



Ministry of Health & Family Welfare
Government of India

Guidelines on preventive measures to contain spread of COVID-19 Shopping Malls

11th June 2020

Need for Covid Appropriate Behaviour



Every individual
is at risk



If infected , you may
spread infection to
others in crowded places



You may put
your family
members at risk



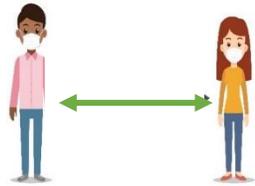
You may particularly
put elders in your
family at risk

As we progress in Unlock 1.0, to contain the spread of COVID-19 , we need to follow Covid Appropriate Behavior at all times

Generic Preventive Measures



Use face covers/masks



Maintain adequate social distancing



Wash hands with soap/ sanitizers (as required)



Respiratory etiquettes

- Cover mouth & nose with tissue/ handkerchief/ flexed elbow
- Dispose off used tissues properly



Spitting is strictly prohibited



Thermal screening of all entrants and staff



Maintain 6ft distance while queuing for entry in public places



Staggering of visitors/patrons

Generic Preventive Measures



Self-monitor health
(Guest and staff)



Aarogya Setu app
(Recommended to Install & Use)



Immediate report illness
(To state and district helpline)



**Large gatherings/
congregation prohibited**

Who are advised to stay at home?



**People aged more than
65 years**



**Children aged less than
10 years**



Pregnant Women



**Persons with comorbidities such
as hypertension, diabetes, etc**

Except for essential and health purposes

Shopping Malls – Specific Measures



Mandatory sanitizer dispensers and thermal screening provisions at entrance



Only asymptomatic staff/guests/visitors allowed



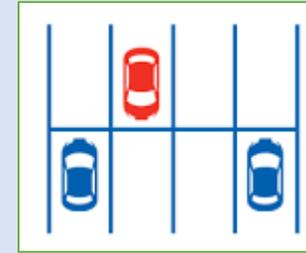
Workers/Customers/Visitors to be allowed entry only if wearing masks



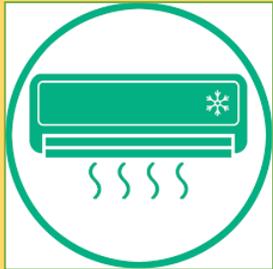
Separate entry and exit for visitors, workers & goods/supplies



Specific markings with sufficient distance for queue management and social distancing norms



Proper Crowd Management in Parking Lots and outside the premises



Air-conditioning
*(Temp of 24–30°C,
Relative humidity of
40–70%,
Intake of fresh air,
Cross ventilation)*



Posters/ standees/ AV media on COVID preventive measures displayed at all times



Effective and frequent sanitation *(esp. lavatories, drinking and hand/foot washing stations)*



Cleaning and regular disinfection
(using 1% sodium hypochlorite of frequently touched surfaces)



Deep cleaning of washrooms



Safe Disposal of face covers/ masks/gloves

Shopping Malls – Specific Measures



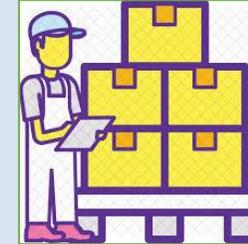
Avoid front-line work and take extra precaution for high risk employee
(older, pregnant employees and employees with underlying medical conditions)



Valet parking operational
(Face covers/ masks & gloves for staff and disinfection of steering, door handles, keys)



Shops/stalls/Cafeteria to follow social distancing within and outside premises



Precautions while handling supplies/inventories



Adequate Manpower to be deployed by Mall Management for ensuring social distancing norms



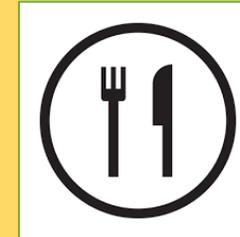
Staff for home deliveries to be screened thermally by shopping mall authorities



To maintain social distancing, No. of customers to be kept minimum inside shops



Restricted number of people in elevators
Use of escalators with one person on alternate steps



Food Courts/Restaurants to follow detailed guidelines on restaurants



Gaming arcade/Children play area/Cinema Halls remain closed

Protocol for attending to suspect or confirmed case

