

Retail Establishments (including Small Businesses)

- I. Workforce protection
 - a. Assess employee assignments based on risk profiles (vulnerable populations)
 - b. **Enable single point of entrance**
 - c. **Facial coverings must be worn inside a retail establishment**
 - d. **Install hand sanitizing dispensers or make sanitizer available at entrances and in common areas**
 - e. Establish sign-in stations or check points for employees with health questionnaire on symptoms
 - f. Encourage employees to self-identify and report symptoms; quarantine employees for 14 days if flu-like symptoms are exhibited
 - g. Institute staggered breaks in order to discourage large group gathering
- II. Employee protection
 - a. **Space out customer queues for fitting rooms and at cashiers with floor markers (every 6 ft);** adopt virtual waiting area / queue where feasible
 - b. Ensure commercial / delivery drivers' access is limited to receiving area and minimize interactions with staff; exclude any interactions with frontline personnel
 - c. Installation of plexiglass sneeze guards and moving of pin pads to facilitate social distancing at checkout stations
 - d. **Procure appropriate amounts of soap, hand sanitizer, cleaning materials and protection equipment (masks, gloves)**
- III. Non-Employee Protection
 - a. **Limit the number of staff and customers to a maximum of 50 percent of mall/store occupancy**
 - b. **Place signs outside and inside the elevators to limit capacity to 4 passengers, with visual markers for passengers to stand on.** Signs should encourage people to take the stairs where appropriate and offer preferential treatment elderly, persons with disabilities, pregnant women, and families with small children
 - c. **Merchandise, particularly clothing, must not be handled or tried on by customers and returned to shelves or display racks before being properly cleaned**
 - d. **Cart and basket handles must be sanitized between uses**
 - e. **Eliminate car valet services**
 - f. Adapt curbside locations to be available in shopping center parking lots and throughout mall surface lots to accommodate pick-up
 - g. Set specific shopping hours for vulnerable groups (elderly, persons with disabilities, pregnant women)

IV. Business Process Adaptions

- a. **Mark with arrows entry and exit points, creating one-way circulation paths inside stores**
- b. Remove public seating areas, if possible, and enforce distancing through signaling
- c. **Flush plumbing and run water in sinks to eliminate stagnant water from the period of mall/store's closure**
- d. Change and/or upgrade mall/store HVAC filters (per OSHA guidance)
- e. Encourage adoption of contactless payment mechanisms (e.g., credit cards)
- f. Install 'physical buffers' to handle shopping items (e.g. 1 or more tables between customer and cashier for loading, checkout and bagging of items)

V. Employer-led Public Health Interventions

- a. **Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with Covid-19 issues**
- b. **Post CDC signage in publicly trafficked locations emphasizing measures to "Stop the Spread of Germs" (CDC) and exercise social responsibility (e.g., hygiene)**
- c. Design work group shifts to ensure easier tracking and tracing
- d. Encourage use of contactless thermometer for daily employee check in monitoring of temperatures
- e. Evaluate the need for testing program for high risk employees (e.g., frequent contact with customers or suppliers)

VI. Industry-Wide Safeguards

- a. Malls and stores must indicate how much "lead time" each needs to be ready to re-open
- b. Acknowledge in writing the review and understanding of relevant industry association and union organizations guidelines, including capability checklists and reference to WHO, DOH and CDC guidelines
- c. Establish and employ protocol to immediately disclose infection to state DOH bodies and procedure to safeguard store (e.g., deep cleaning.
- d. Establish and employ clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in retailer locale)
- e. **Stores/malls shall post a contact email address and/or telephone number for customers**