

INTERNATIONAL ISLAMIC UNIVERSITY, ISLAMABAD
(SERVICES DEPARTMENT)

No.SD/2020-IIU-4095

September 16, 2020.

Subject: **SOPs FOR OPERATING CAFETERIAS / SHOPS AFTER REOPENING OF
UNIVERSITY**

The President, IIU has approved SOPs / Guidelines for operating Canteens / Shops after reopening of University as chalked out by the Committee constituted for the purpose under the chairmanship of Director (Administration) duly notified vide Order No.Estab.(IV)-4(28)/2020-IIU-1562 dated 09.09.2020 (copies enclosed).

2. For information of all concerned, please.



(Mohammad Farhan Sabir)
Assistant Director (Services)

DISTRIBUTION:

- 1) Director (Administration), IIU
- 2) Student Advisor (Male), IIU
- 3) Student Advisor (Female), IIU
- 4) Deputy Director (HR-II), IIU

Cc: i) SPS to President, IIU
ii) PS to Vice-President (AF&P), IIU
iii) APS to Director (Academics), IIU

INTERNATIONAL ISLAMIC UNIVERSITY, ISLAMABAD
(SERVICES DEPARTMENT)

No.SD/2020-IIU- 4092

September 16, 2020.

SOPS / GUIDELINES FOR OPERATING SHOPS DURING COVID-19 PANDEMIC

All Contractors of Shops (Photostat, Easy Paisa / Mobile, General Store, Cobbler, etc) shall operate their business setups at International Islamic University by following the below mentioned SOPs / Guidelines during Covid-19 Pandemic to prevent the spread of infection among the staff, employees and students of the University:

FOR CONTRACTOR/STAFF OF SHOPS:

- The Contractor/Staff should wash hands with soap and water frequently or use hand sanitizer.
- Ensure the availability of hand sanitizer at the entrance of Shop for the customers.
- Make sure each customer sanitizes his hand before entering the Shop and while leaving.
- Ensure the availability of thermal guns at entrance and allow customers only after checking temperature.
- Do not allow the customer with cough and flu to enter the Shop.
- To ensure the space does not get crowded, allow people to enter the shop only in small groups.
- Customers and salesperson should maintain the safe distance of 6 feet (and preferably 2 meters) among each other.
- Disinfect the most frequently used surfaces by the customers such as door handles, cashier counter, product racks etc.
- Disinfect the floor with bleach or surface cleaner regularly at equal intervals.
- Each salesperson and receptionist must ensure the use of gloves.
- The rest areas for staff should be disinfected regularly and should be used in compliance to the social distancing measure (i.e. 6 feet) among each other.
- The Contractor shall make sure that no sick staff is present at the Shops.
- Keep reminding the customer to buy as per their need to prevent hoarding of products.
- Ensure the public display of notices promoting hand hygiene and social distancing inside and outside the Shops.
- Ensure queue control, maintaining the advised 6 feet distance outside the shops and other essential premises that remain open.
- The Contractor and Staff must keep themselves updated with the updated instructions issued by the University / Government of Pakistan and show strict compliance thereof.

FOR CUSTOMERS (STUDENTS / EMPLOYEES):

- Avoid going to the Shops if suffering from fever, cough or flu.
- Make sure to sanitize your hands before and after shopping.



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- Avoid touching the surfaces unnecessarily.
- Maintain distance of 6 feet (and preferably 2 meters) from salesperson or other customer within the Shop.
- Follow the safety guidance provided by the Shop management and cooperate with the staff.
- In case of non-compliance of the above mentioned SOPs / Guidelines by the Contractor, play your responsible role and inform the Service Department of the University by either emailing at farhan.sabir@jiiu.edu.pk or contacting on Telephone No. 0333-5519101 or 051-9019942.



(Mohammad Farhan Sabir)
Assistant Director (Services)

DISTRIBUTION:

- 1) Contractors of Photostat Shop
- 2) Contractors of Easy Paisa / Mobile Shop
- 3) Contractors of General Store
- 4) Contractor of Cobbler Shop

INTERNATIONAL ISLAMIC UNIVERSITY, ISLAMABAD
(SERVICES DEPARTMENT)

No.SD/2020-IIU- 4093

September 16, 2020.

SOPS / GUIDELINES FOR OPERATING BARBER SHOPS DURING COVID-19 PANDEMIC SITUATION

All Contractors of Barber Shops shall operate their business setups at International Islamic University by following the below mentioned SOPs / Guidelines during Covid-19 Pandemic to prevent the spread of infection among the staff, employees and students of the University:

SOCIAL DISTANCING

- Limit customer number up to 50% of total sitting capacity at a time.
- Arrange chairs so work areas are spaced out at least 6 feet apart.
- Install visual markers to encourage customers to remain at least 6 feet apart.
- Improve ventilation for enclosed spaces where possible (e.g., open doors and windows).
- Stagger lunch and break times. Regulate the maximum number of people in one place and ensure at least 6 feet of physical distancing.
- Close or reconfigure worker common spaces and high-density areas of facilities where workers are likely to congregate (e.g., break rooms, eating areas) to allow 6 feet of physical distancing.
- Require face coverings for all customers and workers.
- Require workers to wear gloves, gowns, and safety glasses or goggles.
- Install physical partitions between workstations where feasible
- Contactless payment methods are encouraged.

HYGIENE PROTOCOLS

- Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; hand sanitizers may be used as an alternative.
- Supply workers at workplace location with adequate cleaning products (hand sanitizer, disinfecting wipes, soap and water, etc.).
- Require glove changes and handwashing before and after each customer.
- Do not permit sharing of tools and supplies between workers (shears, combs, brushes, etc.).
- Use clean capes for each customer.
- Workers should change into a clean smock or gown between each client. Consider using disposable capes and smocks. Reusable capes, towels, gowns should be laundered between each use.
- Disinfect all tools before addressing new customers.
- Post visible signage throughout the site to remind workers and clients of hygiene and safety protocols.



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- Avoid use of towels under client's head and prefer to use tissue.
- Clean and disinfect all brushes after use with alcohol swab.
- Use disposable foam, sponge and other porous tools and discard them after single use.



(Mohammad Farhan Sabir)
Assistant Director (Services)

DISTRIBUTION:

- 1) Contractors of Barber Shop

INTERNATIONAL ISLAMIC UNIVERSITY, ISLAMABAD
(SERVICES DEPARTMENT)

No.SD/2020-IIU- 4094

September 16, 2020.

SOPS / GUIDELINES FOR OPERATING FOOD SETUPS DURING COVID-19 PANDEMIC SITUATION

All Contractors of Food Setups (Canteens/ Cafeterias, Refreshment Centre, Shwarma Shops, Fruit /Juice Shops, Tuck Shop/Tea Stall, Fast Food Point/ Take away Points etc) shall operate their business setups at International Islamic University by following the SOPs / Guidelines during Covid-19 Pandemic to prevent the spread of infection among the staff, employees and students of the University.

GENERAL INSTRUCTIONS

Requirements of the food code that apply to coronavirus mitigation are:

- Prohibit sick employees in the workplace
- Ensure and follow strict handwashing practices
- Maintain social distancing
- Ensure practices regarding surface cleaning and disinfecting
- Ensure food safety measures.

Food establishments should consider the following measures to prevent the spread of Covid-19:

EQUIPMENT AND PHYSICAL STRUCTURE

- Make sure utilities are working (electrical, plumbing, ventilation and fire suppression).
- Flush water system and all plumbed food equipment for a minimum of 5 minutes.
- Equipment should be properly washed, rinsed and sanitized and pipes drained.
- Assess and discard food that is no longer safe (expired or spoiled foods).
- Wash, rinse, and sanitize all food contact surfaces.
- Use single-use items as much as possible, such as packets of ketchup or salt.
- Thoroughly clean and repair all physical facilities including floors, walls, and ceilings.
- Posters for preventive measures to be displayed at prominent places.

INDOOR DINING

- Indoor dining can reopen with groups of 10 or less and maintaining at least 3 feet distance among one group and 6 feet between two groups/tables.
- Indoor seating will be allowed at 50% capacity to maintain recommended social distancing guidelines.
- Ensure ventilation for indoor seating arrangement.



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OUTDOOR DINING

- Prefer outdoor dining at tables spaced at least 6 feet apart from other people.
- Tables must not block entrances, exits, pedestrian access etc.
- Ensure outdoor dining areas are maintained and free of trash and other debris.

CUSTOMER PROTECTION

- Ensure thermal scanning of customers.
- Use menus that are disposable or sanitized between each use.
- Clean and disinfect touched surfaces hourly.
- Maintain social distance of 6 feet in any entryway, hallway, or waiting area.
- Ensure dining groups are seated at least 6 feet apart and remove or block extra seating.
- Utilize contactless payment systems, or provide handwashing or hand gel for employees handling payment.
- Maximize Takeaway (pick-up or delivery) services.
- Encourage the use of face mask when not eating.

EMPLOYEE HEALTH AND SAFETY

Preventing the spread of COVID-19 via employee health monitoring is critical and food establishments must consider how the following will be implemented:

- Train workers on symptoms of COVID-19 illness and on required hand hygiene.
- Ensure thermal scanning of employees
- Encourage workers to stay home if they are sick.
- Ensure handwashing sinks are stocked with soap and paper towels and hand sanitizers are available
- Ensure use of face coverings by employees.
- Stagger work schedules as much as possible to reduce employee contact



(Mohammad Farhan Sabir)
Assistant Director (Services)

DISTRIBUTION:

- 1) Contractors of Canteen / Cafeteria
- 2) Contractors of Tea Stall / Tuck Shop
- 3) Contractors of Fast Food Point / Shawarma Shop
- 4) Contractors of Fruit / Juice Shop / Refreshment Centre

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