

PROTOCOL AND GUIDE TO GOOD PRACTICES AIMED AT COMMERCIAL ACTIVITY IN PHYSICAL AND NON-SEDENTARY ESTABLISHMENT



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This protocol is conceived as a general and broad framework, agreed and agreed with the sector and main unions, which may be completed with decisions and protocols to be adopted and agreed upon in companies within the framework of the participation law of bodies representing workers, through the prevention delegates and the health safety committees.

The different instructions and recommendations prepared have also been taken into account by the Ministry of Health.

This protocol is configured as a reference that contains a compendium of measurements of security and serves as a guide to good practices, easy to understand for the commercial sector. Its effectiveness will depend on the awareness, responsibility and solidarity of both companies, their staff and consumers; together we can face the coronavirus pandemic effectively, avoiding a negative effect on the economy, employment and the health of our country.

When consulting this Guide, the conditions must be taken into account specific established in the ministerial orders that regulate each one of the phases of de-escalated where you are at the moment in order to adapt the indications of the Protocol taking into account those measures that were specific to each of the phases such as, for example, the capacity allowed in a commercial establishment.



GENERAL PREVENTION MEASURES

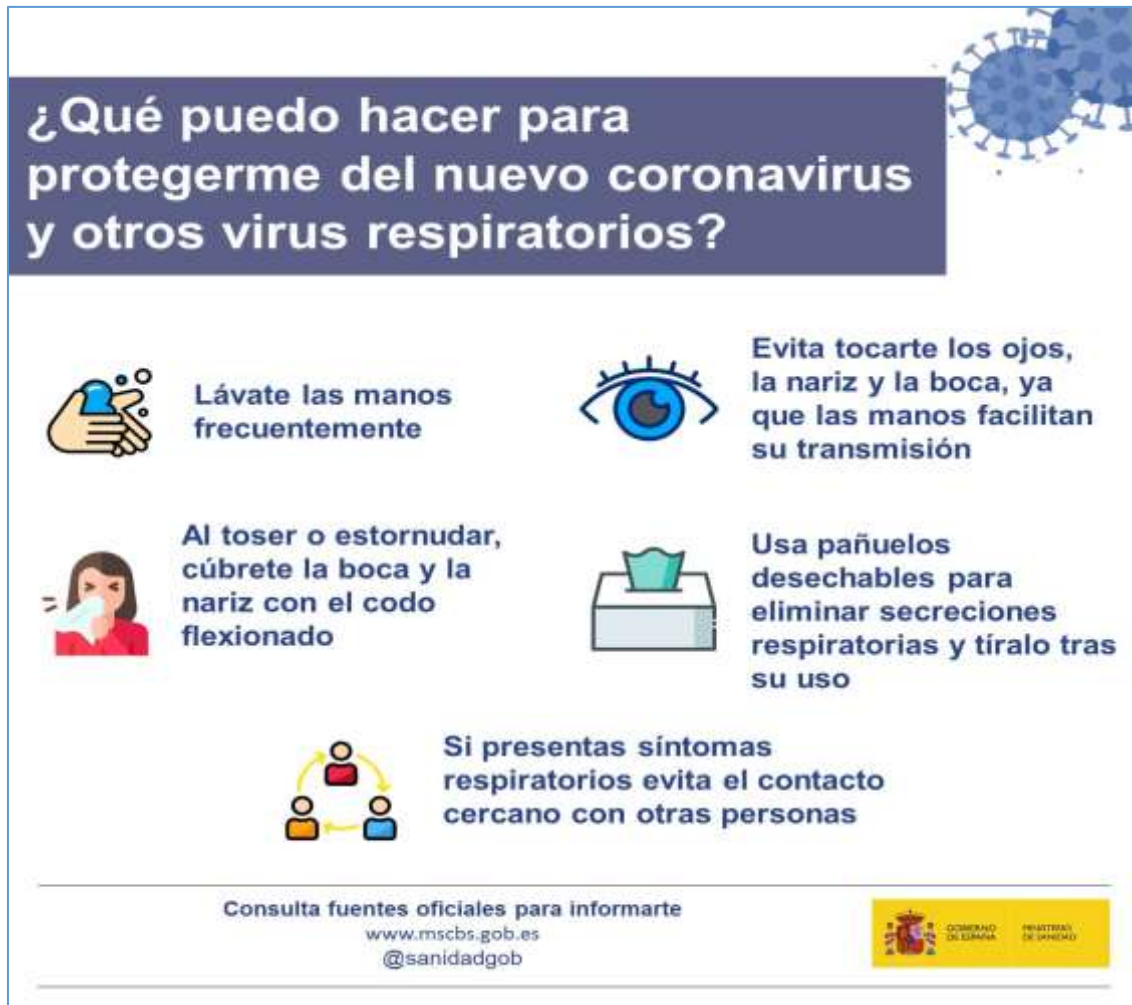
Protection measures against the virus

The Ministry of Health highlights the following as main protection measures:

- Interpersonal distance of approximately two meters or other measures of barrier and the use of a mask when this distance cannot be maintained.
- Hand hygiene with soap and water and, in their absence, with a solution hydroalcoholic.
 - Hand hygiene is the simplest and most effective measure to prevent transmission of microorganisms including Covid-19 due to its lipid envelope which is deactivated with the surfactant substances of the soaps.
 - There is no need to use disinfectant soaps; ordinary hand soap, be it solid or liquid, it is enough. The important thing is the duration of the friction that must be at least 40-60 seconds.
 - Another option is to use a hydroalcoholic solution taking into account that it would not be effective in the case of relatively dirty hands, in which In this case, wash with soap and water.

- Regular cleaning and disinfection of objects for personal use such as: glasses, mobiles, keyboards, mouse, cards, etc.
- Preventive measures to be adopted in common areas such as: adequate ventilation, daily cleaning of frequent contact surfaces or the use of gloves single use only.

¿Qué puedo hacer para protegerme del nuevo coronavirus y otros virus respiratorios?



Lávate las manos frecuentemente

Evita tocarte los ojos, la nariz y la boca, ya que las manos facilitan su transmisión

Al toser o estornudar, cúbrete la boca y la nariz con el codo flexionado

Usa pañuelos desechables para eliminar secreciones respiratorias y tíralo tras su uso

Si presentas síntomas respiratorios evita el contacto cercano con otras personas

Consulta fuentes oficiales para informarte
www.mscbs.gob.es
 @sanidadgob

How to remove the gloves?



y no olvide **LAVAR SUS MANOS** con agua y jabón tras la retirada de los guantes.

Mascarillas higiénicas en población general



La mayoría de las personas adquieren la COVID-19 de otras personas con síntomas. Sin embargo, cada vez hay más evidencia del papel que tienen en la transmisión del virus las personas sin síntomas o con síntomas leves. Por ello, el uso de mascarillas higiénicas en la población general en algunas circunstancias podría colaborar en la disminución de la transmisión del virus.

Esto es así, sólo si se hace un uso correcto y asociado a las medidas de prevención y se cumplen las medidas para reducir la transmisión comunitaria:

						
Si tienes síntomas, quédate en casa y aíslate en tu habitación	Mantén 1-2 metros de distancia entre personas	Lávate las manos frecuentemente y meticulosamente	Evita tocarte ojos, nariz y boca	Cubre boca y nariz con el codo flexionado al toser o estornudar	Usa pañuelos desechables	Trabaja a distancia siempre que sea posible

Una mascarilla higiénica es un producto no sanitario que cubre la boca, nariz y barbilla provisto de una sujeción a cabeza u orejas

Se han publicado las especificaciones técnicas UNE para fabricar mascarillas higiénicas:

- Reutilizables (población adulto e Infantil)
- No reutilizables (población adulto e Infantil)

¿A QUIÉN se recomienda su uso?

A la población general sana









¿CUÁNDO se recomienda su uso?

- Cuando no es posible mantener la distancia de seguridad en el trabajo, en la compra, en espacios cerrados o en la calle.
- Cuando se utiliza el transporte público.



Haz un uso correcto para no generar más riesgo:

-  Lávate las manos antes de ponerla.
-  Durante todo el tiempo la mascarilla debe cubrir la boca, nariz y barbilla. Es importante que se ajuste a tu cara.
-  Evita tocar la mascarilla mientras la llevas puesta.
-  Por cuestiones de comodidad e higiene, se recomienda no usar la mascarilla por un tiempo superior a 4 horas. En caso de que se humedezca o deteriore por el uso, se recomienda sustituirla por otra. No reutilices las mascarillas a no ser que se indique que son reutilizables.
-  Para quitarte la mascarilla, hazlo por la parte de atrás, sin tocar la parte frontal, deséchala en un cubo cerrado y lávate las manos.
-  Las mascarillas reutilizables se deben lavar conforme a las instrucciones del fabricante.

21 abril 2020

Consulta fuentes oficiales para informarte
www.mcsbs.gob.es
 @sanidadgob

**ESTE VIRUS
 LO PARAMOS
 UNIDOS**

General hygiene and / or protection measures for workers

- The recommendations that the Ministry of Health has will be taken into consideration available to the public on its website and, in particular, that contained in the document "Procedure of action for risk prevention services **against exposure to the new coronavirus (SARS-COV-2)**" ^{one}, document that is regularly updated, including the most current recommendations and adapted to changing circumstances.
- The following workers may not join their jobs:
 - a) Workers who at the time of reopening the commercial establishment are in home isolation for having a diagnosis of COVID-19 or have any of the symptoms compatible with COVID-19.
 - b) Workers who, without having symptoms, are in the quarantine period home for having had contact with someone with symptoms or diagnosed with COVID-19 or suffer any of the pathologies that have been declared of risk before the COVID-19.
- In the event that any worker has the certainty or well-founded suspicions that he has contracted the disease due to COVID-19, you can only join your position work prior specific medical examination by the Health Surveillance Service Of the health.
- The holder of the economic activity carried out in the establishment or premises is will ensure that all workers have personal protective equipment appropriate to the level of risk, and that they are permanently at your disposal in the workplace hydroalcoholic gels for cleaning hands or when not frequent washing with soap and water possible. The use of masks will be recommended when the interpersonal safety distance of 2 meters cannot be guaranteed or other barrier measures between the worker and the client or between two workers. All staff must be trained and informed on the correct use of the protection equipment mentioned. The foregoing will also be applicable to personnel

^{one} https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCovChina/documentos/PrevencionRRLI_COVID-19.pdf

in charge of cleaning, maintenance, replacement, distribution or security of the establishment or retail business premises, whether owned or used by a subcontracts, which must also have all the appropriate products to proceed to it.

- In the organization of work, establish guarantees so that during the working day frequent hand washing with soap and water can be carried out and, in the absence of these, with a hydroalcoholic solution.
- In workplaces where it is not possible to wash hands by the performance of the task, must have gel or alcoholic substitute solution in sufficient quantity for your shift and job and thus maintain hygiene adequate.
- Avoid close contact and keep a minimum distance of two meters, carrying surgical or sanitary mask at all times. Avoid courtesy greetings that



require physical contact like kisses, hugging or shaking hands.

- Prevent entry to the establishment of clients with catarrhal symptoms (runny nose, nasal or conjunctival congestion, cough dry or productive, tearing, feverish appearance).

In case any client with symptoms

has entered the premises, perform a disinfection of all points such as shelves, cars etc., with which you may have had contact.

- Cover your mouth and nose with disposable tissues when you cough or sneeze. Throw the handkerchief to a covered trash can and wash your hands immediately
- Avoid touching your eyes, nose and mouth, as the hands facilitate the transmission of the virus.
- Avoid courtesy greetings that require physical contact such as kissing, hugging, or shake hands.
- It is recommended to avoid sharing objects (for example, money, payment cards, pens... etc.) with clients or other employees. In case you cannot avoid the exchange of objects, a hand disinfection will be performed after said exchange.
- Eliminate or close common-use appliances such as pumps at workplaces of water, coffee machines, refrigerators, microwaves, etc. Every effort will be made to provide

employees bottled water in case there is no dispenser to fill personal bottles.

- Avoid staying in the company outside of working time, both at the beginning and at end of shift, without prejudice to work breaks.
- Recommended use of individual transport complying with the recommendations of the Ministry of Transport in this regard to ensure distances. If possible, the company may facilitate the use of the establishment's own parking for customers
- In case of going to work in their own vehicle, it is recommended that workers come dressed in the work uniform from your home.
- Cleaning staff will use appropriate personal protective equipment depending on the level of risk that is considered in each situation, and will discard them, in the case of disposable equipment, safely after each use, proceeding after washing hands.
- When the minimum safety distance between personnel cannot be guaranteed and no the function of a specific worker can be eliminated, as this is essential, it You must provide the personnel of said areas or works, in addition to the mask surgical or hygienic, other additional individual protection measures, such as face protection screens or protective gloves according to the UNE-EN standard ISO 374.5: 2016.

Workwear

- For the cleaning of work clothes, this should be handled as little as possible, be Gently rolled up and carried directly to the washing machine or placed in a bag to its transfer to the washing place. Clothes should be washed at a temperature of at least 60 ° C for at least 30 minutes, or with any other method that guarantees the correct sanitation.
- Daily sanitizing or cleaning of uniforms is recommended so it could assess the increase in their endowment. In case this was not possible, it is recommended to cover the uniforms with gowns, overalls or the like. Before the impossibility of complying with all the aforementioned, the

mandatory use of uniforms so that when wearing the proper clothing of the worker hygiene measures and daily disinfection can be guaranteed.

- Attention will also be paid to the disinfection of towels and the like with the same recommendations regarding washing and should be deposited in some isolated place until it is washed. Towel replacement recommended by paper.

Measurements in locker rooms and in rest areas or rooms

- Whenever possible, locker rooms and rest areas or rooms will be closed. Yes do not close, their use will be limited to the essential minimum and in that case to the minimum of influx and residence time. In the event that these areas of Rest, kitchen utensils, kitchenware or food will not be shared.
- Avoid crowds, keeping a minimum distance of two meters.
- It is recommended to use this type of zones in turns so that you can keep the safety distance.
- Wash your hands with soap and water frequently, especially before and after each meal,
- Keep food protected with film or in containers with lids.
- Keep the used dining area and common objects clean.
- Leave the door to the break room open to ensure air renewal.

Hygiene and protection measures in the establishment

- Each location will have a cleaning protocol that meets the characteristics the same and the intensity of use
- The establishments and commercial premises that open to the public will carry out, at least twice a day, cleaning and disinfection of the facilities with special attention to the most frequent contact surfaces such as door knobs, counters, furniture, handrails, vending machines, floors, telephones, hangers, cars and baskets, taps, etc. using disinfectants such as bleach dilutions (1:50) freshly prepared or any of the disinfectants with virucidal activity that

found in the market and have been authorized and registered by the Ministry of Health. In the use of these products, the indications of the labelled.

- There will be a cleaning in the morning, before the opening of the establishment, and a second cleaning throughout the day (preferably at noon). It is very advisable to take a break at noon at the opening, dedicated to making the maintenance, cleaning, disinfection and replacement of products without the presence of clients.
- After each cleaning, the materials used and personal protective equipment used will be disposed of safely, proceeding after washing hands.
- There will be a cleaning and disinfection of the workstations in the morning and in each shift change, with special attention to counters, partitions where appropriate, keyboards, payment terminals, touchscreens, work tools and others elements susceptible to manipulation.
- When more than one worker will stay in the establishment attending to the public, cleaning measures will extend not only to the commercial area, but also, where appropriate, to private areas of workers, such as changing rooms, lockers, toilets, kitchens and rest areas.
- The cleaning conditions of toilets and common areas for whose access will be reinforced. Shifts will be established to avoid crowds.
- The toilets of commercial establishments will not be used by customers, except when strictly necessary. In the latter case, we will proceed immediately cleaning toilets and taps.
- As far as possible, dispensers will be placed or provided individually. hydroalcoholic gel for hand disinfection.
- Establishments and premises should have bins with a lid and if possible with pedal or swingarm in which to deposit tissues and other material disposable. These bins must be cleaned frequently and at least once a day.
- In phones used by different people, it is recommended to use the "Hands free" or systems that allow the individualization of their use, or, if not if possible, they will be cleaned after each use.

- Carts, baskets, escalators, and elevators will be addressed and continuous cleaning. Gloves or assimilable plastic bags may be provided to the client that can be used as disinfectant gloves and wipes for cleaning carts or shopping baskets before and after use.
- As far as possible, provided that it does not contravene any sector or security, keep the doors open with wedges and other systems, to avoid contact of people with the handles and knobs.
- In case it is considered convenient and according to the type of establishment, of doormats moistened with a 2% solution of water and bleach at the entrances and exits to the workplace.

Specific protection measures in air conditioning systems and ventilation

- Carry out a review of the air conditioning installation before reopening, where ensure cleaning or replacement of outside air filters if necessary, to maximize ventilation flow as much as possible. (Technical note: it is recommended to increase the ventilation flow at 12.5 liters / second and person for the capacity of the establishment).
- Increase as much as possible the ventilation of spaces with outside air. Generally the commercially used systems can operate by taking only air Exterior. In this case, close the air recirculation as much as possible for maximum ventilation with outside air.
- Set forced ventilation of outside air (if any) to nominal flow for at least 2 hours before the trade opening time and leave a lower flow 2 hours after the establishment closure. At nights and weekends, do not turn off the ventilation forced outside air (if any). Keep systems running at low flow (whenever possible).
- Perform natural (regular) ventilation by opening doors and windows as many hours possible. It is recommended to start natural ventilation one hour before the time of opening of the store and leaving it at least one hour after the establishment closes. This action is especially important in premises that do not have air conditioning with forced ventilation of outside air.

- Store ventilation always refers to the supply of outside air (fresh air).
In this sense, ceiling or floor fans should not be put into operation since they only remove indoor air without providing fresh air.
- Keep the ventilation of the toilets permanently: 24 hours / 7 days in functioning. Verify the correct operation of the air extraction in the toilets.
Do not open windows of the toilets to ensure the correct direction of ventilation.
- Indicate that the toilets flush with the lid closed
- In the case of equipment with heat recovery, the rotary recuperators will stop and Static reclaimers will be checked to minimize leakage.
- Prioritize ventilation with outside air over comfort and energy efficiency.
- Over-ventilation can cause drafts and lack of comfort because outside temperatures are high. Temperatures of 26-27°C in cooling mode they are admissible in many cases. In those cases where, due to the nature of the product, require a different temperature range, it will drop (for example, butchers, florists, etc.).
- The corrective maintenance work of the facility will preferably be carried out outside opening hours, taking the appropriate protection measures to avoid the contagion by COVID-19.
- In installations that support it, it is recommended to install water purification systems air like ultraviolet light.

SPECIFIC MEASURES

Organizational measures

- Establish an organizational plan detailing the action procedures of the personal (own and others), the list of necessary protection and cleaning material in each zone of the center or the work centers and the measures established or recommendations for workers and customers, to be updated permanently as health and social circumstances evolve. These plans

They must be consulted and participated by the legal representation of the workers of companies, where they exist, within the scope of the Health and Safety Committees.

- Regarding the borrowing companies, the protocol established by the prevention of others or their own and coordination in PRL with these and their workers will continue the protocols of the work centers.
- ← Plan preventive activity after evaluating occupational risks.
- Establish a cleaning and disinfection plan where the control measures of hygiene in a structured way and with attribution of powers. In any case, it will include the obligation, for all workers, to wash their hands before start your day, using soap and water and, failing that, hydroalcoholic gel. Forever Where possible, a shift work system should be established, with rotation of employees to minimize risks, without changing the attention and service to customers.
- The entrance and exit to the workplace will be organized in a staggered manner, adapted to the activity of the center, to avoid that the workers suffer crowds in the hours tip.
- Limit the number of matching workers (split days, maintenance, etc.), as well as individualize, as far as possible, those tasks that were carried out in partner, or, if it were not, keeping safe distances, it will also be provided preferably the possibility of working in non-contact modalities, such as telecommuting, in the case of office positions.
- The arrangement of the jobs, the organization of the movement of people, the distribution of spaces (furniture, shelves, aisles, line of boxes, etc.), the organization of shifts, and the rest of the working conditions present in the center should be modified, to the extent necessary and possible, in order to guarantee the possibility of maintaining interpersonal safety distances of 2 meters or required at any time by the Ministry of Health. If this is not possible, will adopt the use of masks.
- Provide information and training to personnel on hygiene in relation to Covid-19 and on the use of protective material, such as gloves and masks, so that is done safely. Informative posters will be placed in the common areas explaining how to wash your hands, put on and take off gloves and masks, like this like all necessary hygiene procedures recommended by the authorities sanitary.

- Business continuity plans will be established in the event of an increase in casualties of staff in a scenario of increased risk of transmission in the place work, with a participation process, where appropriate, with the legal representation of workers.
- One of the symptoms of Covid-19 is high fever. Therefore, it is recommended to workers have a daily temperature check before leaving their home and, if they have more than 37.5 degrees, do not go to work and notify their company by calling the medical contact authorized by the company. They should also Contact the public health service to process your withdrawal for IT and medical assistance.
- The fingerprint transfer will be replaced by any other time control system that guarantees adequate hygienic measures to protect health and safety workers, or the recording device must be disinfected before or after (as determined in the company itself) of each use, warning workers of this measure.
- To the extent possible, work meetings within the store will be avoided and if they have to celebrate, they will be held in a wide area that allows keeping the distance of interpersonal security, as far away from clients as possible, and never in public areas.
- The maximum occupation of the forklift or elevators to move merchandise or replace will be of one person or more if the distance of 2 meters can be guaranteed and will be limited use to a minimum. If it should be occupied by more than one person, you must guarantee the use of masks in accordance with the provisions of this document.
- Minimize the visits of contracts, clients and suppliers. For those contracts that must provide services at the establishment, it is recommended that they take place outside the business hours and that the same security measures are maintained as for the Own personal.
- Establish a protocol to minimize contact with carriers. If possible, establish an exclusive order delivery area which will be disinfected between orders and order. In turn, as far as possible, the original packaging will be eliminated and, if not If possible, packages will be disinfected as long as the material allows.
- Send electronically the signed delivery notes so that they are not delivered on paper from hand to hand, as far as possible.
- Facilitate home deliveries, if possible made by online payment and preferably deposit the delivery at the door of the home, without accessing the home,

maintaining in any case the recommended distance with the client of at least 1 meter when there are protection elements, or 2 meters without these elements and without no physical contact, informing the customer of it at the time of processing their order. Delivery staff, whether their own or subcontracted, will be provided with mask and gel or alcoholic substitute solution for hand washing, to proceed immediately to the necessary hygiene between each delivery. It is also recommended to keep in optimal state of cleanliness the transport used for delivery, inside and outside.

- Clients are recommended to use face masks inside the establishment to ensure thus the protection of the rest of clients and working people.

Mode of action in case of infected or at risk personnel

- Basic knowledge about Covid-19 to take into account for its prevention:
 - The symptoms of Covid-19 are mainly cough, fever, and respiratory distress and muscle and headache in some cases.
 - 80% of cases present mild symptoms and the incubation period is 2-14 days. 50% of cases begin to present symptoms 5 days after infection.
- If a worker begins to have symptoms compatible with the disease, they will be contacted immediately with the phone enabled for this by the Autonomous Community or corresponding health. The worker will leave his job, paying pay special attention to distance and hygiene measures, until your situation be evaluated by a healthcare professional. For its part, the company will proceed to notification to the prevention service so that it can adopt the appropriate measures and comply with the notification requirements established by the Ministry of Health.
- On the part of the company, an action protocol must be developed and applied in case of detection of possible infected people or people who have been in contact with the former.
- If any worker corresponds to the profile of "risk person" according to the recommendations of the Ministry of Health, either due to pregnancy, chronic pathologies previous or age, will proceed to the revision of his job by the service of prevention (health surveillance), to consider whether or not to recommend its "Preventive isolation" in the event of not being able to carry out their work by teleworking.

General hygiene and client protection measures



- The establishments may compel customers to use surgical masks or sanitary inside the establishment.
- A maximum capacity must be established, which must allow compliance with the measures extraordinary measures issued by the competent authorities in each phase of flexibilization of containment measures, specifically with the requirement of minimum distances. The capacity it will be proportional to the surface of the premises and the de-escalation phase and must be exposed through signage at the entrance to the establishment, being visible to both the client and for the workers.
- In case of completing the allowed capacity, customers must wait outside the establishment in an organized way and strictly keeping the safety distance.
- The residence time in establishments and premises will be strictly necessary so that consumers can make their purchases or receive the provision of the service.

- Establishments and premises must clearly indicate the safety distance of 2 meters between clients, with marks on the ground, or through the use of beacons, signage and signage for those cases where personalized attention is possible from more than one client at the same time, which cannot be performed simultaneously by the same employee.
- The distance between seller and customer will be at least 1 meter when you have protection elements such as bulkheads or face shields, or 2 meters without these elements, throughout the purchase process, as well as in the service and payment.
- Establishments and premises must make gel dispensers available to the public disinfectants, in any case at the entrance to the premises, which must always be in good condition of use.
- Establishments and premises must make disposable gloves available to the public, being able to use the so-called section gloves or any other kind not reusable, in any case at the entrance to the premises, along with wastebaskets to make it possible dispose of them safely at the exit of the commercial premises. It is recommended to have litter bins with lid and pedal control.
- Inform the workers and customers through signage of the procedures for hygiene published by the health authorities, calling for collaboration and monitoring of the rules for the good of all. Special recommendations will be given in the most sensitive as:
 - Escalators: Avoid touching the handrails as much as possible. Further, every 4 or 5 steps, they will be marked to indicate the safety distance of 2m.
 - Lifts: avoid their use as much as possible. Limit your maximum occupancy to one person or more if the distance of 2 meters can be guaranteed. Priority will be given to those with physical limitations who may be accompanied if they requires or to pushchairs.
 - Boxes: respect for safety distances.
- Establish, likewise, a controlled flow at the entrance and exit of clients, avoiding crossing of one and the other. If possible, define directions for customer circulation in the areas of greater confluence, differentiating both directions by means of separation tapes and / or adhesive vinyl on the pavement. Likewise, on the pavement of the general spaces of

The stores will be able to install circular adhesive vinyl (20 cm in diameter) with the "2m" inscription, 2m apart, in the form of a line or mesh depending on the width of available space (up to 3m width one row, between 3 and 5, two rows and so successively every 2m of additional width). This will be a permanent reminder employees and customers and an indicator of when the capacity of the center or plant reaches the maximum admissible, which will be a fraction of the number of red dots arranged in the plant.

- Whenever possible, use different doors for the entrance and exit of the customers to the establishment, where adequate cleaning means will be placed for the hand hygiene.
- At the entrance and exit doors to the commercial establishment or common areas inside thereof, devices will be signposted and established to guarantee the minimum distance of security between people. If for reasons of space this is not possible, employees They should use a mask.
- A safety line will be marked on the ground and / or informative signage both in the area of box as in the area of direct sale to the consumer, so that the distance between customer - product - local staff.
- If the characteristics of the establishment require it, there will be personnel from security that will be in charge of the capacity control at the entrance of the establishment or for the dispersion of people. Inside the premises, staff may dedicate themselves to organization of customer circulation and avoiding areas of high concentration of people.
- If possible, create "safe shopping lanes" with possible indicative arrows or signs that are followed in order of entry and exit, in order to avoid unnecessary contacts between clients. Clients will be clearly informed about the Organizational measures and the need to cooperate in compliance, through announcements such as periodic announcements by public address system or with posters.
- In non-food commercial establishments that normally have areas self-service, the service must be provided by an establishment worker, in order to avoid direct manipulation by customers of products.
- In general, test products and its use or manipulation will be restricted only to the personnel of the premises, except for certain subsectors detailed in later sections such as textiles, footwear, hats or jewelry those who must follow specific recommendations.



Specific protection measures in Savings Banks and Public Service Points

- In the cashier line, the interpersonal safety distance of 2 meters will be respected. In the As far as possible, alternate terminals will be used to increase the distance between rows and avoid crowds.
- Priority will be given to the care of pregnant women, the elderly, the disabled, people with reduced mobility and parents with children under 3 years old and baby carriages.
- Plastic or similar partitions will be installed, rigid or semi-rigid, easy to clean and disinfection, so that, once installed, the work area is protected, proceeding to clean it at each shift change. If the installation of partitions, the cashier staff and customer service will carry on the mask, a Protective face shield for the entire face, suitable for the activity they are going to do.
- Avoid, to the extent possible, that personnel who handle money or other means of payment simultaneously dispatch products. If this is not possible, the Hygienic measures indicated.
- Encourage payment by mobile or card. Hands should be disinfected after handling of bills or coins and before starting the next transaction. When used A POS, with PIN, will clean the terminal, as well as the pen in the event that the operation require signature. It will be valid to protect the POS with a disposable film in each operation. In the case of the use of cash, this will be deposited by the clientele on a surface easy to clean, avoiding personal contact and disinfecting the surface for each operation.
- Have hydroalcoholic gel, disposable tissues and litter bins with lid and bag (preferably with pedal or swingarm) to deposit tissues and other disposable material. The litter bins must be cleaned thoroughly frequent.
- Safe cleaning image at all times. It is recommended that the areas of attention to public customers touch regularly, clean with disinfectant products frequently.

Return of products

- In the case of product returns, the establishment will have a strategy of treatment and / or disinfection thereof, which you define based on the characteristics of the product the appropriate treatment, before putting them on sale, proceeding to collection with disposable gloves.

Vending machines:

- Report on the need for customers to maintain the safety distance of 2 meters when waiting turn.
- Inform about the advisability of using gloves or some protection to operate the machine or, if not used, the need to disinfect hands before and after its use.
- Extreme cleaning and disinfection of machines with special emphasis on points direct contact with the user (screen, keypads, product collection, etc.).
- Delete or disable vending machines that are not part of the activity main trade such as coffee or beverage machines.

Specific recommendations for establishments located in shopping centers



In addition to all the indications contained in this document, other additional ones are indicated. or it affects the especially important for shopping centers for having these of parking lots, as well as large common areas.

Hygienic-sanitary measures:

- Complete disinfection of the shopping center before opening, paying special attention to cleaning public areas (parking, rest areas, bathrooms ...) and the loading docks and waste points.
- In the parking area, in addition to the continuous disinfection of the points of regular contact and availability of hydroalcoholic gel to the client within reach, Payment by "contactless" electronic means will be encouraged.
- Regular cleaning and disinfection during the opening hours of the main areas contact (toilets, floors, escalator handrails, door knobs, welcome desk, etc.)
- Installation of protection partitions in boxes, information booths and customer service public.
- Installation of hydroalcoholic gel dispensers at various points in the center and especially in entrances, toilets, service points and elevators, verifying regularly its correct operation.
- Closing of children's areas, toy libraries or any other area dedicated to some activity of the type not allowed according to the de-escalation phase at that time. The areas of rest will also remain closed or limited in a way that ensures compliance with the safety distance.
- Disabling digital directories and media on interactive touch screens and continuous cleaning and disinfection even when deactivated, except in cases where These are for the purpose of shift management, in which case the cleaning.
- Particular attention will be paid to taking turns controlling access to toilets and breastfeeding guaranteeing the safety distance and in case it had to be used by a child, it will only be accompanied by an adult.
- Suspension of activities within the center that may cause the formation of groups of people (events, promotions, cultural activities).

- Vinyl signage on the floor marking the safety distance between customers at the entrance of the hypermarket, toilets, and other areas of great affluence.
- The measurement protocol will be reported to each commercial establishment in the center.
- Use of video surveillance systems to monitor the measures of distance and sanitary, in the case of the corresponding installation and in the framework of data protection regulations.

Hygienic-sanitary measures for employees and workers of the center:

- Specific training for employees and suppliers on the new regulations and hygiene protocols.
- Disinfection of the management area.
- Installation of protective partitions in the service posts of the offices of management.

Measures regarding visitors to the shopping center:

- The use of a people counting system and control measures is recommended. social distancing, including these systems in the car park.
- Security personnel will check that the minimum distance is respected, providing special attention to areas of escalators and elevators.
- Placing vinyls indicating the safety distance on stairs, elevators, toilets, welcome desk, etc.
- Signage and public address with certain frequency recalling recommendations of security.

Action protocol in case of detection of possible cases of infection:

- In the case of detection of a possible case of infection in the shopping center, You must notify the center's management and call the health emergency telephone number of the autonomous community.
- Transfer the affected person to a restricted area.

- Disinfect all areas where the infected customer / employee may have been in accordance with the provisions of the Ministry of Health.

Strategic communication measures

- Study of the option of having specialized external consultancies for adoption of good practices as the health crisis evolves.
- Communication of the sanitary measures adopted, including certifications with the aim of raising consumer awareness of strict compliance with the normative.
- Dissemination of communication of awareness in social networks and other media if is considered.
- Information on mask outlets.
- Maintain a line of communication with the competent authorities in order to adopt the appropriate measures depending on the evolution of the health crisis and update the information to the merchants of the center.

Specific recommendations for different commercial sectors

Feeding.

- The security measures approved and adopted until now by the food trade and its experience in this period.
- If the product is exposed directly to the customer without packaging, it must protect on display cases, plastic, glass, methacrylate or any other material that guarantees your hygiene. In the case of fishery products, meat, delicatessen, poultry or fruit and vegetables and vegetables in assisted dispatch may establish a safety distance between the client and the products adapted to the size of the establishment. In the case of fruits and vegetables in self-service should include recommendations regarding washing and product treatment and mandatory use of disposable gloves. In the self-service of other bulk products, security measures adapted to the type must be enabled of products.

- Use of gloves for both the seller and the customer who handle unpackaged products.
- It is recommended that the seller use gloves, complying with the regulations on food handling if applicable. In the case of not having them, they will be extreme safety measures and the frequency of cleaning and disinfection.

Textile.



- In establishments in the commercial textile sector, and clothing and similar arrangements, the use of testers should be limited to the maximum, the tester area should be cleaned and disinfected after each use. Given the variety of existing tissues and procedures disinfection, the establishment will have a treatment strategy and / or disinfection of tested and / or returned garments after purchase.
- The testers should be sanitized after each use. Likewise, the Sanitization and / or quarantine of tested and / or returned garments after purchase.
- In order to limit the use of the testers in order to comply with the measures of interpersonal distance and hygiene, it is recommended that the possibility of temporary closure or partial opening of the testers alternating, for example, an open one with one closed.
- An entrance control will be established in the fitting room and they will be assisted of internal store personnel, all in order to guarantee security measures and hygiene.

- In case the access to the tester is through a curtain, it will be touched only with gloves or with the elbow. The curtains must be disinfected as well as the interior of the testers, especially floors and furniture. The existence of furniture and decoration not essential for use.
- As far as possible, gloves will be provided to customers when touching the garments.

Footwear.

- Product testing is recommended using disposable socks or plastic bag provided by the trade.
- Cleaning the tested and not purchased product and the returned one.

Jewelry, watches and the like.

- Due to the special characteristics and value of the items for sale and in order to maintain the basic security measures of the establishment, the client may be asked to discover the mask when asking to enter the establishment for further identification. Clear and once allowed, you can use it again.
- The client must not touch any surface, showcase or catalogs except with new gloves provided by the store or those provided by the customer and that are washed with gel hydroalcoholic. You will not be able to touch the merchandise, but it will be the merchant who will take it to the client.
- All the samples must be disinfected and the disinfection of each one of the parts each time they are touched or tested.
- If testing items, the seller must wear a mask and gloves and the customer must wear a mask and disinfect with hydroalcoholic gel the hands or the part of the body where go for the test. Another alternative would be to use a disposable plastic cover (for example, film) that covers the necessary part of the body (hand, arm, neckline ... etc.) depending on where the ring, watch, necklace, etc. is tested.
- Water and soap are generally recommended as disinfectants. Also the 70° propyl alcohol rubbing it with a cotton pad or disc avoiding its application in those jewels that can be damaged by alcohol (such as pearls) in

in which case it is recommended to use hydrogen peroxide (hydrogen peroxide) or to carry out a steam bath with said compound. Likewise, disinfection with ultraviolet radiation.

Technology, telephony and culture (books, CD's, movies and the like)

- Disposable gloves will be provided to customers at the entrance of the establishment or area, its use being obligatory for product manipulation.
- Exhibitors and exposed products will be cleaned frequently.
- In case of return of products, it will act as stated in the section of general hygiene and protection measures for clients.
- Books will not be disinfected.
- Considering that the materials that make up the books and publications in paper are made of various materials (paper, cardboard, plastic, cloth, leather, glue, thread, etc.), it is recommended that in the case of returns, these be deposit in a separate place and separated from each other for 14 days, so that it can be ensured that they are not infected when they return to the bookcase channel.

Furniture

- As far as possible, customers will collect the products individually or with adequate protection if help is required to load it in the vehicle. The home delivery and shop fitters should carry enough of individual protection elements (minimum two pairs of gloves and 2 pairs of masks per person) in case they are damaged in some manipulation and also gels disinfectants for before and after each delivery.
- Sofas, chairs, mattresses or any piece of furniture or accessory that for sale requires physical contact, it will be covered with protectors or covers that will be discarded or They will disinfect once the test is complete.



Ceramic shops, bathrooms, kitchens and reforms in general

- In the presentation of samples, when testing the texture of the materials, it will be indicated to the client the area where the test will be carried out and then the piece will be submitted to the appropriate disinfection process.
- When working with a physical catalog, either the vendor presents it or offers gloves protectors and disposables to the client for their use.
- The relationship with the professional hired by the client will be fostered in order to support the coordination of the work avoiding the client's mobility as much as possible.
- The supply of the products will be made directly to the destination of the work under the supply procedure that ensures hygiene and disinfection of spaces busy.
- For greater security, it is recommended to use the delivery note counters partitions and where possible protection by workers.

Hat or headdress stores

- When testing headgear, disposable caps of cellulose to be thrown away after the test is completed.

Gas stations

- Ensuring the use of disposable gloves and maintaining interpersonal distance 2 meters using alternate jets for refueling whenever not the interpersonal distance of 2 meters can be met. Maintain the refueling area clean and disinfected.

Security measures and conditions for the activity of non-sedentary sales markets

The city council will establish the necessary measures to guarantee compliance with the norms and recommendations regarding safety and hygiene against contagion and expansion of Covid-19 in the development of non-sedentary sales activity

Organizational measures

Capacity and arrangement of seats

- Non-sedentary sales markets may adapt or maintain their activity in the places where they are usually held, as long as the space where they develop to guarantee that the influx of people does not exceed the permitted capacity depending on the phase of de-escalation and allowing compliance with the distance requirements minimum security between people. The council may assess, where appropriate, the expansion of the area intended for the non-sedentary sales market.
- In uncovered spaces enabled for holding non-sedentary markets, They must be fully delimited with construction tape, fences, or any other means that allows to clearly mark the limits of the space, as a consequence of the coordination between merchants and local authorities so that the entry and exit of people avoiding crowds.
- Non-sedentary sales markets that cannot maintain activity in an environment closed or delimited, they will assess the transfer of your location to sports or another type, where they can adopt control measures to dose the capacity.
- The arrangement and number of positions in operation must also allow maintaining the safety distance.
- It is recommended that the linear distribution of the posts be done at a great distance avoiding that, in a street, the stalls are opposite each other, separated by a transit road and with a minimum distance between them of 6 meters, with a separation minimum of 2.5 meters between the sides.



- The same rules and recommendations described in the textile trade will apply to clothing stalls and the like.

Access and information

- An access will be established for entry and another for exit from the premises
- At the entrance, a hydrogel dispenser or any other type of disinfectant for use prior to accessing the purchase space. You can also provide masks, gloves or establish the mandatory use if so it is considered necessary by the competent body.
- In case of peaks with a massive influx of customers, entry to the site will be prevented and these They must wait outside, in an organized way and rigorously keeping the distance of security, in case of problems the help of the Public Order Forces will be requested.
- The surveillance of the space where the market is held will be guaranteed during operation, to comply with the rules of social distancing, as well as to avoid crowds.
- All sellers and customers will be clearly informed of the measures organizational and hygiene and the need to cooperate in compliance.
- An informative poster will be established with the distance and hygiene measures that have to be adopted, also indicating that if a person manifests symptoms compatible with the Covid-19, you must immediately leave the site and follow the indications of the sanitary personnel.

Cleaning

- The cleaning programs of all spaces will be reviewed to ensure that the process disinfection of potentially contaminated surfaces (everything that people routinely touch: knobs, door, railings, counters, taps, etc.) performed adequately and as often as possible according to the available means.

Security measures in the stalls to the public

- Within the same stall, salespeople must keep one minimum distance of 2 meters, commercial activity being restricted to a single operator in case the measures of the post do not make this physical separation possible.
- The municipalities must establish guidelines that ensure the minimum required distance between sellers and customers.
- Only the vendors of the stall can touch the products. They will always do with protective gloves, as well as a mask and following the instructions and hygiene recommendations against Covid-19. Avoid simultaneous manipulation of food and money or other means of payment, promoting card payment and extreme cleaning of the POS after each use, especially if it has been handled by the customer.
- The stalls must be cleaned and disinfected frequently. At the end of the day will be cleaned and disinfected all machinery, devices and other elements of the mobile stand, taking into account the surfaces that may have been touched, and following the cleaning and disinfection instructions issued to deal with the Covid-19 pandemic.
- Have hydroalcoholic gel, disposable tissues and wastebaskets with lid and bag (preferably with pedal or swingarm), to deposit waste such as handkerchiefs and other disposable material. These bins should be cleaned frequently.
- Keep the post tidy, with the products arranged in a hygienic way, adequately separated by categories and giving a safe cleaning image throughout moment.
- In the case of returning products, they must be disinfected or kept in quarantine before putting them back up for sale. Likewise, it is advisable to proceed to its collection with disposable gloves.

Additional hygiene and safety measures in transport and street vending vehicles

- Carry out frequent cleaning and disinfection of the cargo vehicle with special attention to surfaces, steering wheel, knobs etc. For this action, household bleach can be used diluted in water, or any of the virulent disinfectants on the market that they have been authorized and registered by the Ministry of Health. In handling these products will follow the instructions on their labeling.
- After each day, surfaces must be cleaned and disinfected, vending machines, counters, etc., and in general, any surface that has could be touched with the hands following the cleaning protocols established at effect.
- For cleaning tasks, use vinyl / acrylonitrile gloves. In case of use of latex gloves, it is recommended that it be on a cotton glove.

The responsibility of the employer and the worker is the best guarantee not to contribute to the spread of the virus.