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.
Cash counter

Each customer to stand on the floor sticker

1 meter distance

queue

1 meter distance

1 meter distance

1 meter distance

1 meter distance
Please stand here
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).