

ANNEX A

Other recommended guidelines for customer-facing operations

(Note: These are additional suggestions for retail establishments to put in place, where practicable)

A. Queue management

- Queues should not cause congestion for neighbouring establishments or at other parts of the mall.

B. Crowd management

- Avoid activities that would attract crowds in and outside of the retail establishment (e.g. providing special discounts or offers for reopening).
- If customers are found to be in groups of more than 5 persons, they should be quickly dispersed.
- An SOP should be put in place to manage long queues and large crowds that could form both inside and outside stores (e.g. at areas with popular products) and/or the mall.
- Encourage the use of self-checkout, cashless or contactless payment to reduce contact between employees and customers.
- Encourage customers to book appointments, for the viewing and testing of products, as well as for service provision (e.g. for repairs, or provision of other services).
- Consider placing frequently purchased goods and necessities near the entrance or checkout to facilitate movement and reduce in-store dwell time.
- Operators should take additional steps to manage the capacity within common play areas for children/toddlers/infants (e.g. deploying an employee to man the area), where practicable.

C. Contact tracing

- All other retail stores not listed in para 7.3.1 of the advisory are strongly encouraged to implement SafeEntry where practicable.

D. Health checks

- All other retail stores not located within malls are strongly encouraged to conduct temperature screening and checks on visible symptoms where practicable.

E. Cleanliness and hygiene

- Limit display and testing of products, e.g. stationery, laptops, mobile phones, etc. Employees to conduct product demonstrations if required. Such products should also be sanitised regularly.
- Where possible, place hand sanitisers in close proximity of store entrances and high-touch surfaces like door handles, as well as common play areas. Encourage customers to sanitise their hands before entering and handling products on display.
- Products **that customers touch frequently** such as clothes, footwear, jewellery, accessories and optical products, should be cleaned, sanitised or sterilised frequently, where possible.

F. Encourage online retail, and “click & collect” for goods and delivery

- Encourage online retail and click-and-collect from store, to reduce dwell time
- Where practicable, collection and delivery from the store must be spaced out and contactless.
- Take reasonable steps to ensure that delivery personnel observe at least one-metre spacing at all times and do not cluster together.
- Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.