

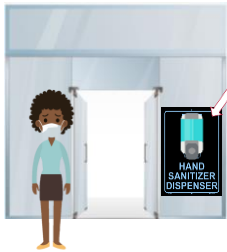
# COVID Best Practices – Retail

Help your stores succeed...while protecting your employees, customers and community

## FIRST OFF...

- Know your local guidelines - e.g. capacity limits, PPE requirements, employee screenings, etc.
- Review OSHA's COVID-19 guidance & establish procedures for disinfecting inventory, store displays & high-touch areas. Checklist of safety/sanitation procedures posted & easily available to employees
- Establish & communicate policy around identifying & isolating potentially infectious employees

## ENTRANCE



- Hand sanitizer station
- Face masks required or strongly recommended in most states.
- Designated Safety Lead (on-site) to monitor social distancing, capacity limits & cleaning/disinfecting, at least during peak hours

### LEVEL-UP SAFETY

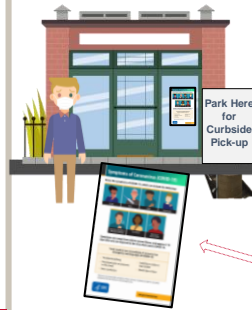
Create physical or digital log of guest info for contract tracing.

## REGISTER / CHECK-OUT

- Physical guides (floor decals, ceiling sign) to encourage appropriate distancing
- Barrier/partition at registers and pick-up/returns areas
- Hands-free order & payment options – mobile pay, payment terminals, RFID credit/debit cards, minimize cash/receipts
- Expand self-checkouts
- Request customers use store-provided bags; if using their own, ask to bag own purchases



## EXTERIOR



- Promote curbside, BOPIS (buy online pickup inside store), & delivery options
- Designate separate entrance/exits (or set up barrier)
- Post signage with clear protocol: 6-ft social distancing & no COVID/Flu symptomatic customers admitted
- Minimize contact with door handles. Automatic opens or revolution, 'clean-hand' or foot-pull additions, frequent cleaning
- Establish protocol for monitoring store occupancy in compliance with local laws

### LEVEL-UP SERVICE

Designated Hour(s) for Seniors/ At-risk customers or for Front-Line Workers

## INSIDE STORE

- Post professionally printed cleaning protocols to boost customer confidence
- Dedicate staff to sanitize high-touch areas (doors, restrooms). Deploy **sensor technology** (Ask Serigraph!) to trigger protocols based on use, not timing.
- Consider facility enhancements such as fresh air circulation or high efficiency filters
- Wayfinding signage/floor decals to direct customer traffic
- Audio announcements to remind customers of proper traffic flow & social distancing
- Set quantity limits on certain items (e.g. toilet paper!)
- Suspend or modify returns & exchanges to limit interaction between employees and recent returns
- Gloves for employees disinfecting high-touch areas or prepping food (i.e. grocery stores)
- Eliminate use of changing rooms or modify protocols
- Adjust store hours if needed to allow staff adequate time for sanitizing & restocking inventory



For more information:

<https://www.serigraph.com/covid-19-solutions/>  
<https://nrf.com/resources/retail-safety-and-security-tools/coronavirus-resources-retailers>  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>  
<https://www.fmi.org/food-safety/coronavirus/worker-and-customer-covid-19-safety-resources>  
<https://chainstoreage.com/six-tips-protecting-retailers-employees-safety-legal-risks-covid-19>

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