

Safety in store COVID-19

At Makro it is our mission to provide you and our staff with a safe and healthy shopping environment, and to ensure that our shelves are well stocked with the essentials that you need, at fair prices.

To this end, and being mindful of the World Health Organisation COVID-19 guidelines, please note:

1

We are attempting to procure face masks for our cashiers and will deploy these as we are able to. We are, however, conscious of limited availability and shortages in the health care sector for such face masks.

The World Health Organisation guidelines on face masks are as follows:



- Healthy people should wear masks only if they are taking care of a person with COVID-19 or who is suspected of being infected
- Anyone who is coughing or sneezing should wear a mask
- Masks are effective when used in combination with frequent hand-cleaning using alcohol-based sanitiser or soap and water
- If you wear a mask, you must know how to use and dispose of it properly



World Health Organization

2

World Health Organisation guidelines are that the wearing of gloves is less effective than regular hand-cleaning, using alcohol-based sanitiser or soap and water. We are therefore providing hand sanitisers with at least 60% alcohol content at all entrances, high touch point areas and at customer check-outs. In addition, all Makro staff have been given a hand sanitiser for their and their family's use at home.

3

We have increased the number of cleaning staff in our stores and have increased the frequency with which we wipe down high touch surfaces and shopping trolleys.

4

We have introduced a safe social distancing protocols designed to provide at least 1m between every person in the store and outside our stores when waiting to enter. We have also limited the number of customers who enter the store, according to best practice guidelines.

5

We have intensified staff awareness of personal preventative measures to protect their and your health.

Thank you for your business and support. We are here to serve you and your business in these uncertain times.

