

# COVID-SAFE PRACTICES: RETAIL

Retail establishments providing essential goods and services have remained open in limited capacities during the public health emergency, requiring their courageous employees to be on the front lines. We've learned important lessons below from these businesses and employees on how to keep safe while servicing customers, which are embodied in the requirements and best practices below.

## Required

- Adhere to Required COVID-Safe Practices for All Employers (p. 9).
- Adhere to maximum occupancy limits per the State's Public Health Order.
- Utilize signs, stanchions and/or floor decals to support 6-foot social distancing, including one-way aisle traffic and separate entry/exit wherever possible.
- Utilize signage to communicate occupancy limits and encourage customers to wear face coverings.
- Maintain a schedule of stringent daily cleaning and sanitizing.
- Once every two hours (or more frequently), clean and disinfect high-touch items such as doors, fitting rooms and credit card terminals.
- Establish safety protocols to allow for contactless curbside pickup and home delivery wherever possible.

## Best Practices

- Employ a greeter to communicate safety restrictions and protocols.
- Install large plexiglass sneeze guards at cash registers wherever possible.
- Arrange for contactless payment and receipt options to the greatest extent possible.
- Screen employees and customers with a no-contact thermometer; individuals with a temperature reading above 100.4°F should be denied entry.
- Offer face coverings and gloves to customers.
- Provide alternative shopping times to vulnerable individuals at higher risk of severe illness.

