

Protection against infection during the opening of companies

These rules apply to retail sector

In the future, the following requirements will apply to shops and the retail sector: admission control, 1.5 m distance between one another, one customer per 20 m², mandatory hygiene, a concept for parking as well as a mouth guard requirement.

On this basis, the restrictions in the area of shops will gradually be eased:

- Starting 20th of April 2020, DIY stores, garden centers and nurseries will be allowed to re-open.
- Starting 27th of April 2020, car dealerships, bicycle shops and bookstores will be allowed to re-open.
- Starting 27th of April 2020, further shops may open up to a maximum sales area of 800 m². This means a maximum permitted number of customers of 40 persons per shop.

The person in charge of operations must take appropriate measures to ensure that

- It must always be possible to maintain a minimum distance of 1.5 m between customers.
- The staff should wear a mouth-and-nose cover.
- Customers should wear a mouth-and-nose cover that they either bring with them or one which is provided to them by the service provider within the scope of availability.
- The person in charge of operations shall draw up a protection and hygiene concept (e.g. admission, mouth-and-nose cover) and, if customer parking spaces are made available, a parking space concept and submit this to the responsible district administrative authority on request.

Hygiene and parking concept

The aim is to ensure that every store offers adequate protection and implements measures to prevent infection. There are no detailed specifications for a separate concept. It is therefore recommended that companies consider the general information on infection protection as helpful tips and create a separate concept for their own businesses.

Mouth protection requirement

Staff and customers should wear mouth and nose coverings. The shopkeeper or the customer is responsible for providing them.

Hygiene and infection prevention: General suggestions for all companies

The general goal for all companies is to minimize or eliminate the risk of infection when reopening and to make work safer.



The listing of possible measures and proposals does not represent an order of importance.

With regard to the customer – employee contact

- Ensure a minimum distance of 1.5 m, (e.g. by means of floor markings), especially in front of cash registers, reception areas, information desks, waiting areas, etc.
- Install glass partitions (or spit protection wall) at all stations with contact between employee and customer, especially at cash registers, reception and information counters, etc.
- Introduce controls to ensure the maximum number of customers and to guarantee compliance with the distance rules.
- Where possible, separate and mark-off the movement areas of employees and customers.
- Preferably offer contactless payment methods.
- Provide more information to customers, e.g.
 - Cashless payment means safety for all.
 - Keeping a distance between others and retail employees protects everybody.
 - Plan purchases for several days to reduce contact with other people.
- Exercising authority over persons who do not comply with the rules.

With regard to employees and staff deployment

- Ensure distance between employees, if necessary balance it out by rotating schedules and home office.
- If possible, extend opening hours to reduce the volume of traffic.
- If possible, activities without customer contact (e.g. re-stocking shelves, storage, scheduling, etc.) should be carried out outside business hours or physically separated.
- Conduct regular employee training on hygiene issues and rules of conduct (with confirmation by the employees).
- Keep access doors open or continuously disinfect them, unless they open without contact.
- Arrange shift schedules without overlap.
- Separate work groups/teams physically, temporally and schedule breaks at different times.
- Conduct meetings only by telephone or video conference when possible.
- Only travel for business when absolutely necessary.
- Establish and train a company representative for the Corona virus.
- Organize document delivery (if paperless is not possible) without contact if possible. If necessary use clipboard stations. If this is not possible, provide mouth-nose cover and disinfectant.

In relation to the premises/surroundings/equipment



- Disinfection of all surfaces that are frequently touched (handles, hand terminals, keyboards, touch screens, fittings) at regular and short intervals.
- Provide or obtain sufficient protective material (e.g. mouth-nose cover, gloves, disinfectant, etc.).
- Attach information for employees, customers, suppliers etc. about the hygiene and protective measures to be observed in a clearly visible location and in common foreign languages where applicable.
- Provide employees and customers with mobile solutions for frequent disinfection.
- Provide disposable/protective gloves for all employees who come into skin contact with customers, for employees who come into contact with the same surfaces as customers, or come in contact with other employees (e.g. documents, operating keyboards, touch screens, etc.).
- Provide gloves for customers in the situation where the assortments are “contact-related” (fruit, etc.).
- Disinfection of toilets at regular and short intervals
- Ventilate rooms regularly.
- Where possible, reduce the number of parking spaces available on busy days (e.g. by means of barriers) in order to regulate the number of customers
- Promote digitization and implement home office solutions
- When possible online processing of business transactions, if necessary offer shipping options.