



COVID-19 instructions for retail undertakings

- COVID-19 is an infectious viral disease which spreads from person to person by means of the projection of an aerosol, mainly through close contact with infectious persons.
- If the conditions are favourable, the virus can survive on contaminated surfaces for up to three days, but it can be destroyed by cleaning and disinfection.
- The risk of the spread of COVID-19 is at its highest in enclosed, crowded, and poorly ventilated rooms.
- The aim of the instructions is to provide guidelines for retail undertakings in terms of the safe provision of their services under the circumstances of the spread of COVID-19.

The cleanliness of the premises and proper ventilation

- It must be ensured that air that is mechanically supplied and removed in the form of a ventilation system, and that such a system is fully functional and has been switched on. The requirements of regulation no. 8 of the Minister of Economic Affairs and Infrastructure of 2 April 2020 on [further requirements for ventilation and aeration of a social welfare institution building or a non-residential building during the state of emergency](#) must be followed.
- The premises must be regularly cleaned and disinfected by using the usual methods and cleaning materials.
- Frequently touched objects and surfaces (such as door handles, electronic information boards, self-service equipment, cash registers, payment terminals, shopping carts, shopping baskets, scales, etc) must be cleaned in every 2-4 hours.
- Packaging and utensils which are used for selling takeaway food and drinks or for consuming them on site must be stored in a manner which helps to prevent their potential contamination.
- Any waste which may have come in contact with the virus (including personal protective equipment) must be collected in plastic bags which can be sealed at the top and disposed of as mixed domestic waste.
- [Advice by the Health Board in terms of cleaning and disinfection](#) must be followed.
- It must be ensured that anyone who is using the business premises is maintaining the required social distancing from anyone else on the premises (approximately two metres). Information materials and the required signage must be displayed by the cash registers to facilitate this. Verbal reminders must be used as well, if necessary.
- Customers should be encouraged either verbally or by other means to use the [Hoia](#) mobile phone app. The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with a person who has tested positive for coronavirus.
- Customers must be able to wash their hand or, if this is not possible, to sanitise their hands.
- Toilets must be equipped with plenty of soap and disposable towels for drying hands. From the perspective of infection prevention, it is safer to use disposable towels instead of hand dryers.
- The means for sanitising one's hands must be installed in visible places by the main routes being used by customers, including next to entries and exits.
- [Hand-washing](#) and [sanitising](#) stations must be equipped with respective instructions.
- If the business has an online store, customers should be encouraged to use this store.
- In the event that a business-related campaign is required to be organised, the business must ensure that the campaign will not result in a mass gathering.

Employees





- The employer must make sure that all employees are aware of the main measures which can be implemented in order to prevent the passing on of respiratory diseases.
- It must be stressed to employees that they are not permitted to come into work or to remain at work in the case of there having been even the smallest suspicion of their having been infected. A procedure must be established in order to make sure that no employee who has fallen ill remains on the business premises.
- Close contact between employees and customers must be minimised.* If this is not possible, provide employees with personal protective equipment such as visors and masks.
- **Employees should be advised to use the [Hoia](#) app.** The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with a person who has tested positive for coronavirus.
- Employees must be able to wash their hands regularly. The [instructions](#) that have been provided for washing hands must be followed.
- If it is not possible to wash one's hands, then hands must be sanitised with a hand antiseptic by following the respective [instructions](#).
- Visibly dirty hands must always be washed.
- Collective means of protection and personal protective equipment must be issued to employees based on the results of the risk analysis for the working environment, and training must be organised to show the proper and safe use of such equipment.
- Work clothing must be washed regularly using a procedure which is followed by all business employees. The clothing of any employee who has fallen ill must be washed immediately.
- Clothing or other tools and equipment which are used at work should not be taken home if possible.
- In the case of organising product presentations (such as food or cosmetic products which are accompanied by a high risk of cross-contamination, such as lipsticks or mascara), where possible facilities must be provided to those persons who are tasked with presenting the products and to customers so that all parties are able to sanitise their hands and all parties should be encouraged to maintain the required social distancing and wear masks.

If an employee falls ill with a respiratory disease
(fever, cough, lack of energy, and other symptoms)

- An employee who falls ill outside of the working hours must stay at home.
- An employee who falls ill at work must leave immediately.
- The employee must contact their family physician who will determine whether or not that person should be diagnosed with COVID-19, plus informing of their need to be tested, and the potential need for signing a certificate to show their incapacity for work.
- From the perspective of slowing down the spread of COVID-19, it is important for any employee who has fallen ill to notify their employer of their COVID-19 diagnosis being confirmed. The employer must be notified in a manner which has been agreed between the employee and the employer.
- Having been notified of an employee's COVID-19 diagnosis, the employer must cooperate with the regional department of the Health Board to identify the employee's work-related close contacts and to provide them with instructions for the further organisation of their work.
- Any premises which may have been contaminated with the virus must be closed to third parties and should be thoroughly cleaned, disinfected, and ventilated before reopening.
- [The advice of the Health Board in terms of cleaning and disinfection](#) should be followed.
- If a diagnosis of COVID-19 is confirmed, the employer must identify all persons who have come into close contact with the employee who has fallen ill at their place of work within the period after the





employee had become symptomatic or up until two days before they became symptomatic. The employer must cooperate with the Health Board's regional department to determine close contacts.

- Close contacts must stay at home for a period of fourteen days and should monitor their health condition carefully. The duration of the required period of self-isolation can be reduced by testing negative for SARS-CoV-2 at least ten days after having come into close contact with someone who carries the virus.
- Remaining employees may continue to carry out their daily duties, but should also keep an eye on their health.
- If the COVID-19 diagnosis is not confirmed for an employee who has fallen ill, all other employees may continue to carry out their duties, but must monitor their health over the following fourteen days.

HANDS MUST BE WASHED:

- before commencing work;
- before handling heat-treated or ready-made food;
- after handling or preparing food which was not heat-treated;
- after handling waste;
- after carrying out cleaning operations;
- after using the toilet;
- after blowing one's nose, sneezing, or coughing;
- after eating, drinking, or smoking;
- after handling cash.

*CLOSE CONTACT IS CLASSED AS BEING:

- direct physical contact with an individual who has been infected with COVID-19 (such as shaking hands);
- direct contact without any protection with secretions from the respiratory tract of a person who has been infected with COVID-19 (such as being coughed on);
- being within a distance of up to two metres of a person who has been infected with COVID-19 for at least fifteen minutes.

Guidelines and advice are available at:

[The Health Board's COVID-19-related publications and instructions](#)

[The advice of the Veterinary and Food Office to food business operators in connection with coronavirus](#)

[The Labour Inspectorate's advice to the employer and employee](#)

