

In-Store Sanitising:	Retailer Advisory Guidance
Staff handwashing	A regular staff hand-washing regime must be implemented throughout the working shift
Trolleys & Baskets	Best practice is for customers to have access to facilities to sanitise trolley and basket handles, at first point of contact. Alternatively, a member of staff is required to sanitise trolley and basket handles after every use. Disposable gloves should be worn by staff when completing this action.
Store entrance area	Where not automatic, doors should be wedged open, if not presenting a risk to unwrapped food or general health and safety. Alternatively, all door handles should be sanitised every 15 minutes.
	Hand sanitising gels / wipes must be available for shopper use, and the use of all guests (e.g. sales reps etc), on entering your store.
Fruit & Veg Department	Gloves and bags must be available for shoppers. Signage should be on display, encouraging use of gloves and bags, and advising customers to wash all loose produce before consumption.
	F&V scales must be sanitised every 15 minutes
Bakery Department	Gloves, bags and tongs must be available for shoppers. Signage should be on display encouraging use of gloves, bags and tongs.
	Bakery tongs must be sanitised every 15 minutes.
Hot Beverages	In line with policies adopted by major coffee brands, we recommend that Keep Cups are not accepted in stores with a barista hot beverage solution. For stores with self-service hot beverage solutions we recommend that you advise your staff not to handle the Keep Cups.
	Self-service hot beverage machine touch points, along with any ancillary equipment in the area that is handled by shoppers, must be sanitised every 15 minutes.
Sit-down areas	Tables and chairs must be sanitised every 15 minutes. If applicable, please remove all dine-in trays, or alternatively you must thoroughly sanitise all trays after each use.
Deli & Butchery	Signage should be displayed at all serve-over glass areas in your store - 'Please do not touch the glass'. Do not display unwrapped breads on top of your serve-over counters.
	All cold glass surfaces must be sanitised every 15 minutes.
	Best practice is to wrap all condiments and cutlery. Alternatively, they should be distributed to shoppers by staff, on request.
Soup	Soup ladles must be sanitised or switched every 15 minutes, and soup area surfaces must be sanitised every 15 minutes.
Salad Bar	Salad bar spoons must be sanitised or switched every 15 minutes, and salad bar area surfaces must be sanitised every 15 minutes.
Customer Toilets	Customer toilets must be sanitised every 15 minutes. At all times, anti-bacterial hand soap, hot water, paper towels and sanitising gel must be available in the customer toilets. HSE advisory signage should be displayed in toilet areas.
Shop floor equipment	All shopper touch-points across the shop floor (eg freezer door handles, impulse ice cream, sliding doors etc) must be sanitised every 15 minutes. We recommend that a store-specific list be drawn up of all such touch points in your store, and that these touch-points be added to the daily sanitiser cleaning record sheet.
ATM	ATM touch points must be sanitised every 15 minutes.

Checkouts / Kiosk	All shopper touch-points at checkout areas must be sanitised every 15 minutes. (E.g. credit card keypads, checkout units, counter tops etc.)
	Hand sanitising gels / wipes must be available at all locations manned by staff.
Home Delivery	Returnable containers must be sanitised between each delivery.
Goods Inwards	Hand sanitisers and gloves must be available for use by staff, sales reps. and delivery personnel. Signage must be displayed, stating ' Please use hand sanitisers and gloves provided '.
Staff Toilets and Canteen	Staff toilets must be sanitised every 15 minutes. At all times, anti-bacterial hand soap, hot water, paper towels and sanitising gel must be available in the staff toilet areas. HSE advisory signage should be displayed in all your toilet areas.
	Staff canteen areas, including all touch-point equipment, must be sanitised every 15 minutes. At all times, anti-bacterial hand soap, hot water, paper towels and sanitising gel must be available in your staff canteen. HSE advisory signage should be displayed in canteen areas.
Shopper Communication	We recommend that you draft a store-specific shopper communication, setting out the range of policies you are implementing in your store re: Virus control practices.