

STANDARD OPERATING PROCEDURES ('SOPS') FOR THE RETAIL SECTOR

Subsectors: Shopping malls, supermarkets, hypermarkets, departmental stores, pharmacies, boutiques/ clothing stores and convenience stores/ mini-mart

SOPs	Details
Operating hours	8 a.m. to 11 p.m.
Customer attendance hours	10 a.m. to 10 p.m.
Staff capacity	100%
Cleanliness of premises	<ul style="list-style-type: none">• Carry out disinfection and sanitisation process after operations; and• Carry out disinfection and sanitisation process three times a day during operating hours, particularly in common spaces such as prayer room, washroom, store, office and counters.
Customer management	<ul style="list-style-type: none">• Limit entry and exit routes of the premises;• Restrict the entry of customers to the premises subject to the size of the premises; and• Implement public awareness programs.
Health screenings	Ensure that all staff, suppliers and customers undergo body temperature screening process
Use of hand sanitisers	Provide hand sanitisers at the entrance to the premises and ensure that hand sanitisers are used before entering the premises
Use of face masks	Ensure that each worker uses a face mask during work
Monitoring and compliance	<ul style="list-style-type: none">• Monitor compliance with all rules by workers and customers; and• Raise awareness on cleanliness of the premises and of workers.
Social distancing	Ensure social distancing of one metre at all times
Contactless transaction	Encourage the use of electronic payments

Subsectors: Clothing and fashion accessories stores

SOPs	Details
Operating hours	8 a.m. to 10 p.m.
Customer attendance hours	9 a.m. to 10 p.m.
Staff capacity	100%
Cleanliness of premises	Carry out disinfection and sanitisation process three times a day during operating hours
Use of hand sanitisers	Encourage the use of hand sanitisers
Social distancing	<ul style="list-style-type: none">• Ensure social distancing of one metre in the premises;• Limit the number of customers in the premises at any one time; and• Customers are not permitted to try on clothes.
Use of face masks	Encourage each customer to use a face mask in the premises
Taking and recording body temperature	Take and record body temperature of workers
Contactless transaction	Encourage the use of electronic payments

Subsector: Restaurants

SOPs	Details
Operating hours	6 a.m. to 11 p.m.
Customer attendance hours	7 a.m. to 10 p.m.
Staff capacity	100%
Cleanliness of premises	Carry out disinfection and sanitisation process three times a day during operating hours
Use of hand sanitisers	Encourage the use of hand sanitisers
Social distancing	<ul style="list-style-type: none">• Ensure social distancing of one metre in the premises/ dine-in; and• Limit the number of customers in the premises at any one time.
Use of face masks	Encourage each worker to use a face mask in the premises
Taking and recording body temperature	Take and record body temperature of workers and take body temperature of customers
Dine-in	Impose time limit and ensure a distance of two metres between tables for dining
Placing orders online	Encourage placing orders online for take away/ dine-in
Contactless transaction	Encourage the use of electronic payments

Subsectors: Furniture shops, jewellery shops, electric and electronic shops, books and stationery shops, hardware shops and pet food shops

SOPs	Details
Operating hours	9 a.m. to 9 p.m.
Customer attendance hours	10 a.m. to 8 p.m.
Staff capacity	100%
Cleanliness of premises	Carry out disinfection and sanitisation process three times a day during operating hours
Use of hand sanitisers	Encourage the use of hand sanitisers
Social distancing	<ul style="list-style-type: none"> • Ensure social distancing of one metre in the premises; and • Limit the number of customers in the premises at any one time.
Use of face masks	Encourage each worker and customer to use a face mask in the premises
Taking and recording body temperature	Take and record body temperature of workers and take body temperature of customers
Contactless transaction	Encourage the use of electronic payments

Subsectors: Car workshops, maintenance and spare parts

SOPs	Details
Operating hours	7 a.m. to 10 p.m.
Customer attendance hours	8 a.m. to 9 p.m.
Staff capacity	100%
Cleanliness of premises	Carry out disinfection and sanitisation process three times a day during operating hours
Use of hand sanitisers	Encourage the use of hand sanitisers
Social distancing	<ul style="list-style-type: none">• Ensure social distancing of one metre in the premises; and• Limit the number of customers in the premises at any one time.
Use of face masks	Encourage each worker and customer to use a face mask in the premises
Taking and recording body temperature	Take and record body temperature of workers and take body temperature of customers
Contactless transaction	Encourage the use of electronic payments

Subsectors: Spectacles and optical shops

SOPs	Details
Operating hours	9 a.m. to 9 p.m.
Customer attendance hours	10 a.m. to 8 p.m.
Staff capacity	100%
Cleanliness of premises	Carry out disinfection and sanitisation process three times a day during operating hours
Use of hand sanitisers	Encourage the use of hand sanitisers
Social distancing	<ul style="list-style-type: none">• Ensure social distancing of one metre in the premises; and• Limit the number of customers in the premises at any one time
Use of face masks	Encourage each worker and customer to use a face mask in the premises
Taking and recording body temperature	Take and record body temperature of workers and take body temperature of customers
Contactless transaction	Encourage the use of electronic payments

Subsectors: Other specialty retail stores such as petrol stations

SOPs	Details
Operating hours	Subject to the respective state government and local authority
Customer attendance hours	Subject to the respective state government and local authority
Staff capacity	100%
Cleanliness of premises	Carry out disinfection and sanitisation process three times a day during operating hours and ensure that the nozzle pump is sanitised frequently
Use of hand sanitisers	Encourage the use of hand sanitisers
Social distancing	<ul style="list-style-type: none">• Ensure social distancing of one metre in the premises; and• Limit the number of customers in the premises at any one time.
Use of face masks	Encourage each worker and customer to use a face mask in the premises
Taking and recording body temperature	Take and record body temperature of workers and take body temperature of customers
Contactless transaction	Encourage the use of electronic payments
Safety response	The company is required to establish a response taskforce team against Covid-19 to prepare and implement measures to manage Covid-19 infection cases.