

Guidelines for keeping fashion retail workers and customers safe during the Covid-19 pandemic

FOR STORE STAFF

ESSENTIAL HYGIENE AND PROTECTIVE MEASURES

- Wear masks and gloves during shifts and preferably also while commuting to work.
- Take breaks to wash your hands and sanitize your workstation. Avoid hand contact with the eyes, nose and mouth.
- If you have symptoms, of the infection, as identified by the health authorities, immediately call your manager and your doctor and do not go to work.
- If you belong to a special vulnerable group, you should not go to work and should be guaranteed paid leave.
- Increased cleaning of work zones including regular store sanitation, deep cleaning for access doors, latches, bathrooms, etc. and high trafficked spaces, should be undertaken daily and, in general, spaces for people to pass through.
- The operation of soap dispensers, disinfectant gel, disposable paper, etc. should be checked at least daily.
- Each employee should make sure mobile electronic devices (point of sale terminals, dataphones, computers, telephones, etc.) are disinfected regularly with paper and liquid disinfectant; no devices should be shared among staff if not disinfected beforehand.
- Regular ventilation of premises will take place at the end of the day and during breaks or change of shifts. In stores without the possibility of natural ventilation (closed buildings), air-conditioning systems shall be adjusted to increase the number of renewals per hour or the percentage of clean air from outside to avoid re circulation of air as far as possible.
- Informative posters with hygiene and communication measures will be available on the communication boards and in the common areas.

WORK ORGANISATION IN THE STORES

- Where work is organized in shifts, each shift will be planned to guarantee the same team does the same shifts and that teams are divided by tasks. A safety distance between teams should be observed. Workers will always maintain a distance of at least 2mt if working in the same team.
- Return to work for employees with parental or caring responsibilities or with preexisting health issues should be carefully considered and if necessary, these employees should be provided with paid leave.
- In each shift change the work zone should be cleaned with a liquid disinfectant.
- Operation hours should be limited to ensure restocking is conducted safely and without close contact with customers.

DRESSING ROOMS – LOUNGES AND BATHROOMS

- For those who wear work clothes or uniforms, the company should ensure that there are always in sufficient numbers to keep them clean. If this is not possible, the use of such clothing or uniforms shall be exempted.
- All clothes and personal items should be carefully stored in the lockers, no personal belongings should be kept outside.
- All personal belongings should be put in personal lockers. Time spent in dressing rooms should be limited to minimum and contacts with other colleagues should be avoided in these areas.
- No kitchen utensils, cutlery or food should be shared in the store.
- Water dispensers should be disabled, and bottled water should be provided.
- Contact surfaces in bathrooms (knobs, faucets, etc.) should be cleaned and disinfected regularly.
- Single use of towels in the bathrooms, use of disposable paper for regular disinfection and safe disposal of used masks and gloves should be ensured.

FITTING ROOMS

- A limited number of customers should be allowed to use fitting rooms and in any case a safety distance should be observed.
- The fitting rooms should be cleaned with liquid disinfectant after being used by customers.

TILLS

- Priority should be given to contactless and cashless payment.
- One till should be closed between two or alternative measures to keep distance between customers should be worked out. Use of crowd-control belts and straight lines instead of winding queues are good alternatives.
- Clear marking on the ground will assist customers to keep the safety distance.
- Plexiglass at checkouts should be installed to create a separation bubble with clients.

FOR CUSTOMERS

- Hand sanitizers approved by the Health Department should be made available at the store entrance and customers should wear masks when shopping in the store.
- Clear informative signs outside and inside the stores should be displayed to make sure customers follows the safety rules.
- The number of customers allowed in the shop and time spent in the store can be limited at busy times. For this purpose, a security guard at the entrance will count and check to keep the number of customers within the maximum allowed.
- Demonstration products: perfume, make up testers, jewelry should not be used or limited with appropriate safety measures as they can be a vehicle for spreading the virus and should be disinfected after every customer test.
- A safety distance between customers of at least 2mt and limitation of time spent on the sales area are good rules to safeguard customers' health.
- Disinfection of the equipment used by the customer: baskets, bags, shopping carts, payment terminals.
- Provide bags free of charge for each purchase to avoid handling of customer bags. No use of customers' used bags unless the customer bags it themselves.

- Put in place appropriate measures for more problematic areas (e.g. accessible bathrooms, too narrow aisles).
- After-sales service (return of items and exchanges, etc.) should be organised according to specific delivery times. In the case of return of products from customers, they must be disinfected or kept in quarantine before being sold. They are kept in closed bags and will always be collected with disposable gloves.
- Adopt a zero-tolerance approach to abusive behavior by customers.
- Only supervisory workers should be responsible for enforcing health and safety protocols.

EXTERNAL STAFF

- External companies will be allowed to access the store during opening hours only if strictly necessary.
- Workers of external companies will enter the store only if they wear gloves and masks, as well as other protective measures appropriate to their activity.
- Secondary entrances, where they exist, are preferable for external staff to access.
- Safety distance should be always kept for all transport companies delivering and collecting packages to the stores.
- If the cleaning service is subcontracted to an external company, the company that owns the store will guarantee compliance with the protection measures that these personnel must have. Likewise, it will guarantee that the products used in the cleaning of the facilities are those recommended by the health authorities.

INVOLVEMENT OF THE HEALTH AND SAFETY COMMITTEE /UPDATE AND ROLE OF WORKERS' REPRESENTATIVES

- The store health and safety committee, where it exists, will help staff understanding and enforcing safety measures and will make sure stores managers follow them strictly and that any updates from health and safety authorities are timely shared and discussed with staff.
- Staff should be able to address complaints to the health and safety committee or to the employees' representatives if any issue with enforcing the rules will incur.
- A dedicated email address can be made available to all employees in case of questions related to COVID.
- All companies should ensure that their staff are properly informed and trained on the recommendations of the local health authorities and the World Health Organization regarding hygiene precautions.
- The employer is ultimately responsible for the health and safety of workers. Any measures introduced should be discussed and agreed with workers' representatives.