

Requirements for Retail Businesses

In addition to the Healthy at Work [Minimum Requirements](#), **retail businesses** must meet the requirements below in order to reopen and remain open:

Social Distancing Requirements

- Retail businesses should provide services and conduct business via phone or Internet to the greatest extent practicable. Any retail employees who are currently able to perform their job duties via telework (e.g., accounting staff) should continue to telework.
- Retail businesses must limit the number of customers present in any given retail business to 33% of the maximum permitted occupancy of the facility, assuming all individuals in the store are able to maintain six (6) feet of space between each other with that level of occupancy. If individuals are not able to maintain six (6) feet of space between each other at 33% of capacity, the retail business must limit the number of individuals in the store to the greatest number that permits proper social distancing.
- If a retail business has more customers wishing to enter their business than is possible under the current social distancing requirements of six (6) feet between all individuals, the business should establish a system for limiting entry and tracking occupancy numbers. Once a retail business has reached its capacity, it should permit a new customer inside only after a previous customer has left the premises on a one-to-one basis. Retail businesses experiencing lines or waits outside their doors should establish a safe means for customers to await entry, such as asking customers to remain in their car and notifying them via phone when they are able to enter the store or marking off spots six (6) feet apart where customers can safely stand without congregating.
- Retail businesses should ensure employees wear face masks for any interactions between co-workers or while in common travel areas of the business (e.g., aisles, hallways, loading docks, breakrooms, bathrooms, entries and exits). Retail employees are not required to wear face masks while alone in personal offices or if doing so would pose a serious threat to their health or safety.
- Retail businesses should ensure employees use digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas) to the greatest extent practicable.
- Retail businesses should, to the greatest extent practicable, modify internal traffic flow to minimize contacts between employees and customers.
- Retail businesses should demarcate six feet of distance between customers, cashiers, and baggers, except at the moment of payment and/or exchange of goods. Retail businesses

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should seek to limit activities that require employees to enter within six (6) feet or less of another person, regardless of whether they have installed non-porous, physical barriers. Retail businesses should establish controls, to the greatest extent practicable, when six (6) feet of physical distancing is not feasible. This includes, for example, installation of portable or permanent non-porous physical barriers (e.g., plexiglass shields) at cash registers and point of sale.

- Retail businesses should implement contactless payment options, pickup, and delivery of goods to the greatest extent practicable.
- Retail businesses should ensure, to the greatest extent practicable, that any paperwork can be completed electronically by using e-signature technology for signatures.
- Retail businesses should ensure, if there are any documents that must be completed in-person, there is a safe process for doing so. This includes compiling all paperwork that must be completed in-person and leaving it in a single room for the customer to complete alone. Providing a sanitized pen for customer should also be included.
- Retail businesses should reduce, to the greatest extent practicable, the number employees and customers entering, exiting, or gathering at one time. One suggested method to accomplish this is by staggering the beginning and end times of employee shifts. Retail businesses that require employees to operate equipment or vehicles must, to the greatest extent practicable, limit the number of employees riding in the vehicle together. If riding in separate vehicles is not practicable then employees should maximize social distancing and wear face masks in the vehicle. Thorough cleaning and disinfecting vehicles after each trip is required.
- Retail businesses must restrict access to common areas, to the greatest extent practicable, in order to maximize social distancing and reduce congregating. These common areas include, but are not limited to, break rooms, food courts, public seating, and vending areas.
- Retail businesses with warehouses and loading docks must ensure minimal interaction between drivers at loading docks, doorsteps, or other locations.
- Retail businesses making restrooms available should, to the greatest extent practicable, limit the number of individuals in a restroom to ensure proper social distancing and ensure that frequently touched surfaces are appropriately disinfected (e.g., door knobs and handles).
- Retail businesses should provide hand sanitizer, handwashing facilities, and tissues in convenient locations to the greatest extent practicable.
- Retail businesses should limit the number of delivery personnel working together at one time to the greatest extent practicable.

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- Retail businesses must ensure six (6) feet of distance between employees and customers during in-home deliveries and installations.
- Retail businesses should prohibit gatherings or meetings of employees of ten (10) or more during work hours, and should instead permit employees to take breaks and lunch outside, in their office or personal workspace, or in other areas where proper social distancing may be accomplished.
- Retail businesses should discourage employees from sharing phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment to the greatest extent practicable.
- Retail businesses should extend the time period for customers to return items.
- Retailer businesses should not allow sampling and customer access to bulk-bins.
- Retail businesses should, to the greatest extent practicable, install floor decals in cashier and queuing areas to establish safe waiting distance.
- Retail businesses should close public seating areas.
- Retail businesses should close childrens' play areas.
- Retail businesses should discourage customers from using items prior to sale, other than apparel items. However, any item that has been used or tried on must be sanitized before it is returned to the sales floor.
- Retail businesses should encourage customers to touch only those items that they intend to buy.
- Retail businesses should disallow any make-up application stations or other cosmetic facilities that encourage people to congregate.
- Retail businesses should establish procedures for managing fitting rooms, including sanitation and social distancing requirements.
- Retailer businesses should limit fitting rooms to one customer at a time to the greatest extent practicable.
- Retailer businesses should ensure any items that are not purchased are set aside in compliance with retailer established guidelines for returns. Items, such as apparel, tried on but not purchased would be separated and cleaned using steam or other appropriate cleaning measures prior to returning to sales floor.

Cleaning and Disinfecting Requirements

- Retail businesses should ensure that offices and workstations are properly cleaned and ventilated.
- Retail businesses should encourage employees to frequently wash their hands or use hand sanitizer, which should be provided by the retail business.
- Retail businesses must ensure that cleaning and sanitation of frequently touched surfaces with appropriate disinfectants. Areas with frequently touched surfaces include fitting rooms, doors, PIN pads, and common areas. Appropriate disinfectants include EPA registered household disinfectants, diluted household bleach solution, and alcohol solutions containing at least 60% alcohol. Retail businesses must establish a cleaning and disinfecting process that follows CDC guidelines when any individual is identified, suspected, or confirmed COVID-19 case.
- Retail businesses should ensure shopping carts and baskets are sanitized after each use.
- Retail businesses should ensure employees wipe their workstations/cash registers down with disinfectant at the end of their shift or at any time they discontinue use of their workstations/cash register for a significant period of time.
- Retail businesses should ensure disinfecting wipes or other disinfectant are available near shared equipment.
- Retailer businesses should encourage customers to use hand sanitizer or wipes prior to fitting room use.
- Retail businesses should ensure employees do not use cleaning procedures that could re-aerosolize infectious particles. This includes, but is not limited to, avoiding practices such as dry sweeping or use of high-pressure streams of air, water, or cleaning chemicals.
- Retail businesses must ensure employees, for their own safety and that of the customer, clean and disinfect any surfaces which will be regularly touched throughout the duration of any in-home installation.
- Retail businesses must ensure the employee cleans and disinfect all surfaces which were contacted throughout in-home deliveries and installations.
- Retail businesses must ensure employees clean and disinfect any tools or supplies used through delivery and installation upon leaving the home.
- Retailers should clean all fitting rooms prior to use.

Personal Protective Equipment (PPE) Requirements

- Retail businesses must ensure appropriate face coverings and other personal protective equipment (PPE) is used by employees whenever they are near other employees or customers so long as such use does not jeopardize the employees' health or safety. Retail businesses must train employees to use PPE. This training includes: when to use PPE; what PPE is necessary; and how to properly put on, use, and remove PPE. Retail business shall provide employees with face coverings.
- Retail businesses must require contractors, vendors, and drivers to wear face coverings or masks while at the retail location.
- Retail businesses should establish a policy as to whether to serve customers who do not adhere to the business's policy on requiring masks. Retail businesses may choose not to serve those customers who refuse to wear a mask in order to protect their employees and other customers.
- Retail business must train employees to properly dispose of or disinfect PPE, inspect PPE for damage, maintain PPE, and the limitations of PPE.
- Retail businesses must ensure, to the greatest extent practicable, that employees use gloves, along with any PPE normally used for routine job tasks, when cleaning equipment, workspaces, and high-touch areas of the business.
- Retail businesses must ensure gloves are available to employees engaging in high-touch activity to the greatest extent practicable provided that they do not create additional hazards while being worn.
- Retail businesses must ensure employees wear gloves while handling products during shipping and receiving.
- Retail businesses must ensure employees wear protective face coverings and gloves during any in-home delivery.

Training and Safety Requirements

- Retail businesses must place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six feet of physical distance, and policy on face coverings. Signage should inform employees and customers about good hygiene and new practices.
- Retail businesses should establish procedures for processing, handling, and disinfecting returns and exchanges before returning items to the sales floor.

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- Retail businesses should, to the greatest extent practicable, implement hours where service can be safely provided to customers at higher risk for severe illness per CDC guidelines. These guidelines are available at:<https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Higher-Risk>
- Retail businesses should ensure employees are informed that they may identify and communicate potential improvements and/or concerns in order to reduce potential risk of exposure at the workplace. All education and training must be communicated in the language best understood by the individual receiving the education and training.