

## RETAIL: Measures setting up cash registers

The following measures can be taken to avoid infection at the payment location:

- Inform the customers so that the rules regarding payment are clear by means of a poster at the entrance of the shop
- Place plexiglas shielding at the cash register to avoid direct contact with the customer.
- Protect the phone or microphone with a protective film. Throw away the foil every time the cashier changes.
- Make markers on the ground where customers have to wait in order to stay 1.5 meters apart.
- Limit the change of checkout staff as much as possible or appoint one person per checkout.
  - Decontaminate the touch surfaces (keys, scanner, chair,...) at each change.
  - Regular cleaning/disinfection of the conveyer belt, cash register, scanner and credit card keyboard.
  - Provide hand sanitiser at the cash register for customers and own staff.
- If self-service registers and/or payment scanners are present, it is best to promote their use. Ensure regular cleaning of the touched surfaces.
- Only allow the use of (discount) vouchers and cards if they can be scanned.
- If a safety tag (e.g. clothing) is to be removed from goods, wear gloves when removing the safety tag.
- When giving change, place it in a bowl to avoid hand to hand contact.
- Ask the customer to ensure barcodes face the right way so that the shop assistant does not have to touch the products.
- Let the customer pack the purchased products himself.
- Put the bag of merchandise on the counter and let the customer pick it up himself.
- Use electronic tickets (for customers with a loyalty card) or place the ticket on the counter to avoid hand contact.
- Wear latex/nitrile gloves (if required)

*This document was prepared on 20 April 2020 on the basis of the measures in force on that date.*

*It contains general cross-sectoral measures in which the applicability must be considered in function of the company's own business situation.*