



Guidelines for Reopening: Retail & Warehouse

For Every Sector:

- Employers should give special consideration to high-risk employees (Over 65, Diabetic, Hypertension, Compromised Immune System, etc)
- Each worker and guest should maintain a physical distancing of a minimum of 6ft.
- Wear a mask when interacting with people: coworkers or guests/customers/vendors
- Wash your hands thoroughly and often
- Use Gloves if you are handling items for the public. Change them often to prevent cross contamination
- Keep a clean and disinfected workspace; especially in high-traffic areas
- Cover your mouth and nose when you cough or sneeze
- If you don't feel well, go home.
- Consider: Bringing in a remediation crew to disinfect the whole facility.
- Consider: Using a local high-speed testing to make sure that staff is Covid-19 free before returning to work.
- Consider: Have staff prove a normal temperature upon entry to work

➤ Explore Touch-Free Checkout options

Phase One:

- Establish a Cleaning Schedule to Clean All Common/High Touch Areas
- Limited Staff to fulfil orders, Keeping 6ft apart; Access to facemasks; Frequent handwashing/hand sanitizer
- Shipping / Delivery
- Curbside Pick-Up (try to utilize the passenger side window instead of driverside to add more physical distance between the two parties or request to place items directly in the trunk when available)
- Shopping by Appointment

Phase Two: Stores Open with established safety guidelines

- Staff: Access to Facemasks; Frequent handwashing/hand sanitizer with allotted time to do so throughout the day; Consider either staggering employees or shorting hours to alleviate worker stress.
 - Consider revising sick-leave policies to ensure that workers who are sick feel they can stay home instead of working while ill.
 - Make sure that each and every employee knows your policies and where they can access this information.
- Continue to offer delivery, shipping and curbside service* (consider using a separate location in the parking lot or near a separate door for curbside)
- If you have in-house audio messaging to encourage physical distancing (Every 15 to 30 depending on the average length of shopping time)
- Display signs at entrances to remind guests to keep physically distant
- Special Shopping Hours for At-Risk Individuals
- Limiting number of shoppers based on space (25% of your allowed occupancy)
- Provide access to hand sanitizer for guests and employees
- Dedicate an employee to sanitizing the facility throughout the day i.e. cart handles, door handles, point-of-sale, etc.
- Discontinue samples, self-serve bars
- Fitting Rooms should be limited or closed
- Point-of-Sale
 - For stores that allow for reusable bags, ask guests to load their own reusable bags to minimize cross contamination

- For stores with points-of-sale, consider plexiglass screens to keep cashiers and guests safe when under the 6 feet of separation (offer list of Chamber members that can help like Image360)
- Add floor markers to showcase how far apart guests should be at the point-of-sale

Warehouse

- Clean/wipe-down equipment, including pallet jacks, ladders, and supply carts between uses
- Explore contactless signatures for deliveries
- Spread out delivery times to prevent overcrowding
- Ask that all vendors wear PPE