



# **STANDARD OPERATING PROCEDURE**

**Retailers, Spa/ Salons And F&B outlets  
at  
MANI SQUARE MALL  
[POST COVID-19 LOCKDOWN]**

# INSTORE PRACTICES

## GENERAL GUIDELINES FOR RETAILERS

- Provide thermo-guns to screen all employees twice a day for body temperature
- Get signed self-declarations on health conditions by all sales staff of the store on a weekly basis as per format in the last page.
- Mall has a room or area where someone who is feeling unwell or has symptoms can be safely isolated
- Create a Rapid Response Team of at least 2 managers who will monitor employees/ customers with infections/ symptoms and will take necessary actions
- Every individual to be checked for body temperature through infrared thermometers without fail daily
- Arrange to run store with employees staying in close vicinity and/ or having own mode of transport than with employees from distant locations, traveling by public transport such as train/bus/taxis/auto in the initial stages
- Encourage employees to use their private vehicles while commuting to work and avoid using drivers
- Staff residing in Containment Zones should not be allowed to resume work
- Put up signage and posters around the workplace to remind staff and others of the risks of COVID-19 spread and necessary measures to contain it
- Retailers to maintain a checklist on daily hygiene activities

# INSTORE PRACTICES

## GENERAL GUIDELINES FOR RETAILERS

- All tenants and retail staff to use designated Mall staff Entry and Exit points at all times including Operational Hours
- Encourage quick shopping options like order on phone and pick from the store Install no-touch trash bins, instruments such as sneeze guards/ protective screens at check-out/ cash counters
- Disinfect entire store and back office area frequently, carry out fumigation of workplace every 48 hours for first 14 days
- Communicate with your customers, with all the precautions & safety measure taken by your brand, so that they have the confidence to visit the Mall. This can be done through multiple media such as Print, Radio, OOH, Social Media, etc.
- Undertake complete deep cleaning and pest control of your stores
- Create floor markings at the tills and the counters to ensure social distancing
- Manage stores with minimum number of staff
- Mandate employees to have lunch at their own work stations; no employee to be allowed to wash their lunch box in the wash basin

# INSTORE PRACTICES

## GENERAL GUIDELINES FOR RETAILERS

- Place sanitization products and awareness guideline posters at all prominently visible points including entry and exit points and customer care desks
- Disinfect surfaces including doorknobs, handrails, the POS system, tables and desks, front entrance, carts, registers and bathrooms at regular intervals for the entire duration a store is open
- Provide Bio-Degradable gloves, masks to all staff
- Place sanitizing hand rub dispensers at prominent places around the workplace make sure these dispensers are regularly refilled
- Mandate the staff using public transport to sanitize themselves before entering the store
- Ensure physical distancing by keeping a distance of at least 2.0 meters between employees
- Encourage contactless payment options
- Ensure cashiers wear gloves while dispensing cash
- Replace physical bills with a soft copy/image to be sent to customers via email / SMS / WhatsApp

## **PROCEDURE OF GOODS HANDLING & GOODS HANDLERS (MALL & FOOD COURT)**

- Face Mask & gloves are compulsory for Goods Handlers, Drivers & Delivery personnel's during stock handling & delivery
- All delivery vehicles should be disinfected before dispatch
- Follow alternate parking of vehicles at loading bay
- Drivers and delivery men must adhere to social distancing norms at loading bay, Service Lifts and other common areas of the mall
- Vehicles carrying food items should strictly be used for food delivery and distribution only
- Brands to ensure all drivers, cleaners and delivery executives should carry and frequently use an alcohol- based hand-sanitizer and should pass through disinfection tunnels
- A fresh new set of disposable gloves is to be used while handling different food items like frozen food, perishable products, Meat & Fish, Fruits & Vegetable, etc. to contain the cross contamination
- Once materials are unloaded post approval by Mall Security, all packaged goods and materials needs to be sanitized before taking inside the mall
- FSSAI guidelines with regards to COVID-19 should be strictly followed to where applicable

## INSTORE PRACTICES FOR SPA & SALON

- Ensure body temperature check is done for every customer
- Daily deep cleaning & sanitization of salons to be undertaken
- Sanitize and disinfect work stations after every session
- Social distancing to be maintained between two workstations
- Mask, Gloves should be provided and made mandatory for your clients
- Shoe-Covers are advised for all customer and Spa/ Salon should facilitate the same
- Staff must wear gloves, face visor, Shoe covers and a face mask while at work and must change it frequently
- Encourage customer walk-ins through Pre-booked appointments only
- Use hand sanitizer at the beginning of each session
- Sterilize & disinfect all tools & equipment before and after each session
- Introduce single-use towels, bibs, scissors, combs and other tools wherever possible
- Stop the circulation of Newspaper, Books and Magazines
- Encourage contactless payment options

## RECOMMENDATIONS FOR FOOD & BEVERAGE OUTLETS

- Complete deep cleaning of entire kitchen, guest area and service area before re-opening the restaurant (Post Lockdown)
- All staff should wear gloves, masks, head caps at all times
- All staff members should mandatorily go through all necessary Food Handler's Medical Tests as prescribed by FSSAI
- All staff members handling food should thoroughly wash their hands at regular intervals
- All perishable goods like vegetables, foods, meat, etc. to be washed and sanitized before cooking
- All cutlery/ crockery should go-through a 5-step cleaning process of Scrape, Wash, Rinse, Sanitize and Air-dry
- The spoons, forks and knives should be placed in the sterilizer before handing over to the customers

## RECOMMENDATIONS FOR FOOD & BEVERAGE OUTLETS

- The tray/ salver used to shift crockery and cutlery should also go through the 5-step cleaning process before being taken to the dining area
- All tables and chairs at the dining area to be cleaned and sanitized after every use
- Discard the practice of reusing cloth napkins and promote single-use napkins/tissues
- Facilitate self-ordering counter/ QR code scanner-based ordering to eliminate human interaction
- Introduce “Buffet at your table concept” if not, follow the below Buffet based services should ensure customers are not contaminating spoons and chafing dishes and ensure you have enough manpower to help customer serve food items from buffet
- For pubs & bars, explore partnering with liquor brands and offer fresh new glasses to customer and encourage them to take away post usage or Promote disposable glasses
- In case of online Food Delivery service, third-party delivery executives will not be allowed inside the mall beyond loading/ unloading bay. The store will have to deliver the packed food at loading / unloading bay



# ISOLATION CHECKLISTS & FEEDBACK FORM



## COVID-19 Symptoms Form

Report for Mall & Retail Employees/Outsourced Contractors /Visitors  
presenting Symptoms at the Mall

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Select the appropriate box:  Visitor/Shopper  Employee  External Contractor

Employee ID: \_\_\_\_\_ Job Title: \_\_\_\_\_ Worksite: \_\_\_\_\_

Address: \_\_\_\_\_

Location of Identification: \_\_\_\_\_

### Symptoms Noticed (Select symptoms observed):

- Fever (Body Temperature  $>38^{\circ}\text{C}$  (100.40F) or higher)
- Cough (Usually Dry Cough)
- Sore Throat
- Shortness of Breath (Difficulty Breathing)
- Fatigue (Tiredness)
- Runny/Stuffy Nose
- Body Ache / Pain

Temperature Marked: \_\_\_\_\_ Time of Fever on-set: \_\_\_\_\_

Time of Isolation Protocol: \_\_\_\_\_ Referred to: \_\_\_\_\_

Notes: (Details on Accompanying Members/Mode of Travel/Exposure to colleagues/Others)

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### Details of Reporter:

Name: \_\_\_\_\_ Job Title: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Signature: \_\_\_\_\_

### COVID-19 Self-Declaration Form

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and visitors we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone on the premises.

I am a :  Visitor/Shopper  Employee  External Contractor

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Email ID: \_\_\_\_\_ Residential Area: \_\_\_\_\_

Employee ID: \_\_\_\_\_ Job Title: \_\_\_\_\_ Company: \_\_\_\_\_

Residential Address (Current): \_\_\_\_\_

**Are you showing any signs of one or more of the following symptoms?**

*(Access to the premises will be denied if 'Yes')*

NO YES

- Fever (Body Temperature >38°C (100.40F) or higher)
- Cough (Usually Dry Cough)
- Sore Throat
- Shortness of Breath (Difficulty Breathing)
- Fatigue (Tiredness)
- Runny/Stuffy Nose
- Body Ache / Pain

*I hereby state that the information stated on this form is true and correct to the best of my knowledge.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for your time and co-operation.

Stay Safe.

## Travel Declaration Form

I hereby declare that I/my family member(s) have travelled/will be travelling to the following city / country on the dates as specified below:

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Company: \_\_\_\_\_ Department: \_\_\_\_\_

Employee ID: \_\_\_\_\_ Job Title: \_\_\_\_\_

Relation of the travelling person(s) to employee: \_\_\_\_\_

Destination: \_\_\_\_\_ Date of Travel: [Onward] \_\_\_\_\_ [Return] \_\_\_\_\_

Nature of Travel:  Domestic  International

Purpose of Travel:  Personal  Business

Mode of Travel & Corresponding Details: \_\_\_\_\_

**Are you showing any signs of one or more of the following symptoms?**

*(If 'Yes', Kindly contact the HR or Reporting Manager)*

NO YES

- Fever (Body Temperature >38°C (100.40F) or higher)
- Cough (Usually Dry Cough)
- Sore Throat
- Shortness of Breath (Difficulty Breathing)
- Fatigue (Tiredness)
- Runny/Stuffy Nose
- Body Ache / Pain

*I hereby state that the information stated on this form is true and correct to the best of my knowledge.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## FEEDBACK FORM

Please use this form to provide feedback and to suggest new ideas we could implement to improve our safety and precautionary measures to tackle COVID – 19

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email ID: \_\_\_\_\_

Company: \_\_\_\_\_

### FEEDBACK:

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