Check list of protective and hygiene measures

based on the most current version of the Corona Ordinance (CoronaVO)

I. Technical and structural measures

☐ Establish highest permissible number of customers in the shop (1 customer per 10 m²)

☐ Design traffic routes to avoid gatherings of people and ensure that minimum distances between persons can be maintained
  - Use remaining areas to manage visitor numbers (isolation and physical distancing measures)
  - Monitor and enforce the arrangements which have been put in place

☐ Implement measures to ensure a **minimum distance of 1.5 m** between customers in the shop and in the entrance areas
  - Provide appropriate information to customers, employees and suppliers about the protective and hygiene measures which have been put in place and request their compliance with these measures (notices, flyers, pictograms, etc.)
  - Put access controls in place to ensure that no more than the maximum number of permissible customers enter at any time, and monitor compliance with physical distancing
  - If necessary, indicate the direction of customer flows (one-way system)
  - Place markings on the floor, particularly near the checkout area, in front of the reception desk and information counters and in waiting zones to avoid queues forming or other gatherings of people
  - Install transparent partitions in customer-facing areas, e.g. in the form of protective screens of glass or plexiglass or a frame covered by a transparent sheet
  - Strongly encourage contactless payment methods
  - Evict noncompliant customers by exercising the right to enforce house rules

II. Organisational measures

☐ Specify rules requiring customers to wear masks – obligation to use suitable own covering of nose and mouth (using a scarf, shawl, non-medical face mask or simple face mask) / alternatively, the service provider must provide suitable masks
to cover nose and mouth

☐ Regularly ventilate sales areas and common rooms
Use automatic doors where possible; keep non-automatic doors permanently open, if necessary

Carry out regular cleaning at frequent intervals of all frequently touched equipment, surfaces and objects (door handles and doorknobs, handrails, manual terminals, keyboards and keypads, touch screens, controls, taps, light switches, tools)

Carry out regular cleaning at frequent intervals of sales rooms, waiting rooms, break rooms and washrooms

III. Personal safety measures

Implement measures to ensure employees comply with minimum distancing

Provide staff with protective coverings for mouth and nose and additional personal protective equipment where necessary (medical masks, protective gloves, etc.); instruct and train staff in the correct use of this protective gear

Arrange that shift times of staff do not overlap where possible; ensure that break times are staggered

Instruct all employees about hygiene and safety measures

Nominate a contact person for staff, e.g. a safety officer, company doctor or occupational safety specialist