

Exclusive Stores for Men's Casual Wear

**BLUE BUDDHA**

- L O N D O N -

# RETAIL STORE

(STANDARD OPERATING PROCEDURE)



# Pre-Opening SOP

(For employee & customer safety)

1. Store Opening : As per government provided guidelines
2. Welcoming the customer : Greet with a "Namaste" and always maintain 2-metre distance
3. Safety at door : Offer Sanitizer at store entrance



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4. Maintain Social Distancing : Make sure the number of customers in the store are as per the social distancing norms.

(upto 500 sft: 3 customers, 500-800 sft: 4 customers, above 800 sft: 5 customers)



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5. Visual Display : Display notifications provided by HO as per VM guidelines that the store is sanitized and hygienic
6. Store Staff Hand Sanitization Make sure that the store staff has hands sanitized post entering the store and after being in contact with any and all foreign objects.
7. Availability of PPE / Hand Sanitizer / Mask Ensure that the staff, as well as the customers entering the store are wearing masks and have sanitized hands before entering the store.



SURGICAL MASK



GLOVES



HAND SANITIZER



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8. Thermal scanning of customers : Make sure all the customers are scanned with thermal guns
9. Maintain health register : Self declaration by staff to be incorporated in the register on a daily basis.
10. Floor cleaning : All indoor areas such as entrance lobbies, corridors and staircases, office rooms, stock room and trial room should be mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants



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11. Counter cleaning : Frequently touched surfaces should be cleaned with 70% alcohol based sanitizer. (Chloroxylenol (4.5 5.5%)/ Benzalkonium Chloride or any other disinfectants found to be effective against corona virus may be used as per manufacturer's instructions).



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12. Disinfection of handy surfaces : Disinfect surfaces, including doorknobs, handrails, POS system, tables and desks, trial rooms, registers and bathrooms every 3 hours for the entire duration till the store is open.



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13. Use of dust bins : Install no touch trash bins (with lid) at cash counter and other points in the store
14. Selection of merchandise before trials : Encourage customers to only touch what they intend to purchase (up to 3/4 Pcs). During sales process, inform the customer about restriction of movement and to touch only garments that he intends to purchase (2-3 garments)

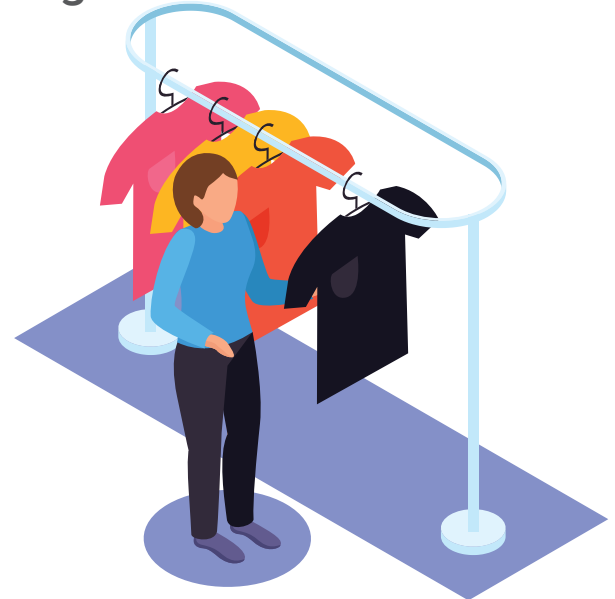




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15. Trial of merchandise : Trial restricted to only 3 garments per person, more can be tried once the customer finalizes garments accordingly for billing.
16. Sanitization of trial rooms : Ensure trial rooms are disinfected with sanitizer , pre and post customer visit
17. Presentation of garments for trial : Hangers to be removed before giving garments for trial



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18. Isolation of tried garments : Tried garments to be kept in dedicated carton box marked 'TO BE SANITIZED'. Next Day, the garments from the previous day are to be steam ironed and put back on display (2 Boxes Hour wise segregation)



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19. Billing and payments : Hard copy of bills to be minimised. Only Email or whatsapp copy to be issued. Stores to have contactless credit card machines, wherever possible and Encourage contactless payment options such as UPI or EDC machine payment
20. Cash dispensing : Ensure cashiers wear gloves while dispensing cash, so as to avoid contact with the customer. Use tray for cash/card.



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21. Return or Exchange : No exchange during and post 2 months of COVID 19 period
22. Store Exiting procedure : Each staff would be provided with 2 masks to be used alternatively, one mask can be worn, meanwhile the other one is washed and sanitized.  
Remove the mask properly and contain in a pouch.

**NO REFUNDS  
OR EXCHANGE**



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23. Stock inventory : Stock Inwards to be restricted.

Display after 24 hrs of inward post sanitization only

24. Installation of useful apps : Make sure that the store staff has Arogya setu app installed in their phoes in order to stay safe

