



ABSTRACT

Disaster Management Act, 2005 - COVID - 19 - Procedures of **Shopping Malls** approval of Standard Operating Procedure (SOP) - Orders - Issued.

REVENUE AND DISASTER MANAGEMENT (DM IV) Department

G.O.(Ms)No.452

Dated:31.08.2020

சார்வரி, ஆவணி 15
திருவள்ளூர் ஆண்டு 2051

Read:

- 1) G.O.Ms.No.172, Revenue & Disaster Management (DM-II) Section, dated: 25.03.2020 and addendums issued thereon.
- 2) G.O.Ms.No.245, Revenue & Disaster Management (DM-II) Department, dated: 18.05.2020.
- 3) G.O.Ms.No.262, Revenue & Disaster Management, (DM-II) Department ,Dated 31.05.2020.
- 4) GO.Ms.No.263, Revenue and Disaster Management (DM-II) Department, dated. 31.05.2020.
- 5) GO.Ms.No.324, Revenue and Disaster Management (DM-II) Department, dt:30.06.2020.
- 6) GO.Ms.No.396, Revenue and Disaster Management (DM-II) Department, dt.31.06.2020 and subsequent amendments issued thereon.
- 7) From the Principal Secretary/Commissioner of Revenue Administration, Letter No.OC1/563/2020 Dated 16.6.2020.
- 8) GO.Ms.No.447,Revenue and Disaster Management (DM-IV(1)Department, dt.31.08.2020

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ORDER:

In the reference 1st to 6th and 8th cited, the Government have issued orders with regard to the guidelines to be followed during the lock down period in adherence to the notifications issued by Ministry of Home Affairs, Government of India from time to time.

2. Further based on the guidelines issued by Ministry of Home Affairs, Government of India, the Principal Secretary and Commissioner of Revenue Administration has sent the Standard Operating Procedures for the Shopping Malls.

3. The Government after careful examination, hereby issue SOP for Shopping Malls. The general preventive measures include simple Public Health measures that are to be followed to reduce the risk of COVID - 19.

(By Order of the Governor)

K.SHANMUGAM
CHIEF SECRETARY TO GOVERNMENT

To

The Principal Secretary and Commissioner of Revenue Administration,
Chepauk, Chennai-05.

The Principal Secretary, Tourism, Culture and Religious Endowments
Department, Chennai -09

All the Secretaries to Government, Chennai -600 009

The Commissioner, Greater Chennai Corporation, Chennai - 03.

All the District Collectors.

Copy to:

The Chief Minister's Office, Chennai-9.

The Special PA to Hon'ble Minister for Revenue and Disaster
Management and Information Technology, Chennai-09.

The Private Secretary to Chief Secretary to Government, Chennai-9.

The Private Secretary to Additional Chief Secretary to Government,
Home and Prohibition and Excise Department, Chennai-9.

// Forwarded by Order //

Shanmugam
21/8/2020
SECTION OFFICER

ANNEXURE

Standard Operating Procedures for Shopping Malls to contain spread of COVID-19

Shopping malls get frequented by large number of people for shopping, entertainment and food. In order to prevent the spread of COVID-19 infection, it is important that social distancing norms and other preventive measures are strictly followed.

The Shopping malls in containment zones shall remain closed only those outside containment zones will be allowed to open with effect from 1.9.2020.

It becomes essential to adopt the generic precautionary measures in the shopping malls in addition to the specific measures for the containment of COVID-19. The following generic measures which include simple public health measures should be strictly followed in order to reduce the risk of COVID-19.

I. Generic Measures to be followed by the visitors / workers in the Shopping Malls

- i. Individuals should maintain physical distancing of at least 6 feet as far as feasible.
- i. Use of face covers/masks is mandatory. The face cover/masks have to be worn at all times inside the shopping mall.
- ii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Alcohol-based hand sanitizers (for at least 20 seconds) can also be used for cleaning the hands.
- iii. Respiratory etiquettes involving strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues

- properly should be strictly followed.
- iv. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
 - v. Spitting shall be strictly prohibited.
 - vi. Installation & use of Aarogya Setu is advised.

II. Guidelines to the Management of Shopping Malls:

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic customers/visitors shall be allowed.
- iii. All workers/customers/visitors to be allowed entry only if using face cover/masks. The face cover/masks have to be worn at all times inside the shopping mall.
- iv. Preferably separate entry and exits for visitors, workers and goods/supplies shall be organized.
- v. Physical distancing of a minimum of 6 feet, should be maintained when queuing up for entry and inside the shopping mall as far as feasible.
- vi. Staggering of visitors to be done, if possible and adequate manpower shall be deployed by Mall Management for ensuring social distancing norms.
- vii. Posters / standees on preventive measures about COVID-19 to be displayed prominently. Audio and video clips to spread awareness on preventive measures for COVID-19 should be regularly played.
- viii. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Shopping Mall management to

facilitate work from home wherever feasible.

- ix. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- x. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. Proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- xi. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times.
- xii. All the shop owners inside the shopping malls should be instructed to strictly follow the social distancing norms failing which severe action would be initiated against them.
- xiii. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xiv. The staff for home deliveries shall be screened thermally by the shopping mall authorities prior to allowing home deliveries.
- xv. Required precautions while handling supplies, inventories and goods in the shopping mall shall be ensured. Proper queue management and disinfection shall be organized.
- xvi. Number of customers inside the shop to be kept at a minimum, so as to maintain the physical distancing norms.
- xvii. Seating arrangement, if any, to be made in such a way that adequate social distancing is maintained.
- xviii. Number of people in the elevators in the shopping malls / elevators in the shops shall be restricted, duly maintaining social distancing norms.
- xix. Use of escalators with one person on alternate steps may be encouraged.
- xx. For air-conditioning/ventilation, the guidelines of CPWD shall be

followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate. **Air circulation system should allow fresh/ treated fresh air with fresh air level more than 50%.**

- xxi. circulation system should allow treatment of fresh air with fresh circulation more than 50%.
- xxii. Large gatherings/congregations, conduct of musical/other events and cultural programs, continue to remain prohibited.
- xxiii. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxiv. Floors of the shopping malls should be cleaned and disinfected very frequently.
- xxv. Area outside the premises of the shopping malls, parking lots should also be disinfected frequently.
- xxvi. Cleaning and regular disinfection (using 1 % sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all malls in common areas as well as inside shops, elevators, escalators etc.
- xxvii. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured by the mall management.
- xxviii. Deep cleaning of all washrooms shall be ensured six times a day.

III. Guidelines to be followed in the food-courts / restaurants in the Shopping Malls :

- a. Adequate crowd and queue management to be ensured to ensure social distancing norms.

- b. In food courts and restaurants, not more than 50% of seating capacity to be permitted.
- c. Food court and restaurant staff / waiters should wear mask and hand gloves and take other required precautionary measures.
- d. The seating arrangement should ensure adequate social distancing between patrons as far as feasible.
- e. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged In order to avoid cash transactions.
- f. Dining Tables Chairs should be disinfected with 2.5% Lysol (1 litre of lysol in 19 litres water) immediately after every service.
- g. The bearers, chef and workers in the kitchen should sanitize their hands once in every 30 minutes.
- h. If any workers working in the food court / restaurant in the shopping malls have cough, cold or fever they should not be permitted to enter the food court and they should be instructed to consult a Government doctor immediately, get tested and follow instructions given by the Doctor. This should be strictly ensured by the owner / manager of the food court.
- i. Hand sanitizers should be made available in all the dining tables in the food courts/restaurants.
- j. "No service" boards may be placed on the dining tables in the food courts / restaurants in order to maintain ensure social distancing.

IV. Kitchen of food courts/restaurants :

- a. In the kitchen, the staff should follow social distancing norms at work place.
- b. The raw materials viz., vegetables, dhal, rice etc., should be cleaned well before cooking.
- c. All the cutleries and crockeries should be washed in soap water and sterilized after every use.
- d. It should be ensured that the chefs including other workers in the kitchen are wearing apron, head wraps, face masks and gloves. If reusable aprons are used it should be laundry washed after every use. Gloves, masks should be removed and discarded if they become soiled or damaged and a new pair worn. The used face masks, head wraps and hand gloves should be disposed off safely.
- e. The kitchen area including the floors and cupboards should be cleaned with with 1% hypochlorite solution (1kg of bleaching powder in 30 liters of water) very frequently.

V. General :

- i. Gaming Arcades shall remain closed.
- ii. Children Play Areas shall remain closed.
- iii. Cinema halls inside shopping malls shall remain closed.
- iv. Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Shopping mall management to advise accordingly.

VI. In case of a suspect or confirmed case in the premises:

- a. Place the ill person in a room or area where they are isolated from others.
- b. Provide a mask/face cover till such time he/she is examined by a doctor.
- c. Immediately inform the nearest medical facility

(hospital/clinic) or call the state or district helpline.

- d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- e. Disinfection of the premises to be taken up if the person is found positive.

VII. Monitoring

The District Administration / Local Body concerned should closely monitor the implementation of the guidelines issued from time to time and the visitors to the Shopping Malls should also satisfy themselves of the same.

K.SHANMUGAM
CHIEF SECRETARY TO GOVERNMENT.

/True copy/

Shanmugam
31/12/2020
SECTION OFFICER

