

# Good practices for making safe shopping easier

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Ajuntament de  
Barcelona



The fight against the Covid-19 pandemic has led public authorities to establish extraordinary measures and declare a state of emergency, with a population under lockdown, as well as the cessation of activities and the distribution of non-essential goods.

Essential services that continue to be provided include supplying food to the population. This service has been provided from the outset, not only to supply people with food products but also to ease their concerns during these complicated, uncertain times.

The smooth operation of this service has been possible thanks to the enormous commitment and effort made by thousands of workers and businesses every day, who make it possible for municipal markets, supermarkets, hypermarkets, local grocery shops and other establishments selling essential products to open their doors every day and offer city residents the highest quality products.

The sales staff, shelf-stackers, cashiers and cleaners in food shops, people working in the wholesale sector and in Mercabarna [Barcelona wholesale market], staff in logistics and distribution companies, security personnel and, in general, everyone who makes the food chain possible, are all protagonists in the daily challenge of ensuring that food supplies are a reality in each and every Barcelona neighbourhood.

Many food establishments have introduced initiatives that aim to ensure that sales are completely safe for the general public and for employees, and to make it possible for people to do their shopping in an easier and accessible way, especially those who have special difficulties or belong to high-risk groups. These initiatives are worth knowing about, publicising and highlighting.

Logically, these good practices have not been carried out uniformly throughout the sector, but have rather been adopted by the businesses in accordance with the nature of their establishments and business models. But they do share a common objective, which is for the sales areas to be more accessible and people-friendly, as well as being completely safe.

These good practices, some of which have been internationally recognised as exemplary practices, include:

1. Reserving a time slot for certain groups of people to do their shopping, including senior citizens, vulnerable people (such as pregnant women or people with reduced mobility) and for accredited people who provide essential services (healthcare workers, police, social-care workers and firefighters).
2. Giving the above-mentioned groups priority for entering the shop, accessing products and paying at a certain time of day, and ensuring that notification of this prioritisation is clearly visible.
3. According to the capacity of each business, providing customers with remote sales (online, click & collect, drive or by telephone, WhatsApp or other channels) and home deliveries, with priority given to people who have special needs and vulnerable groups, as well as establishing preferential times for collecting purchases made through remote sales, where possible.
4. Providing customers with disinfectant gels, gloves, paper and open-top or pedal bins for use in the shops.  
These measures are not required in establishments where customers do not have to touch the products on sale. Regarding this matter, the [Good Practice Guide for Commercial Sector Establishments](#), published by the Spanish Ministry of Health is recommended.
5. Establishing protective measures for workers, such as masks, gloves, separating screens, glasses, disinfectant gels, and minimum working distances between staff members and between staff members and customers.
6. In line with the recommendations issued by the health authorities, respecting the maximum recommended shop capacities regulated for this exceptional situation.
7. Marking out the minimum distances between customers when queueing, in accordance with the provisions of current regulations.
8. Designating specific collection points wherever possible.

9. Adapting opening hours, in order to facilitate the replenishment of products and carry out risk-prevention work aimed at both employees and customers. Taking into account the recommendations available to the general public on the Spanish Ministry of Health website, and particularly the contents of the document [“Procedures to adopt in cases of infection from the new coronavirus \(SARS-CoV-2\)”](#).
10. Whenever possible, collaborating with the Food Bank and other charitable organisations approved by Social Welfare.

**But clearly, shoppers also have a key contribution to make in ensuring that shopping is a completely safe and responsible activity. For this reason, customers are recommended to do the following:**

- 1. Following and respecting the instructions and recommendations** issued by the establishments, in order to ensure safe shopping.
- 2. Be understanding and supportive of the measures introduced** by businesses which prioritise shopping by certain groups of people.
3. Whenever possible, **go shopping individually, and not as a family**, in a group, or with children.
4. As far as possible, **ensure that senior citizens, people with chronic illnesses and vulnerable persons do not have to** go shopping.
- 5. Plan your shopping for food and basic needs carefully**, in order to avoid unnecessary trips, and do your shopping in as short a time as possible, with the help of a **shopping list**.
- 6. Go shopping less frequently** by doing larger shops, but **do not hoard products** you do not really need, because the supply of basic necessities is guaranteed.
- 7. It is preferable to pay for your shopping electronically** (credit cards or mobile phone) and avoid contact with cash.
8. Go to food establishments at different times in order to **avoid crowds**.
- 9. Try to do collective shopping:** with one person doing both their own shopping and that of the other people they are shopping for.
10. Remember that the **people** who work in the food sector **are providing an essential service**. It is thanks to **their efforts and commitment** that we have a good supply of food at all times.

This document, which has been produced with good practices compiled from the entire sector, will be periodically updated to include the most recent recommendations, which are adapted to changing circumstances. Barcelona City Council promises to publicise these good practices and to showcase the work carried out by the workers in this sector during these complicated times.



If you wish to add an organisation to this document, send an email to: [comerc.mercats.hisenda@bcn.cat](mailto:comerc.mercats.hisenda@bcn.cat) (Councillors Office for Commerce, Markets, Consumerism, Internal Regulations and Tax, at Barcelona City Council).