COVID-19 Code of Conduct to Retail Companies

- COVID-19 is a viral infection that spreads from person to person through droplet infection, mainly through a contact with an infectious person who has symptoms characteristic to the infection. The virus can also spread from contaminated surfaces. On contaminated surfaces, the virus can survive up to 3 days under favourable conditions but is destroyed during cleaning and disinfection.
- Pursuant to § 22 (5) of the Communicable Diseases Prevention and Control Act, the Health Board develops measures for the control of communicable diseases that have not previously occurred in Estonia and notifies the relevant persons thereof.

Quality of ambient air and water

- Until the end of the emergency situation, all retail premises should observe the rules for Additional requirements for ventilation and airing of buildings and non-residential facilities of welfare institutions during the emergency situation. As the emergency situation comes to an end, comply with the requirements normally observed.
- If there has been no consumption of drinking water, or the consumption of drinking water in the building has been reduced significantly since the beginning of the emergency situation, then before starting to use the drinking water, the pipes which have been out of use must be properly cleaned prior to the use of drinking water. To do this, fully open all unused taps and allow the water to run until the water reaches the temperature of the water distribution network and remains constant.
- In buildings with hot water boilers and hot water supply systems which have not been used for a while, all taps should also be opened and allowed to run for a while. It is recommended to drain the water from the boilers, clean them, if necessary and heat the new water supply to at least 60 degrees. When carrying out the works, care must be taken not to burn yourself and those in the building with hot water.
- To ensure that the water quality meets the requirements, we also recommend testing for microbiological parameters. If the water quality does not meet the requirements, we recommend that you contact the building owner, water company, or other competent authority to flush and disinfect the pipes. Another microbiological testing of the water should follow.

Cleaning of surfaces, rooms, and objects

- When cleaning rooms and surfaces the Health Board’s cleaning and disinfection recommendations should be observed. The recommendations can be found at: https://www.terviseamet.ee/et/COVID-19-trukised#JUHENDID
- Carry out regular cleaning and disinfection in the premises by conventional methods and means.
- Cleaning and disinfecting frequently touched objects and surfaces (including sales counters) at least 2-to-4 times a day.
- Do not forget to clean toilets, door handles, electronic information boards, self-service scanners and cash machines, payment terminals, shopping trolleys and baskets, scales, etc.
Rules of Procedure

- If possible, allow employees with mild respiratory symptoms, or employees who have been contact with infected persons to work remotely.
- If possible, arrange the working places so that the employees and the clients can maintain a 2-metre distance.
- When organising meetings, ensure a possibility to maintain 2-metres distance.
- If possible, organise work in a single shift, or handing over the shift so that the employees of different shifts would not come into contact with each other.
- Promote the use of online shopping.
- Do not organise any sales campaigns or organise sales campaigns only online.
- Do not organise any product promotion events or food tasting, i.e. do not offer food to taste, products to sample, including testers of multiple-use cosmetics products.

Food

- Ensure that all the employees handling food are adequately trained in food hygiene.
- Observe regular food handling requirements.
- Re-organise the use of self-service counters for ready-made food, if possible, pre-pack ready-made food at the point of sale in advance for the consumer.
- Serve only packaged ready-made food (e.g. pastries, sausages, candy, cookies, nuts, salads, etc.), organise the packing in a separate room or at least 2-metres distance from the customers movement path.
- Make sure that disposable packaging (e.g. coffee cups) is not freely available to customers.
- Do not organise food tasting events and other product promotions.
- Regularly clean and disinfect all frequently touched surfaces and surfaces which come into contact with food (including sales counters).
- The catering establishments in the shopping centres must further comply with the guidelines of COVID-19 Code of Conduct for Catering Establishments.

Customers

- Calculate how many customers can be in the store (or other service provider’s premises) to ensure compliance with the 2 + 2 rule.
- Provide customers with opportunities to wash their hands or, if this is not possible, to disinfect them.
- Place antiseptics in a visible place along the path of movement of the customers. Among other locations, hand-sanitisers should be available at entry and exit points, at checkouts and toilets, and near the self-service scanner shelves.
- Provide appropriate instructions for handwashing and use of antiseptics.
- Provide sufficient soap and disposable hand-drying paper in the toilets of shopping centres and stores. From the point of view of infection safety, it is preferable to dry the hand with a disposable paper towel rather than a machine hand dryer.

Employees
- An infected employee must stay at home.
- Minimize close contacts** between employees and customers.
- Minimize exposure of at-risk employees (especially the elderly, employees with chronic illnesses and immunodeficiencies) to customers.
- Provide regular hand washing opportunities for employees. When washing hands, observe the following instructions: [https://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/kuidas_pesta_kasi_0.pdf](https://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/kuidas_pesta_kasi_0.pdf)
- If washing hands is not possible, disinfect your hands with at least 70% ethanol-based hand antiseptics. Visibly soiled hands must be washed immediately.
- Strictly comply with respiratory hygiene requirements (i.e. cover the mouth with a disposable paper tissue when coughing and sneezing, which will then be disposed, if you do not have a disposable paper tissue, cover your nose and mouth with your sleeve). Avoid touching your mouth and nose.
- Ensure that workers have access to the necessary personal protective equipment in accordance with the risk assessment. In doing so, ensure that workers are aware of the correct use of personal protective equipment.
- Wash work clothes regularly according to the company's usual instructions. The clothes of the infected employee must be washed immediately.
- If possible, do not take clothes and other work equipment home.
- Recommendations for beauty service providers can be found at: [https://www.terviseamet.ee/et/COVID-19-trukised#JUHENDID](https://www.terviseamet.ee/et/COVID-19-trukised#JUHENDID).
- Prepare a risk assessment of the work environment, which is the basis for the use of personal protective equipment by employees who carry out different types of tasks. Instructions for conducting a risk assessment can be found on the Portal of Working Life: [Coronavirus as a biological hazard factor](https://www.terviseamet.ee/et/COVID-19-trukised#JUHENDID).
- Develop a case-by-case approach and general rules of behaviour for COVID-19. As a general rule, set out how the employees will be notified if one of the employees has been infected with COVID-19. For this purpose, the employer shall appoint a trustee who the employee can inform if they are suspected or confirmed the COVID-19 diagnoses. The trustee, in cooperation with the regional department of the Health Board, identifies when the person infected with COVID-19 was at work, which rooms they used and with whom they were in close contact*. Through the trustee, further activities can also be initiated in accordance with the recommendations of the regional departments of the Health Board - organisation of additional cleaning of the premises, sending people to work from home, other further work organisation, etc.

### If an employee has a respiratory illness (fever, cough, weakness, and other symptoms)

**1. Outside working hours (not at place of work):**

- The employee must stay at home and contact their family doctor, who will make a decision regarding the diagnosis of COVID-19, the need for testing and the incapacity of work certificate.
- Colleagues who have not been in contact with the employee during the symptomatic period may continue to work but should monitor their health closely for 14 days. If symptoms occur, they should stay at home and contact their family doctor.
- If an employee has been unwell, they may return to work 14 days after the onset of symptoms, provided they do not have any respiratory symptoms or fever. The final decision is made by the family doctor. If the doctor has terminated the employee’s sick leave, the employee may return to work and the employer has no right to require the employee to have additional testing done.

**2. During working hours (at the place of work):**

- The infected employee must leave work immediately and go home. They may return to work 14 days whey they have recovered - provided they do not have any respiratory symptoms or fever.
- The infected employee must immediately contact their family doctor. The family doctor will assess the likelihood of COVID-19 based on symptoms, epidemiological contact, or laboratory testing (the need for laboratory testing will be decided by the family doctor).
- In order to inhibit the spread of COVID-19, it is important that the infected employee informs the appointed trustee of the confirmed COVID-19 diagnosis.
- The appointed trustee, being informed about the COVID-19 diagnosis of the employee, cooperates with the regional department of the Health Board.
- Premises potentially contaminated with the virus must be closed to unauthorized persons and properly washed, disinfected, and ventilated.
- The Health Board’s cleaning and disinfection recommendations can be found here: [https://www.terviseamet.ee/et/COVID-19trukised#JUHENDID](https://www.terviseamet.ee/et/COVID-19trukised#JUHENDID).
- If the diagnosis of COVID-19 is confirmed, people who were in close contact* with the infected worker during the symptomatic period must be identified at the workplace. The appointed trustee shall cooperate with the regional department of the Health Board to identify people who have been in close contact* with the infected person.
- People who have been in close contact** with the infected person should stay at home for 14 days and monitor their health carefully. The rest of the staff may continue their daily work but should closely monitor their health.
- If the diagnosis of COVID-19 was not confirmed, other employees may continue to work, but certainly monitor their health within 14 days.

**Hands must be washed:**
- Before starting work.
- Before handling heat treated or ready-made food.
- After handling or preparing food that has not been heat-treated.
- After handling waste.
- After cleaning.
- After using the toilet.
- After blowing the nose, sneezing, or coughing.
- After eating, drinking, or smoking.
- After handling money.

**Close contact means:**
- Direct physical contact with a person infected with COVID-19 (e.g. shaking hands).
- Direct contact with respiratory secretion of a person infected with COVID-19 without protective equipment (e.g. coughing).
- Spending time with a person infected with COVID-19 at least 15 min and at a distance less than 2 m.

**Recommendations and guidelines:**
- Recommendations of the Food and Veterinary Office to food business operators regarding the coronavirus.
- Labour Inspection Recommendations for Employers and Employees.