



OFFICE OF THE DISTRICT MAGISTRATE  
ISLAMABAD CAPITAL TERRITORY  
ISLAMABAD  
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Dated: 18-05-2020

**SOPS FOR GENERAL BUSINESS POINTS TO PREVENT COVID-19 SPREAD**

ICT Administration with the consultation of Ministry of National Health Services, Regulation & Coordination, Islamabad is pleased to issue the Standard Operating Procedures (SOPs) for general businesses to prevent COVID-19 spread as detailed below:-

**SCOPE / APPLICABILITY.**

SOPs for General Businesses will be applicable to small to medium sized business points including retailers, wholesalers, repair and maintenance services outlets; and will not cover mega shopping malls or complexes having central entry / exit hosting multiple outlets under one roof, for which separate SOPs will be issued.

**BASIC PRINCIPLE.**

COVID-19 is a highly transmissible disease which spreads through respiratory droplets produced during coughing, sneezing and talking of the infected person including a vast majority asymptomatic people. The droplets may contaminate the surfaces and hands. Individual's hands can get contaminated after coming in contact with shared surfaces. Touching eyes, mouth and nose with contaminated hands transmits the virus to the body that affects the respiratory system. Retailers, shopkeepers and general businessmen are required to observe following precautionary measures to avoid disease spread.

**1. GENERAL GUIDELINE (APPLICABLE TO ALL BUSINESSES).**

**a. HAND HYGIENE**

- Facility for handwashing with soaps or sanitizers must be provided at every business point / shop.
- Frequent handwashing / sanitization shall be practiced by the shopkeepers / salespersons especially after coming in contact with commonly touched shared surfaces like door handles, sale countertops, furniture, etc.
- Salespersons should use polythene gloves while handling currency / cash or otherwise practice hand hygiene (with sanitizer) after each transaction.

**b. RESPIRATORY HYGIENE (ETIQUETTES).**

- Both shopkeeper / salesman and customer shall cover face preferably with a mask.
- If mask is not available, cover mouth and nose with a disposable tissue paper or handkerchief or with flexed elbow while coughing or sneezing.

**c. SOCIAL (PHYSICAL) DISTANCING & CROWD MANAGEMENT.**

- Each business should limit customer entry up to the number where inter-person spatial distance of three (03) feet can be ensured.
- Chalking out distancing circles for the waiting queue outside of the shops and at cash counters should be applied to manage the crowd.

- Each business should practice efficient customer services to minimize overall stay at the business point.
- No handshake or hugging shall be allowed in the business premises.
- Apply essential customer entry policy i.e. Senior Citizen above the age of 60, accompanying children and shopping companion without a reason should be discouraged.
- Attend Senior Citizen customers on priority basis to minimize their stay in the shop.
- Home delivery of goods and services should be encouraged.

d. **CLEANLINESS AND DISINFECTION.**

- Shops must be well lit and ventilated with exhaust fans / open windows and open doors.
- Central air conditioning in closed shops **MUST** be avoided.
- Shop furniture including chairs, shopping trolleys, benches, racks, reception desk, billing counters, service table, doors handles, floor, wash basin and other high touch surfaces shall be washed / wiped with detergent OR disinfected chlorine solution frequently. For this purpose, the shop owner shall prepare fresh chlorine solution on daily basis (Add 10 ml of bleach solution, *may be measured by use of 10 ml needle removed syringe*, to 990 ml water to prepare 0.05% chlorine).
- Shared items like tools and keys etc. must be disinfected with chlorine solution prior to use.
- Each shop shall make sufficient arrangements to collect waste (soiled tissue papers, masks etc).

e. **HEALTH STATUS OF SHOPKEEPERS / SALESMEN AND CUSTOMERS.**

- Fever with cough, sore throat are symptoms of COVID-19. If anybody suffers from such symptoms, please call 1166 for information and guidance.

2. **BUSINESS SPECIFIC INSTRUCTIONS:**

The following instructions shall be implemented in addition to the general guidelines mentioned above applicable to specific business points:-

a. **STREET VENDORS / HAWKERS.**

- Maintain safe distance of at least one (01) meter and don't gather around the pushcart to avoid crowd.
- Don't let customers touch the surfaces of pushcart especially weighing scale.

b. **SHOE STORES.**

- Salesmen / shopkeeper must practice hand hygiene after every customer service.
- Customer shall sanitize hands and feet after completion of shoe trial.

c. **CLOTHES, COSMETICS, GARMENTS AND FASHION ACCESSORIES.**

- Trails of clothes, garments, accessories and cosmetics should not be allowed to prevent spread of infection.
- Try rooms must be closed.
- Unnecessary touching of items and accessories must be prohibited.
- Apply no return policy for the sold readymade garments and fashion accessories.

d. **PHARMACIES AND MEDICAL STORES**

- Pharmacy and medical store salesmen must wear surgical mask.
- Practice hand hygiene after touching every prescription.
- Preferably install plastic sheet at counter to maintain social physical distancing.

**e. ELECTRIC AND ELECTRONICS STORES.**

- Shared (available on rent) home appliances, repairable items etc. must be disinfected appropriately prior to handing over to the customer.
- Displayed items should not be allowed to be touched, if touched then must be cleaned with disinfectant.

**f. SERVICES AND WORKS BUSINESS (AUTO REPAIR WORKSHOPS, ELECTRONICS REPAIR WORKS FURNITURE ETC).**

- Ensure disinfection of shared touch surfaces of the repairable at receiving and handing over to the customer.

**Note:** Approved awareness material regarding COVID-19 should be displayed in shops and business points at prominent places; Urdu version is appended herewith for wider circulation.