

Retail and Service Providers

PHASE 1

From 11.05 to 25.05

Re-opening Conditions

Re-opening of retail establishments and premises, as well as service providers will be allowed as long as their exposition and sale surface area does not exceed 400 metres squared, except for those located in malls or shopping centres without direct access from the exterior. In addition, they will have to fulfil the following requirements:

- a) The capacity will have to reduced to 30%. In the case of several floors, each one of them shall comply with said proportion. In any case, a minimum distance of 2 metres between customers will have to be guaranteed. If this distance cannot be guaranteed, only one customer will be allowed into the premise at each time.
- b) A priority schedule shall be established for the attendance of those over 65 years of age.
- c) All other measures imposed for this sector shall be complied with.

Garages, Car Dealers and Garden Centres

They will be allowed to reopen as long as they do so by appointments, no matter their surface area.

Public Lottery and Gambling Establishments

They will reopen except for those located in malls or shopping centres without direct access from the exterior.

Street Markets

When proposed by the corresponding town hall, street markets will be able to open, with preference for food stalls and first necessity products, guarantying that customers do not touch the aforementioned products. Townhalls will establish the distancing and limits of the market in order to guarantee the separation between workers and customers. There will be a limit of 25% the usual number of stalls and the influx of people will be limited to a third of what was usual. Alternatively, an increase of the total area of the market can be established to produce the equivalent consequences.

Hygienic Measures

The establishments and premises that open to the public will carry out, at least twice a day, a cleaning and disinfection of the facilities with special attention to the most frequent contact surfaces such as door knobs, counters, furniture, handrails, vending machines, floors, telephones, hangers, cars and baskets, taps, and other elements with similar characteristics, according to the following guidelines:

- a) One of the cleanings will be carried out at the end of the day.
- b) The cleaning instructions under sections a) and b) of the «Labour» document will apply.

During the opening hours, and preferably at noon, the premises will be able to close to the public in order to carry out maintenance, cleaning and replacement tasks. These closing times for cleaning will be duly communicated to the customer by means of visible signals or through speakers. Likewise, cleaning and disinfection of the workstations will be carried out at each shift change, with special attention to the elements susceptible to manipulation. (continued.)

Hygiene Measures (continued.)

When more than one worker attends the public in the establishment or premise, the cleaning measures will be extended not only to the commercial area, but also, where appropriate, to the workers' private areas, such as changing rooms, lockers, toilets, kitchens and rest areas.

The operation and cleaning of toilets, taps and door knobs of the toilets will be checked at least once a day.

In the case of automatic sales, vending machines, self-service laundries and similar activities, the owner must ensure compliance with the appropriate hygiene and disinfection measures for both the machines and the premises, as well as inform users of its correct use by installing informative signage.

Toilets

The toilets of commercial establishments will not be used by customers, except in cases where it is strictly necessary. In the latter case, the toilets, taps and door knobs will be cleaned immediately.

Distance Between Clients and Workers

The distance between the vendor or service provider and the customer during the entire customer service process will be at least one meter when there are protection or barrier elements, or approximately two meters without these elements. Likewise, the distance between the stalls of street markets and the pedestrians will be two meters at all times.

In the case of services that do not allow the maintenance of the interpersonal safety distance, such as hairdressing salons, beauty centres or physiotherapy, the appropriate protective equipment, that ensures the protection of both the worker and the client, must be used, having to ensure in any case the maintenance of the distance of two meters between one client and another.

Measures Inside the Premise and in Street Markets

The time of permanence in the establishments and premises will be the strictly necessary so that the clients can make their purchases or receive the service.

The interpersonal security distance of two meters between clients, will be clearly indicated when the individualized attention of more than one client at the same time by different employees is possible. This indication will be displayed with marks on the ground, or by the use of beacons, signage and signage

Dispensers of hydroalcoholic gels or disinfectants with viricidal activity authorized and registered by the Ministry of Health must be made available to the public, at least at the entrance to the premises, and must always be in conditions of use.

When premises have self-service areas, the service must be provided by an employee, in order to avoid direct manipulation of the products by customers.

Fashion Shops

In establishments of the textile sector, clothing and similar arrangements, the testers must be used by a single person, after which they will be cleaned and disinfected. In the event that a customer tries on a garment that he subsequently does not acquire, the owner of the establishment will implement measures so that the garment is sanitized before it is provided to other customers. This measure will also be applicable to the returns of garments.

Capacity

The maximum capacity of each location must be indicated to the public. It must be ensured that said capacity, as well as the interpersonal safety distance of two meters is respected inside the premise. To do this, establishments and premises must establish systems that allow the count and control of the customers, so that capacity is not exceeded at any time. Workers must be included in the count of the total capacity.

Movement of people and distribution of spaces should be modified, when necessary, in order to guarantee the possibility of maintaining safety distances. As long as a premise has two or more doors, a different use can be established for entry and exit, thus reducing the risk of crowding

Premises' Parking Lots

In establishments that have their own car parks for their employees and customers, and when accessing the facilities, tickets and card cannot be read automatically without contact, this system will be replaced by manual and continuous control by the security personnel. These staff will also monitor compliance with staggered arrival and departure standards for employees. Unless strict security reasons recommend otherwise, the doors that are in the path between the parking lot and the access to the store or the employees' locker rooms will remain open to avoid manipulation of the opening mechanisms.