



PHASE 1 OPERATING REQUIREMENTS

Sector: Retail

Business Type: Retail Stores

Description: General retail merchandise. Including clothing, shoes, sporting goods, music, books, art/crafts, home improvement, greenhouses/nurseries, auto parts/sales, gifts/jewelry, etc.

RECOMMENDED SAFETY MEASURES

- Continue to prioritize entryway, curbside, and home delivery, as practicable.
- Prioritize telephone and online ordering for contactless pickup and delivery.
- Implement and encourage cashless and receipt-less transactions.
- Utilize teleconference and/or videoconference for staff meetings to minimize physical interaction.
- Utilize different entry and exit points using one-way traffic, where possible.
- Reserved hours for operation limited to high-risk populations.
- High-risk populations encouraged to stay home (employees and customers.)
- Individual businesses may choose to be more restrictive.

REQUIRED SAFETY MEASURES

GENERAL

- Employees and customers must adhere to 6-foot physical distancing protocols.
- Only one adult per household per visit.
- Employees and customers shall wear face coverings.
 - Businesses should post signage notifying customers of the requirement to wear face coverings at entrance(s).
- Frequent hand washing by employees, and adequate supply of soap, disinfectant, hand sanitizer, and paper towels available onsite.
- Develop COVID-19 Mitigation Plan that contains, at a minimum, the Operating Requirements in this document and other protocols to minimize direct contact between employees and customers, increase physical distancing, and protect staff and the public.

OPERATIONS

- Hand sanitizer publicly available for customers.
- Hourly touch-point sanitization (workstations, equipment, screens, doorknobs, restrooms, etc.)
 - Cleaning and disinfecting must be conducted in compliance with CDC protocols weekly or, in lieu of performing the CDC cleaning and disinfecting, the business may

shut down for a period of at least 72 consecutive hours per week to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.

- Items being returned or dropped off must be sanitized by staff prior to restocking or making the item available to other employees or customers.
- Entryway signage notifying the public of its COVID-19 Mitigation Plan and stating that any customer who has symptoms of COVID-19 must not enter the premises.
- Hard copy of written safety, sanitization, and physical distancing protocols (specific to COVID-19) on the business premises.

CAPACITY: INDOORS

- Maximum capacity is no more than 20 customers or 25% of the approved occupancy, based on fire and building codes, whichever is less.
 - Business must determine maximum capacity based on the above criteria, post publicly, and enforce the capacity limits.
- Cashiers must be 6-feet apart or greater.
- Business must determine maximum capacity, post publicly, and enforce.

CAPACITY: OUTDOORS

- Cloth face coverings shall be worn by all employees and customers at outdoor show rooms or display lots for vehicles, sporting goods, or equipment.

STAFF

- Provide training for employees on COVID-19 and the COVID-19 Mitigation Plan for the business.
- Conduct pre-shift screening and maintain staff screening log.
 - No employee displaying symptoms of COVID-19 will be permitted to be in the facility.
 - An employee who becomes sick while at work should be immediately sent home.
 - No person may work within 72 hours of exhibiting fever.
- Symptomatic or ill employees may not report to work.
- Employer must establish a plan for an Occurrence of COVID-19 in the workplace and include it in the COVID-19 Mitigation Plan.

IN THE EVENT OF OCCURRENCE

- When an active employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting must be performed as soon after the confirmation of a positive test as practical. In lieu of performing CDC cleaning and disinfecting, retail businesses may shut down for a period of at least 72 consecutive hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
 - CDC protocols for Cleaning and Disinfection can be found [here](#) and [here](#).