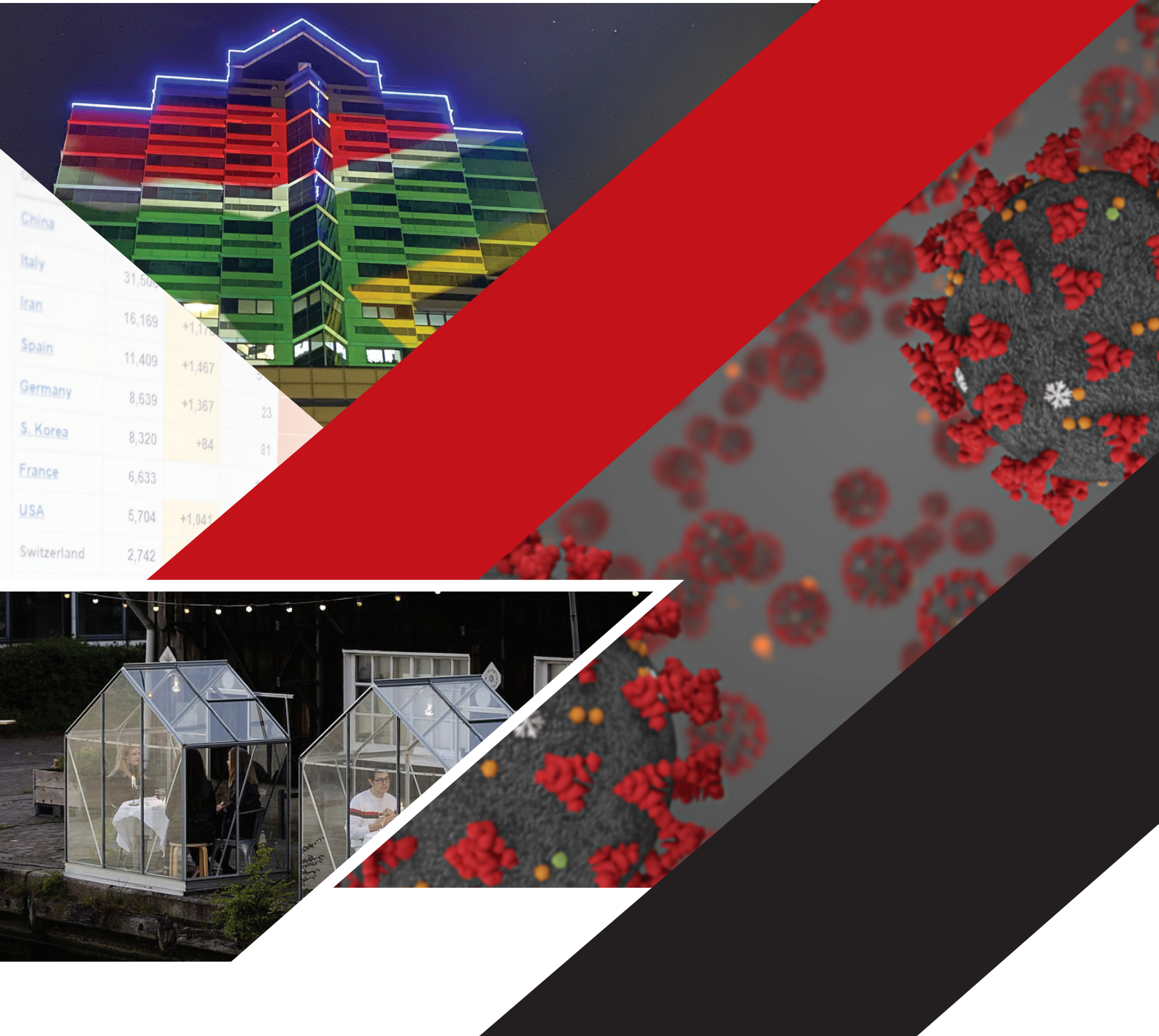


THE NEW HORIZON

COVID-19 INNOVATIONS & OBSERVATIONS

MAY 2020





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INTRODUCTION

South Africa is currently in the stage four of “lockdown” as part of the government’s response plan to lessen the impact of the coronavirus, and gradually open the economy. While the statistics are lot more concerning than our last report with 12 074 confirmed cases, and 219 deaths due to the virus, there is also a lot more positive news. The country’s testing capacity has increased significantly with almost 387 000 people now tested, and 4 745 people having recovered to date. Infrastructures such as temporary hospitals have been put into place, the public seem to understand how to lessen their exposure and many people are becoming accustomed to doing things in new ways.

On a retail level, we are all now a lot more prepared to deal with this pandemic and we have a greater understanding of what will be required to move forward. It is clear that measures like social distancing, limited capacity by area, hygiene interventions, face masks, health screening, and structures behind which to protect both staff and customers and are a known part of our future. As we adjust to a new normal, customers are too becoming appreciative for the lengths retailers are going to, to make their products and services available.

While there are mixed feelings around the logic that is driving some of the policy decisions, it is up to us to innovate so that we can trade within these parameters. Never before have we been forced to conceptualize and implement solutions so quickly. The level at which South African retailers have adapted, invented and adjusted is truly remarkable. This report gives a brief overview of some of these responses both locally and abroad. We hope you will find this information insightful and useful as you make your plans in the near future.

Because solutions need us all!

RMB’s head office building in Sandton is ablaze with the colours of national unity in a gesture of solidarity and solutionist thinking. For a few nights a week, between 7 and 8 pm, the building lights up on two sides in the colours of the South African flag, carrying the message: “Solutions need us all.”





OUR RAINBOW NATION

Woolworths click and collect shopping



Woolworths has launched a “drive-through” or “click and collect” option at some of its stores, with the promise that customers will never have to leave their car. Instead, staff will deliver orders straight to the boot, at specially designated parking bays. At the selected outlets, staff bring click-and-collect orders, placed online, to specially designated parking bays. Like its peers, Woolworths has been struggling to cope with huge demand for home delivery during the Covid-19 disaster.

Capacity on the new drive-thru option will be increased over time, Woolworths says. For the stores where it is available such parking-lot delivery was added as an option to click-and-collect orders, online orders that previously had to be collected in store.

The centres where this is available are: Kyalami, Fourways Mall, Morningside, Broadacres, Linksfield, Farramere, The Club Waterkloof, Ballito Junction, La Lucia, Greenacres, Palmyra Road, The Sanctuary, West Coast Mall and Platteklouf Village. Much like home delivery, collection is assigned a specific time slot.

Isolation hotels for Discovery members



Discovery is offering members discounted rates if they booked into so-called “isolation hotels”. It has partnered with The Capital group, which has a number of hotels and apartments across the country that offer isolation options, including facilities like testing, nursing and other support staff.

Discovery members can get a room at a reduced rate for two days while waiting for Covid-19 test results - or for 14 days after a confirmed diagnosis, subject to healthcare advice. Isolation hotels offer an option for people who may have had exposure to Covid-19, and want to stay in self-isolation to protect their families. It could also offer a place to stay for those who have the virus, but do not require hospitalisation.

Capital has “designated sanitised sanctuaries” at its hotels in Sandton, Rosebank, Pretoria, Cape Town and Umhlanga. The service includes three meals a day; an onsite nurse (made available by Discovery Health), a laundry service, “smart” televisions with DSTV and streaming services like Netflix, as well as free uncapped high speed Wi-Fi. Members will also have access to nursing care, over-the-counter medicine and online doctor consultations.

At the beginning of lockdown, Capital Hotels dropped its normal room rates down by 55% to R1,350 for a standard hotel room or R2,000 for a one-bedroom apartment. Discovery Medical Scheme members who then choose to isolate in these facilities are being offered an additional R400 off the reduced rate of R1,350. This means Discovery members will pay R950 for a standard room or R1,600 for a one-bedroom apartment.

Checkers pioneers new 60 minute delivery service



Checkers has launched an exclusive on-demand one-hour grocery delivery service named Sixty60. It is South Africa’s first 60-minute grocery delivery service from a supermarket chain, as Checkers innovates to respond to customers’ demands for hyper-convenience. The mobile app delivers groceries and drinks at the touch of a button and offers the same value for money for which Checkers is renowned. Users can track the status of their order and delivery in real time.

“Sixty60 will offer unrivalled convenience because it does all the hard work for you. In our time-pressed society, providing consumers with a swift, on-demand grocery delivery service is like giving them back time: today’s most precious commodity” said Neil Schreuder, Chief of Innovation and Strategy at Shoprite Checkers.

Following months of testing the Sixty60 app with its own employees, it is now being piloted to the public in select locations in Cape Town and Sandton. “The name Sixty60 captures the service’s main ambition: for customers to order groceries in sixty seconds and have them delivered in as little as sixty minutes” continued Schreuder. Products on the Sixty60 app retail at the same low prices found in Checkers stores. Delivery is free for the time being during the pilot period. Sixty60 is currently available to the public in Checkers supermarkets in the Western Cape (including Durbanville, Willowbridge, Okavango Crossing, Rondebosch, Kloof Street, Sea Point) and Gauteng (Melrose and Bryanston).

The Sixty60 beta app is now available for download on the App Store and Google Play Store.

SA gets a special three-digit phone number for Covid-19 emergencies



The phone number 111 has been designated for use by South Africa’s “Covid-19 national emergency services”. In regulations published two weeks ago the Independent Communications Authority of SA (Icasa) “harmonised and mandated” that number for use during the coronavirus crisis, using its power to designate special phone numbers such as 112 for emergencies.

Calls and SMSs to that number will be free, Icasa decreed. In terms of the regulations, the short-code number will be put to use for three months after the end of South Africa’s national state of disaster.

South Africa has no formal Covid-19 emergency service, but the National Institute of Communicable Diseases (NICD) operates a special toll-free number to deal with questions, especially from those who believe they may have Covid-19, on 0800 029 999.

Email shopping at Pick n Pay



Customers of **Pick n Pay** may now email them a shopping list for collection at selected stores during South Africa’s lockdown period. Called ‘Collect Direct’, customers can choose from over 260 products which are made up of a broad range of products including cleaners, canned foods, toothpastes, bread and nappies. The Collect Direct email ordering service is available in 174 selected stores nationwide.

“Many of our customers want to minimise their time in shops and this great innovation from our independent franchise owners will help them do just that,” said John Bradshaw, Pick n Pay retail executive. “Customers can also send personal requests directly to the participating stores and they will try their best to accommodate these whenever possible,” he added.



Find your store from the [list below](#)



Pick your products from the essentials list [Download here](#)



Email the store with your list attached



Collect directly from the store

Sympathetic Pricing



Consumers yearn for “human” empathetic brands that care about their unique needs and values. During the Covid pandemic, they will embrace the companies and brands that – instead of making empty claims – are discounting, adding value or giving away services to show they care. In the face of the impending recession, brands can focus on a visible, straightforward, and truly meaningful target: pricing. It can be as simple as making your offering free or available at a reduced cost for specific groups (think: essential workers, working parents, educators, or those recently laid off). People are also looking to buy in bulk in order to achieve savings. What can you do to give consumers a financial break?



SPAR in Western Cape shows neighbourly love

A **SPAR** store in the Western Cape has closed down its stationery section and removed all frozen burgers to help its neighbouring stores survive the Covid-19 pandemic. The SPAR in Palm Grove took to their Facebook to share why they were closing the stationery section and removing all frozen burgers:

Four months ago, we wrote down our 2020 New Year's vision but not even those with the clearest 20/20 vision could have seen what was coming. As the sun sets over our store tonight, we are overwhelmed with gratitude. We are open, we are serving our community, and our staff are able to earn an income while we are doing what we love.

While we moved one stage closer to potential "normality", we stop to breathe. Over the past few weeks, our breath was taken away several times. Mostly in disbelief. We watched as our lives were brought to a grinding halt. Now, as National Workers' Day draws to an end, we want to salute our neighbours. The ones that over the past few weeks were no longer "Workers" and unable to generate any income.

Here is how this will be put into action tomorrow:

- 1. We will be closing our stationery section and asking that you instead support Hein and his team at PenCafe Stationers.*
- 2. We will remove all Frozen Burger Patties from our shelf and ask that you support Werner and the RocoMamas team when deciding what Burger to enjoy. They are still unable to welcome you into their restaurant, but Mr D will be able to bring their flavours to your doorstep.*

As owner-run businesses, we now more than ever, need to support each other. Please help us by sharing this message with all your connections. Good night Durbanville, see you at our Palm Grove Centre in the morning.

This small act of kindness by the grocery store has been praised in the media as a true example of community love.

The Coronasaurus that went shopping

A Tyrannosaurus Rex (T-Rex) went shopping in Cape Town, and made everyone laugh but obviously needed help getting stuff that was too far away (the short arm problem). The T-Rex inflatable costume has apparently been spotted doing mundane daily things (like taking out the garbage or walking the dogs) all over the world and always brings a smile to everyone around the Jurassic creature.

The anonymous shopper in the T-Rex suit was spotted in the Plumstead Pick n Pay and apparently kept to all the social distancing rules but had all the other shoppers in hysterics. The Pick n Pay Plumstead's social media has been trending after the picture was posted, with users dubbing the creature as the "Coronasaurus".

"South Africans have a way of getting through the toughest times, usually with a side dish of humour, and a T-Rex on a shopping spree might be just the thing you needed to see today!" wrote The Good Things Guy Website. While it is still unclear who is behind the T-Rex stunt, it does seem to have brightened many peoples' days.



Kindness on the shelves in Plettenberg Bay

A SPAR in Plettenberg Bay is offering shelf space to help neighbouring stores and restaurants survive the Covid-19 pandemic. Many South Africans are enjoying Level 4 of the lockdown as they can order food from their local eateries but many restaurants have indicated they will not be opening yet because the numbers are just not feasible. These businesses have worked out that they will not be able to cover all their costs by just delivering takeaways, and also not being able to sell alcohol.

The Beacon Isle KWIK SPAR decided that they would create a section to promote the products from local businesses in the area and put a sign up in support. This innovative retailer is currently stocking a large range of products from Zanzos, Ouland Royale, Roost and Clare, four restaurants who are unable to open during the lockdown. What a great way to provide support for neighbouring businesses!



Uber Eats and Exclusive Books, a great combination

While book worms may have run out of things to read during the lockdown, Exclusive Books Brooklyn has teamed up with Uber Eats to offer a curated selection of books, via this swift retail and delivery service. The selection on offer includes books in the bestsellers, local, fiction, business / current affairs, cookery and children's categories, providing something for everyone. The order is placed the same way as food, and delivered promptly to one's physical address.



Foot operated lifts at Watercrest Mall



Watercrest Mall have installed a trial 'foot operated' lift. This removes the risk of germs accumulating or being transferred on finger operated buttons. There are foot pedal type buttons both outside the lift to request a lift and inside to select the floor where one needs to go.

There is also a restriction of two people allowed in the lift during the lockdown period to lessen exposure among shoppers, with stickers placed on the floormat to indicate the ideal places to stand.



AROUND THE WORLD

Pandemic proof personal shopping at Harrods



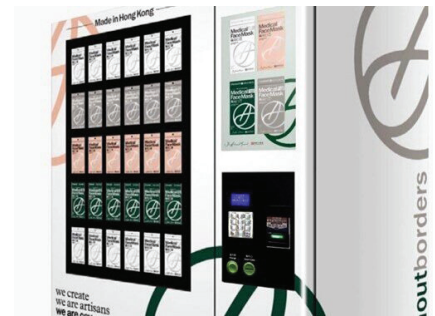
Wealthy shoppers are set to shrug off the coronavirus at **Harrods** with pandemic-proof personal shopping. The shopping mecca for the rich and famous will open up with the help of personal shoppers after weeks closed by the coronavirus pandemic. Selected Harrods customers will then be able to remotely browse shelves for luxury goods via personal shopping assistants.

Located in the Knightsbridge district of central London, Harrods is rolling out “over-the-phone personal shoppers”. From May 18, select Harrods customers will be able to remotely browse shelves that hold some of London’s most expensive items, including a £19,565 (R450 000) Ralph Lauren bag for men and an £18,000 (R 415 000) chinchilla coat for women.

As the huge London outlet looks to slowly return to business as usual, its next step will allow customers to shop in those of its 330 departments where they can practice social distancing. Until then, customers stuck at home will have to shop through a small team of Harrods staff via smartphone, in what the store calls “remote assisted selling.” The Qatari-owned store once sold a crystal bathtub for almost £800,000 (R 18 million) and has served Beyoncé, Brad Pitt, Angelina Jolie and more.

Face mask vending machines in Hong Kong

Adrian Cheng announced that he is supplying vending machines stocked with free medical-grade face masks across Hong Kong to help protect people from the coronavirus. Launching in late April, 35 vending machines have been installed in designated service centres across 18 of the city’s districts. The service centres are headed by eight NGOs based in Hong Kong that have been supplied with 10 million face masks in total. To avoid queueing, people will need to pre-register online for a “smart redemption card”, which has a QR code that can be scanned at one of the designated centres each week to redeem a free pack of five masks.



Greenhouse dining to ensure social distancing

This is certainly one way to get the restaurant business going again. Diners sit in individual greenhouses to ensure social distancing at a Dutch restaurant. The Mediamatic Biotoop eatery erected five dining pods along a canal on the island of Oosterdok, Amsterdam. The restaurant hopes greenhouses - currently undergoing trials - will allow diners to eat safely amid pandemic. A spokesperson said these pods offer ‘sexy kind of intimacy’ but will only let people dine together if they live in same house



New hand hydrating 'masks' help keep hands hydrated and in good shape

Because of hand sanitiser used multiple times a day, hands might be looking less than healthy at the moment. Hand masks that work like face masks, can hydrate hands, ridding them of dryness, and can even remove wrinkles and repair damaged skin. You might have been slapping on the face packs while you work alone from home, but have you tried hand masks?

These work in pretty much the same way to the ones applied to the face, coming in the form of either leave-to-work creams or gloves. What do they do? Well, they hydrate your hands, ridding them of dryness, and can even remove wrinkles and repair damaged skin.

These are a perfect stock item for pharmacies, gift shops, beauty and accessory stores.



Target takes care of staff and families

American supermarket giant has openly communicated its plans to support staff and their families during the coronavirus pandemic. In a statement on the company's website, **Target** explained:

"Day after day, our team members show up as heroes for the families who turn to **Target** for essentials like food, medicine, cleaning products and pantry staples. As they keep up that courageous work, **Target** continues to invest in our teams and their families' wellbeing. Today, we shared an update on how Target is managing through the COVID-19 pandemic, including the latest investments in our team. We're extending the temporary \$2-an-hour wage increase for all frontline team members until May 30— an opportunity to earn hundreds of dollars more on average in this new timeframe. We'll also continue to provide free, safe and reliable backup care for loved ones and paid leave for team members. That's on top of more than \$300 million **Target** has already committed toward wages, bonuses, paid leave, benefits and relief fund contributions.

Families are at the heart of **Target's** purpose, and as our team members continue serving guests in this time of need, it's incredibly important that they're able to take care of themselves and their own families. Extending our temporary wage increase and backup care benefits is one way we're recognizing the team's significant contributions, along with dedicated shopping hours, product discounts and more just for them. We also provide a wide range of paid leave options and benefits, including up to 30 days of paid leave for those who are 65 or older, pregnant or have underlying medical conditions as defined by the CDC."





Facial recognition – the first truly contactless payment method?



By 2022, Singaporean ID cards will be a thing of the past. This is being made possible through the facial recognition arm of the government's National Digital Identity (NDI) service, which aims to allow Singaporean residents and businesses to transact with both governments and private sectors alike in a secure environment.

By matching captured facial images against the government's four million people strong biometric database, facial scans can now be used to verify identity instantly, and to initiate selected transactions. While in the pilot stage, the potential applications of this technology for businesses are many.

The beauty of using government-backed facial recognition services is that biometric data will not be shared with, or owned by private organizations; with this, both users and merchants alike can have the assurance that transactions are secure, and data is not at risk.

With the ongoing coronavirus pandemic affecting more than 140 countries today, facial recognition payments might be a feasible and smart solution for many aspects of business.

Supplements higher on the priority list



As patients shift their health and wellness priorities, they are looking to boost their immune systems as much as possible. If this pandemic has conveyed one message to people, it may be that prevention is better than cure. Amazon in USA reported approximately 800% increase in spending on vitamins in April, compared to last year. While social distancing and regular hand washing may be more direct ways to avoid catching the coronavirus, people are turning to ways to protect their bodies from the inside, and ensure that they are as healthy as can be. Vitamin C is particularly popular as its benefits are well understood across the market.

Drive in concerts start up in Denmark

The coronavirus pandemic has swiftly put an end to concerts for the foreseeable future, with every level of touring halted for musicians until Covid-19 is under control. Experts are predicting large-scale gatherings won't be safe until "fall 2021 at the earliest" — but apparently Denmark can't wait that long. Last week, the city of Aarhus held a drive-in concert where audience members could watch live music from the comfort of their cars, listening on their car radios.

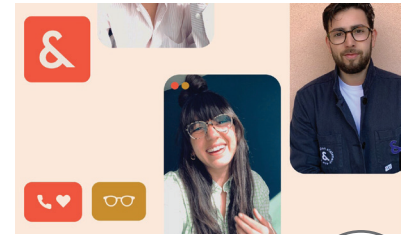
The government in Denmark has enforced social distancing measures akin to those in the US, but Aarhus residents read those rules and decided to get creative. A stage was erected on the city's outskirts so that singer-songwriter Mads Langer could perform to an audience in-person instead of via livestream. From inside their socially-distanced cars, attendees could turn their FM dials to the designated radio station to hear his set live on air, hence experiencing a concert the way you would a drive-in movie.



**"Ag please daddy
won't you take us to
the drive-in!"**
Will we soon start hearing
this song again?

Optometrists in Amsterdam

Amsterdam-based optician company **Ace & Tate** has started offering virtual appointments and try-ons for free. These virtual appointments and services are designed to help answer people's questions and concerns during lockdowns, with free online styling assistants and virtual try-ons of different glasses frames. Using augmented reality software online, people can see what they would look like wearing various spectacle frames.



Tesco #FoodLoveStories



The UK retailer **Tesco** has launched the **#FoodLoveStories** initiative asking people to dedicate their home cooked food to loved ones. This campaign asks people to cook and then dedicate the food they love to the people they love, sharing these heart-warming recipes and stories online to inspire others to do the same. This way, people are encouraged to feel a sense of connection with their loved ones that they are unable to see in person.

Delivery robots in Washington

Robots have ridden in to help as personal delivery increases the risk of coronavirus exposure in America. San Francisco's acclaimed **Starship** robots have started delivering groceries to people in lockdown in Washington. **Starship** began working with a grocery retailer in early April, when it was forced to close to shoppers, with the robots delivering goods in the local area.

Store owner Tracy Stannard said a fleet of up to 10 robots each day, managed by **Starship**, helps the market meet demands in the neighbourhood. The store handles 60 to 70 deliveries daily, half by robot. "Some people request the robot, they don't even care about the groceries," Stannard said. "It's cute to see them roaming the neighbourhood and it makes people happy."

The **Starship** delivery robots have seen surging demand in dozens of cities around the world, with consumers staying home and virus risks growing for both shoppers and delivery workers. **Starship Technologies**, created by two **Skype** founders, is gearing up to operate in other areas around Washington and recently launched with retailers in Tempe, Arizona, and in cities in Britain and California. The rolling devices operate autonomously at a speed of around six kilometres (four miles) per hour and can carry about three bags of goods. "The demand for contactless delivery has expanded exponentially in recent weeks," said Ryan Tuohy, vice president of **Starship**.





Drone deliveries of medicine

Drone delivery is another area where interest is growing due to the pandemic. **Wing**, the drone start-up created by **Google** parent **Alphabet**, has seen a jump in demand in its pilot projects in rural southwestern Virginia – where it delivers non-prescription medicines and other items from the Walgreens chain – and in Australia and Finland, a company spokesman said.

“While we recognize that this service will be a small relief during this time, we hope it means one less trip to the store for items our customers may need, and provides an efficient way for local businesses to reach their customers in a time when limiting human-to-human contact is important.”

Wing CEO James Ryan Burgess said. Amazon and others have continued testing drone deliveries, but these systems are subject to regulatory barriers which have prevented deployment. **Zipline**, a California start-up which has been delivering medical supplies by drone in Africa, has indicated it wants offer similar services in the US once it gets regulatory approval.

American Merch Aid Covid relief merchandise

Merch Aid, an initiative by the American creative agency RGA, is matching artists and designers with local businesses to help them get through the economic downturn with exclusive merchandise, with 100% of the sales going directly to the local businesses. Also called “economy candy”, this project enables people to buy apparel with trendy designs and support small businesses and local designers at the same time.



Dutch ‘Support Your Locals’

A new Dutch initiative called ‘**Support Your Locals**’ helps local food producers and promotes short, local supply chains. Support Your Locals aims at supporting the local producers building short and hyper-local supply chains, ultimately supporting the Dutch economy. In recent weeks, many initiatives have emerged under the banner of #supportyourlocalsNL and more are being added every day.”



Australian retailer converts some stores to online order fulfilment sites



Australian supermarket **Kmart** has closed some of its stores to the public to cater for the surge in online demand for its products. A **Kmart** spokesperson told the media that the company would “temporarily convert a few of our stores into order fulfilment sites”. “Our store teams will continue working instore, as part of this fulfilment team; ensuring that our **Kmart** customers and communities have easy access to the products they need, at the time they need them most,” the statement read.

“We will continue to offer free delivery on all online orders over \$45 to help support our customers during this time. We recognise that this is a unique time and we are here to support our customers, teams and communities, while we all adjust to this new way of life together,” the statement read. “Our deepest appreciation and thanks to the local communities for their understanding and support.”

Retailer driven vending machines

Russian supermarket **Vkusvill** has announced its plans to install vending machines in residential buildings. The vending machines will be placed in buildings of at least 100 apartments and will stock around 70 Vkusvill products to better serve shoppers during the Covid-19 lockdown in Moscow and St Petersburg.

Vkusvill is taking online applications from residents of buildings that meet the quantity requirements. Installation will be free, and the machines will stock about Vkusvill products with a short shelf life, such as sandwiches or bags of chips. This will enable the people to benefit from retailer prices and quality, without having to leave their homes.

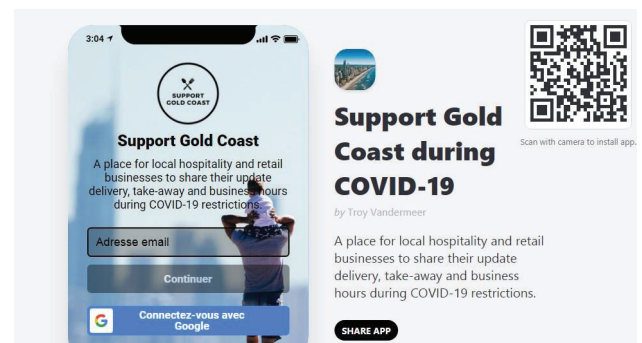


Spotlight on Apps

Smart phone apps are providing innovative solutions to coronavirus oriented challenges, making life easier for people in various ways. Here are three that got our attention:

Australian Trading hours app

The **Support Gold Coast** app in Australia enables local hospitality and retail businesses to share their updated delivery, take-away and business hours in one central app. This new app helps businesses around the Gold Coast, Australia, to share updates about their current opening hours as well as new products and offers with customers. At the same time, customers only need to use one app to view the trading hours of various retailers in the area, making this a quick and convenient shopping aid.



Welcome helps people with disabilities

Edinburgh tech company **Neatebox** has launched an app to help social distancing supermarkets adapt to needs of people with disabilities. The **Welcome** app can help supermarkets and other shops adapt to the current situation to become more accessible to those with sight challenges or severe autism, for example, through a system that allows customers to alert staff in advance of their arrival and specific needs.



Supermarket booking app

The restaurant booking platform **Open Table** has introduced supermarket bookings in America.

Open Table, a popular restaurant reservation platform provides a new option to customers to reserve shopping time slots at selective grocery and retail stores in the USA during the lockdown.

This tool was developed to support consumers during the coronavirus outbreak. While restaurants have been shut down to avoid spreading the illness, people face overcrowded supermarkets where maintaining social distancing measures is a challenge. Through this new feature, grocery stores and supermarkets can limit the number of people who enter at a time while reducing crowds and waiting times for shoppers. Party sizes and reservation slots will vary depending on the retailer.



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Leveraging the same mechanism as restaurant booking, it works in two ways:

1. **Reserved shopping times:** Just like reserving a table at a restaurant, people can reserve a time to enter a store.
2. **Online waitlists:** If someone hasn't pre-reserved, instead of standing in a physical line to get into a store, they simply enter a code on your phone to join an online waitlist. They then wait for the notification in a car or down the street away from any crowds.



Helping Staff With Wellbeing

Two weeks ago, the UK's **National Health Service (NHS)** partnered with multiple wellbeing apps to offer free access for all staff. NHS workers can use **Headspace, Unmind, Sleepio, and Daylight** for free until the end of the year. Through these apps, users can improve their wellbeing through meditation exercises, mindfulness guides, sleep aids, and nutrition programs. The partnership aims to support the mental wellness of healthcare workers on the frontlines of the COVID-19 pandemic.

Here's how your company can follow in their footsteps:

MYCHIATRY

Fear and anxiety around COVID-19 can be overwhelming and stressful for many people, especially healthcare professionals. Before the pandemic, consumers were already pursuing mental wellbeing with DIY solutions, like wearable devices and tracking apps. At the same time, 76% of workers believe that employers are responsible for employees' wellbeing and health – up from 68% in 2015.

How can your company support the mental health of employees during this time, and even beyond? Think about platforms and services you can partner with. Beyond your employees, what can you do for the heroes on the frontlines?

Protecting yourself and others from the spread Covid-19

You can reduce your chances of being infected or spreading Covid-19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- Maintain at least 1 metre distance between yourself and others. Why? When someone coughs, sneezes, or speaks they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person has the disease.
- Avoid going to crowded places. Why? Where people come together in crowds, you are more likely to come into close contact with someone that has Covid-19 and it is more difficult to maintain physical distance of 1 metre.
- Avoid touching eyes, nose and mouth. Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands. Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and Covid-19.



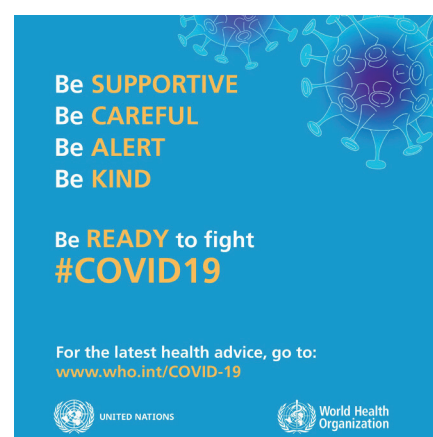
- Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. Have someone bring you supplies. If you need to leave your house, wear a mask to avoid infecting others. Why? Avoiding contact with others will protect them from possible Covid-19 and other viruses.
- If you have a fever, cough and difficulty breathing, seek medical attention, but call by telephone in advance if possible and follow the directions of your local health authority. Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.
- Keep up to date on the latest information from trusted sources, such as WHO or your local and national health authorities. Why? Local and national authorities are best placed to advise on what people in your area should be doing to protect themselves.



Advice on the safe use of alcohol-based hand sanitizers

To protect yourself and others against COVID-19, clean your hands frequently and thoroughly. Use alcohol-based hand sanitizer or wash your hands with soap and water. If you use an alcohol-based hand sanitizer, make sure you use and store it carefully.

- Keep alcohol-based hand sanitizers out of children's reach. Teach them how to apply the sanitizer and monitor its use.
- Apply a coin-sized amount on your hands. There is no need to use a large amount of the product.
- Avoid touching your eyes, mouth and nose immediately after using an alcohol-based hand sanitizer, as it can cause irritation.
- Hand sanitizers recommended to protect against COVID-19 are alcohol-based and therefore can be flammable. Do not use before handling fire or cooking.
- Under no circumstance, drink or let children swallow an alcohol-based hand sanitizer. It can be poisonous.
- Remember that washing your hands with soap and water is also effective against COVID-19.





THE NEW HORIZON

COVID-19 INNOVATIONS & OBSERVATIONS

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