout of spaces (e.g. furniture, shelves, aisles, rows of tills, etc.), the organisation of shifts and other working conditions at the place of work must be modified as necessary and possible to ensure maximum distance between people and air circulation.

It must be ensured that the use of toilets is kept to a strict minimum.

Alcohol-based hand sanitiser dispensers must be made available, or provided individually, for people to disinfect their hands.

There must be bins where tissues and other disposable items can be discarded. They must be cleaned often and at least once a day.

In the case of phones that can be used by more than one person, their use with a hands-free system or with mechanisms enabling them to be used individually is recommended.

It is recommended that spaces be ventilated at least three times a day for approximately 10 minutes and that it is ensured that air conditioning installations are working properly.

## **Customers**

### **What measures should be put in place to protect customers?**



Where possible, establish a time slot for people over 65.

Attend to the public in a way that minimises the time spent at your premises or establishments and that facilitates the mobility of vulnerable people inside them.

Ensure that the requirements as to capacity and 1.5-metre safety distance are complied with at the establishment.

The amount of time spent in premises and establishments must be kept down to what is strictly necessary.

There must be a distance of at least one metre between the salesperson and the customer if there is protective equipment such as face masks, screens or face shields, or two metres if there is no such equipment.

Premises and establishments must make hand sanitiser dispensers available to the public at the entrance.

There must be bins, with lids and pedals if possible, at the exit of the establishment.

There must be signs informing employees and customers of the hygiene procedures published by the health authorities.

Till areas must be separated by a partition or similar if social distancing cannot be guaranteed.

There must be a safety line on the ground and/or information signs both in the till area and in the direct consumer sales area.

Whenever possible, customers must enter and leave the establishment through different doors, and suitable hand cleaning methods must be provided at entrances and exits.

The establishment's staff must carry out capacity control where so required by its characteristics.

Safe shopping lanes with arrows or signs must be created where possible.

In general, not-for-sale test products may not be made available to customers, and their use or handling must be restricted to the staff of the premises, except in some sub-sectors such as textiles, footwear, hats or jewellery, where specific recommendations will have to be followed.

## Employees

### Which employees are not allowed to go back to work, and what should happen if they start to have symptoms?



Workers with any symptoms compatible with SARS-COV2 or who are self-isolating due to a Covid-19 diagnosis may not go back to work.

Neither can those who, in spite of not having any symptoms, are in quarantine at home because they have been in contact with someone who has symptoms or has been diagnosed with SARS-COV2, or who have any of the illnesses placing them at high risk for the virus.

If a worker starts showing symptoms compatible with the disease, it is necessary to:

1. Immediately call the telephone helpline made available by the relevant autonomous region or healthcare facility, and contact the relevant occupational risk prevention services.
2. The worker must leave their place of work and take particular care to comply with the social distancing and hygiene measures until their health has been assessed by a healthcare professional.
3. The employer, for its part, must inform the prevention service so that it may take appropriate steps and comply with the notification requirements established by the competent authority.

### What do I need to know about protective equipment?



The owner of the economic activity carried out at the premises or establishment must ensure that all staff have personal protective equipment that is appropriate for the risk level, and staff members may demand to be provided with PPE if social distancing between workers and customers or between workers cannot be ensured.

All staff must be trained in, and informed about, how to use the protective equipment correctly. This will also apply to cleaning, maintenance, shelf-stacking, distribution or security staff of the establishment or retail premises (regardless of whether they are employed by it directly or under an outsourcing agreement), who must also have all the appropriate products.

## Suppliers

### What good practices can be applied with suppliers?



It is recommended that suppliers' visits be minimised by making larger, less frequent orders.

It is recommended that people or businesses that have to provide services at the establishment do so outside opening hours, and observing the same safety measures as their own staff.

A protocol to minimise contact with transport company staff must be established. An exclusive area for the delivery of orders, which must be disinfected between orders, must be established where possible. At the same time, and as far as possible, the original packaging must be discarded or, if this is not possible, packaging must be disinfected whenever so permitted by the material used.

Signed delivery notes must be sent electronically wherever possible so that paper delivery notes are not handed over in person.

## Specific instructions for establishments dealing with...

### Food



The safety measures approved and adopted so far by the food sector and their experience during this time continue to apply. Safety measures and the frequency of cleaning and disinfection must be maximised in any event as has been done so far.

Customers must wear gloves whenever they are handling non-packaged

products, and their use is recommended generally too. Workers must wear gloves whenever they are in contact with non-packaged products, and the food handling legislation must be observed in all situations.

Self-service for other products sold in bulk will require safety measures adapted to the specific type of product. As for fish, meat, deli, poultry, and fruit and vegetable products where customers are served by staff, a safe distance between customers and the products in accordance with the size of the establishment may be established. There must be non-manually operated sinks with hot and cold water and soap dispenser, disposable towels and a pedal bin.

## **Fashion**



In commercial textile establishments, clothes-altering establishments and similar, the staff must ensure that changing rooms are cleaned and disinfected often, paying particular attention to curtains, hangers, stools or any other items with which there is regular contact.

If appropriate due to the presence of a large number of customers, entry to changing rooms will be regulated so as to ensure social distancing inside. If such controlled access cannot be guaranteed, the changing rooms must be temporarily closed until such control is possible.

If a customer tries on an item of clothing and then doesn't buy it, the owner of the establishment must take the necessary steps to clean the item before making it available to other customers.

In the case of footwear and/or accessories (such as hats or scarves), disposable socks or plastic or cellulose bags must be provided so that customers who request them can use them to try on products.

## **Perfumery**



In areas selling fragrances or other products that are dispensed from a dispenser, the establishment must make gloves and alcohol-based hand sanitiser available to customers to use before and after trying each product.

In addition, it must provide a bin nearby, preferably a pedal bin that can be closed, for used tester strips to be discarded.

In the case of make-up testers which come into contact with the skin (such as lipstick, eye shadow, nail polish and similar products), the establishment must ensure that the items used for each sample are disposable.

## **Jewellery, watches and similar**



In view of the special characteristics and value of the items, and in order to maintain the establishment's basic security measures, customers may be asked, where appropriate, to remove their face mask so they can be more clearly identified before entering, always observing social distancing. Once inside, they must put it back on whenever social distancing with other customers and/or staff cannot be ensured.

Customers may not touch any surfaces, display cases or catalogues unless they are wearing either gloves provided by the shop or their own gloves, which must be cleaned with alcohol-based hand sanitiser. Customers may not touch the goods: the salesperson will show them the products.

The establishment must have covers made of disposable plastic (such as cling film) available to customers to cover the relevant part of their body (e.g. hand, arm or neckline) when trying on an item.

The disinfectants recommended for jewellery are generally soap and water, as well as 70% propyl alcohol, applied with a wipe or cotton wool disc. This should not be applied to jewellery that can be damaged by alcohol (such as pearls). In such cases, the use of hydrogen peroxide or a steam bath containing this compound is recommended.

## **Items for the home, leisure and culture**



Establishments selling technology, telephony or culture products (such as books, CDs or similar) must have disposable gloves available at the entrance for those customers who request them.

### **Display units and products must be cleaned frequently.**

As regards product returns, the owner of each establishment must put in place the necessary measures to clean each item before making it available to other customers, using either disinfectant liquids or other scientifically proven methods.

In the case of establishments selling furniture and/or household appliances that need to be tested by means of physical contact, plastic protectors or similar items must be made available to those customers who require them. Establishments must also ensure that products are collected and loaded into customers' vehicles in accordance with all necessary security measures by both the customers themselves and by any staff of the establishment who may be assisting them.

Delivery people and assemblers must have enough PPE (at least two pairs of gloves and two face masks per person) in case any of it is damaged during handling, as well as disinfectant gels for use before and after each delivery.

## **Further information:**

**For more information, you can [consult here](#) the guides published by the Generalitat de Catalunya**