GUIDELINES FOR KEEPING FASHION RETAIL WORKERS AND CUSTOMERS SAFE DURING THE COVID-19 PANDEMIC

FOR STORE STAFF
- Ensure essential hygiene and enforcement of protective measures
- Same team, same shifts and disinfection of work tools
- Limit use of dressing rooms, lounges and bathrooms
- Properly clean and disinfect tried-on clothes, dressing rooms, lounges, and bathrooms
- Enforce social distancing throughout the store — especially around the tills

FOR CUSTOMERS
- Keep customers constantly informed on protective and social distancing measures
- Limit the number of customers and time spent in the store
- Adopt a zero-tolerance approach to abusive behaviour by customers
- Schedule delivery times for “after sales” services and “click and collect”

EXTERNAL STAFF
- Enforce social distancing and protective measures
- Make sure cleaning companies respect disinfecting protocols and hygiene rules

INVolVEMENT OF THE HEALTH AND SAFETY COMMITTEE
- Elevate the role of the Health and Safety Committee
- Inform, train, educate employees