



COVID – 19 Guidelines For Mystery Shoppers

In the changing times, with the increase in infectious & lifestyle diseases, it is all the more important that we create a safe environment and lifestyle for us and our communities.

The magnitude of the crisis has been big and there is no laid out strategy to follow in these difficult times. The world is changing unimaginably and we have to individually create our own strategy for our own people.

Keeping in mind the safety of our Shoppers, **MSPA - Asia Pacific** has created a set of guidelines for shoppers to practice once they resume with **Face 2 Face Mystery Audits** under the **COVID-19 Era**.

SR. No.	Guidelines - Face 2 Face
1	<p>Before leaving your house, please ensure you are not ill. Check your temperature using a thermometer. In case you are running a temperature, have a sore throat, dry cough etc. please inform the agency that you cannot perform the assignment and immediately seek medical assistance.</p>
2	<p>While leaving the house, please ensure you wear and carry the following items:</p> <ol style="list-style-type: none"> 1. Clean Mask 2. Clean Pair Of Gloves 3. Face Shield (If Required) 4. Sanitizer Bottle 5. Extra Gloves/Mask
3	<p>It is recommended that you use your own mode of transportation to reach the location at which the shop is to be conducted. In case you do not have your own transportation and are using public transportation, please ensure you follow:</p> <ol style="list-style-type: none"> 1. Social Distancing 2. Do Not Touch Any Surfaces 3. Frequently Sanitize Your Hands 4. Avoid Touching Your Face 5. Always Have Your Mask On At All Times 6. In Case You Touched Any Surface And Are Wearing Gloves, Ensure The Same Is Disposed Of In A Closed Bin
4	<p>Once you reach the location of the shop, you are obligated to abide by all the Rules & Regulations of the Establishment.</p>
5	<p>At all times ensure you maintain Social Distancing and Do Not Touch any of the products or surfaces.</p>
6	<p>Avoid touching your face at all times.</p>
7	<p>While you are at the location, please ensure and do not forget to sanitize your hands every 30 minutes.</p>

SR. No.	Guidelines - Face 2 Face
8	Follow all checks and guidelines shared by the agency in conducting the Mystery Shop.
9	Wash/sanitize your hands often especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, or after touching high touch surfaces, e.g., doorknobs, and doorbells.
10	Cover your mouth and nose with extended elbow or tissue when coughing or sneezing. Dispose of used tissue immediately into a closed bin and wash/sanitize your hands.
11	Once you return after conducting your assignment, please ensure you wash your hands and dispose of all the PPE in a closed bin.

SR. No.	Guidelines - Online
1	In case your assignment includes receiving packages, ensure that the delivery is contactless if possible.
2	Avoid Cash On Delivery Option and only undertake a prepaid assignment. In case you do accept cash in the form of change, ensure to sanitize or wash your hands immediately.
3	Once you receive a package, it is recommended you disinfect the package before you touch it with your bare hands. It is also recommended that you wash your hands after you touch the contents within as well. Avoid touching your face at all times. All the packaging should be disposed off in a closed bin.
4	In case it's a food package, remove the food from within the container into a vessel and we recommend you reheat the food. All the packaging should be disposed off in a closed bin.

Safety Tips For You!

How To Wash Your Hands



Wet hands with water



Apply enough soap to cover all hand surfaces



Rub hands palm to palm



Right palm over the back of the other hand with interlaced fingers and vice versa



Palm to palm with fingers interlaced



Back of fingers to opposing palms with fingers interlaced



Rotational rubbing of left thumb clasped in right palm and vice versa



Rotational rubbing, backwards, and forwards with clasped fingers of right hand in left palm and vice versa



Rinse hand with water



Dry thoroughly with towel



Use elbow to turn off tap



And your hands are safe

How To Disinfect Packages (Boxes/Cartons)



The WHO says that the likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low. However, as a precaution it is recommended that you sanitize and disinfect the package. To disinfect the package, you can use a Multi-Purpose Disinfectant Spray or create your own solution using an Antiseptic and Water. Spray the package with the disinfectant and allow the same to dry. Alternatively, you can use a sanitizer having 70 of alcohol to clean the package. This process can be carried out in the premises outside your house or on an empty surface within your house. Dispose all waste in a closed bin and clean the surface once done. Do NOT forget to wash your hands once done!

How To Handle Food Packages



When receiving food packages it is recommended that you remove the food items from within and transfer them into crockery and then reheat the same on the range or in a microwave. Dispose of all the packaging in a closed bin and clean the surface.

Do NOT forget to wash your hands once done!

How To Disinfect Grocery



Prepare a solution of white vinegar and clean water in a 1:4 ratio and spray it on vegetables after washing them under running water.

You may store the solution in a spray bottle
for convenient use.

***Disclaimer** - These guidelines are for your safety and keeping your interest in mind. **MSPA - Asia Pacific** in no way is liable in case you contract COVID-19 or any other infectious disease while on an assignment.

These are just precautionary guidelines which have been published to prepare you. If you have a set of guidelines given by your local Governments and other bodies we recommend you abide by the same as well.

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MYSTERY SHOPPING PROFESSIONALS ASSOCIATION

