

**For Delivery-Related Essential Businesses**

**Business name:** Click or tap here to enter text.

**Facility Address:** Click or tap here to enter text.

**You may contact the following person with any questions or comments about this protocol:**

**Name:** Click or tap here to enter text.

**Phone number:** Click or tap here to enter text.

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Each businesses that is subject to Health Officer Directive No. 2020-06 must create, post, and educate Personnel regarding a Health and Safety Plan that addresses each item listed below. The business may use this fillable form to complete the requirement or may create its own document that addresses each of these items. The business should provide details, such as explaining where items are posted, how it educates Personnel, or how it does other things that are required. If an item does not apply, the business may write “N/A” or “none” or “does not apply” and also provide any relevant information to explain why an item is inapplicable if there is any potential for confusion. Entire sections or pages may be omitted if they do not apply as long as the business includes a statement about them not applying. The first two sections include Signage, Education, and General Requirements that apply to each business. The remaining sections apply only to the aspects of the business that include the listed types of services. A form-fillable electronic document for this purpose is available online at [www.sfcdep.org/covid19](http://www.sfcdep.org/covid19).

**General Requirements (each item in Sections 1 and 2 below applies to each Delivery-Related Essential Business)**

***1. Section 1 – Signage and Education:***

- 1.1.** Post signage at each public entrance of the facility or location (if any) to inform all Personnel and customers that they must: avoid entering the facility or location if they have a cough or fever, maintain a minimum six-foot distance from one another while in the facility or location, wear a face covering or barrier mask (a “Face Covering”) at all times, and not shake hands or engage in any unnecessary physical contact. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12, issued on April 17, 2020 (the “Face Covering Order”). Sample signs are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.  
Click or tap here to enter text.
- 1.2.** Post a copy of the Social Distancing Protocol at each public entrance to the facility or location.  
Click or tap here to enter text.
- 1.3.** Post a copy of the Health and Safety Plan at each public entrance to the facility or location.  
Click or tap here to enter text.
- 1.4.** Distribute to all Personnel copies of the Social Distancing Protocol and the Health and Safety Plan (or a summary of each item with information on how copies may be obtained) and any educational materials required by the Health and Safety Plan.  
Click or tap here to enter text.
- 1.5.** Educate all Personnel of the requirements of the Social Distancing Protocol and the Health and Safety Plan that apply to them.  
Click or tap here to enter text.

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- 1.6. Update the Health and Safety Plan as appropriate while the Directive is in effect.  
Click or tap here to enter text.

**2. Section 2 – Personnel and Customer Protection and Sanitation Requirements:**

- 2.1. Instruct all Personnel orally and in writing not to come to work or the facility if they are sick.  
Click or tap here to enter text.
- 2.2. Provide a copy of the attachment to this Exhibit, titled “Information for Personnel (Employees, Contractors, Volunteers) of Essential Business and Other Businesses Permitted To Operate During the Health Emergency” (the “Attachment”), to all Personnel in hardcopy format or electronically. PDF and translated versions of the Attachment can be found online at [www.sfdcp.org/covid19](http://www.sfdcp.org/covid19) (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section). If the Attachment is updated, provide an updated copy to all Personnel.  
Click or tap here to enter text.

- 2.3. Review the criteria listed in Part 1 of the Attachment on a daily basis with all Personnel in the City before each person enters work spaces or begins a shift. If such a review is not feasible because the Essential Business does not directly interact with some Personnel onsite daily, then that Essential Business must for those Personnel (1) instruct such Personnel to review the criteria before each shift in the City and (2) have such Personnel report to the Essential Business that they are okay to begin the shift such as through an app, website, or phone call. Each Essential Business must keep a daily log or other record of all such reviews and reports for all Personnel in the City.

Instruct any Personnel who answered yes to any question in Part 1 of the Attachment to return home or not come to work and follow the directions on the Attachment.  
Click or tap here to enter text.

- 2.4. Instruct Personnel who stayed home or who went home based on the criteria listed on the Attachment that they must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (available online at [www.sfdph.org/dph/alerts/coronavirus-healthorders.asp](http://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp)) before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time listed on the Attachment after their symptoms have resolved. Personnel are not required to provide a medical clearance letter in order to return to work as long as they have met the requirements outlined on the Attachment.  
Click or tap here to enter text.

- 2.5. In the coming weeks the Department of Public Health is likely to issue guidelines requiring Essential Businesses and other permitted businesses to comply with COVID-19 testing requirements for employers and businesses. At least weekly, check the following website for any testing requirements for employers and businesses: [www.sfdcp.org/covid19](http://www.sfdcp.org/covid19). If requirements are added, ensure that the Health and Safety Plan is updated and that Essential Business and all Personnel comply with testing requirements.  
Click or tap here to enter text.

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- 2.6. Instruct all Personnel and customers to maintain at least six-foot distance from others, including when shopping on behalf of customers, except when momentarily necessary to facilitate or accept payment and hand off items or deliver goods.  
Click or tap here to enter text.
- 2.7. Provide Face Coverings for all Personnel, with instructions that they must wear Face Coverings at all times when at work, as further set forth in the Face Covering Order. A sample sign is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. Allow Personnel to bring their own Face Covering if they bring one that has been cleaned prior to the shift. In general, people should have multiple Face Coverings (whether reusable or disposable) to ensure they use a clean one each day. The Face Covering Order permits certain exceptions, and the Essential Business should be aware of those exceptions (for example, children 12 years old or younger or based on a written medical excuse). When Personnel do not wear a Face Covering because of an exception, take steps to otherwise increase safety for all.  
Click or tap here to enter text.
- 2.8. If customers wait in line outside or go into any facility or location operated by the Delivery-Related Essential Businesses, require customers to wear a Face Covering while waiting in line outside or within the facility or location. This includes taking steps to notify customers they may not enter without a Face Covering and will not be served if they are in line or enter without a Face Covering, refusing to serve a customer without a Face Covering, and taking steps to remove that customer, as further provided in the Face Covering Order. The Essential Business may provide a clean Face Covering to customers before entry. Permit customers to obtain service who are excused by the Face Covering Order from wearing a Face Covering, including by taking steps that can otherwise increase safety for all.  
Click or tap here to enter text.
- 2.9. Create and implement an education plan for all Personnel covering all items required in the Social Distancing Protocol and the Health and Safety Plan.  
Click or tap here to enter text.
- 2.10. Provide a sink with soap, water, and paper towels for handwashing, for all Personnel working onsite at the facility or location, as well as customers (if the facility or location has a public restroom). Require that all Personnel wash hands at least at the start and end of each shift, after sneezing, coughing, eating, drinking, smoking (to the extent smoking is allowed by law and the facility), or using the restroom, when changing tasks, and, when possible, frequently during each shift. Personnel that work off-site, such as driving or delivering goods, must be required to use hand sanitizer throughout their shift.  
Click or tap here to enter text.
- 2.11. Provide hand sanitizer effective against COVID-19 at entrances and points of purchase for all customers and elsewhere at the facility or location for Personnel. Sanitizer must also be provided to Personnel who shop, deliver, or drive for use when they are shopping, delivering, or driving. If sanitizer cannot be obtained, a handwashing station with soap, water, and paper towels will suffice for customers and certain Personnel who are on-site at the Essential Business's location. But for Personnel who shop, deliver, or drive in relation to their work, the Essential Business must provide hand sanitizer effective against COVID-19 at all times; for any period during which the Essential Business does not provide sanitizer to such shopping, delivery, or driving Personnel, the Essential Business is not allowed for that aspect of its service to operate in the City. Information on hand sanitizer, including sanitizer effective against COVID-19 and how to obtain sanitizer, is available online from the Food and

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Drug Administration here: <https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19>.

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- 2.12.** Provide disinfectant and related supplies to Personnel and require Personnel to sanitize all high-touch surfaces under their control, including but not limited to: shopping carts and baskets; countertops, food/item display cases, refrigerator and freezer case doors, drawers with tools or hardware, and check-out areas; cash registers, payment equipment, and self-check-out kiosks; door handles; tools and equipment used by Personnel during a shift; and any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift. These items should be routinely disinfected during the course of the day, including as required below. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

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- 2.13.** For any facility or location operated by the Delivery-Related Essential Business, frequently disinfect any break rooms, bathrooms, and other common areas. Create and use a daily checklist to document each time disinfection of these rooms or areas occurs.

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- 2.14.** For any facility or location operated by the Delivery-Related Essential Business that has shopping carts or baskets, assign Personnel to disinfect shopping carts and baskets after each use and take steps to prevent anyone from grabbing used carts and baskets before disinfection.

Click or tap here to enter text.

- 2.15.** For any facility or location operated by the Delivery-Related Essential Business that has shopping carts or baskets, provide disinfecting wipes that are effective against COVID-19 near shopping carts and shopping baskets. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

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- 2.16.** For any facility or location operated by the Delivery-Related Essential Business, establish adequate time in the work day to allow for proper cleaning and decontamination throughout the facility or location by Personnel including, but not limited to, before closing for the day and opening in the morning.

Click or tap here to enter text.

- 2.17.** For any facility or location operated by the Delivery-Related Essential Business, suspend use of any microwaves, water coolers, drinking fountains, and other similar group equipment for breaks until further notice.

Click or tap here to enter text.

- 2.18.** For any facility or location operated by the Delivery-Related Essential Business, when possible, provide a barrier between the customer and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.

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- 2.19.** Advise Personnel that it is recommended for them to change clothes and shoes before or upon arriving at home after a shift in order to reduce the chance of their clothing or shoes exposing anyone in the household to the virus and that such clothing should be cleaned before being used again.  
Click or tap here to enter text.
- 2.20.** Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each customer use. Customers may pay with cash but to further limit person-to-person contact, Personnel should encourage customers to use credit, debit, or gift cards for payment.  
Click or tap here to enter text.
- 2.21.** For any facility or location operated by the Delivery-Related Essential Business that is open to customers, prohibit customers from using their own shopping bags brought from home. But, customers are permitted to use push carts to help them carry or transport items as well as wheelchairs, canes, or other mobility assistance devices.  
Click or tap here to enter text.
- 2.22.** Recommend that customers should not touch or handle items without purchase of the item being handled. Customers should be encouraged through posted signs to select items only via visual examination. This guidance is converted into a requirement in relation to produce and Personnel who shop for others as outlined elsewhere in these Best Practices and other Health Officer directives.  
Click or tap here to enter text.
- 2.23.** For any larger facility or location, appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the Center for Disease Control and Prevention.  
Click or tap here to enter text.
- 2.24.** If an employee or other Personnel tests positive for COVID-19, follow the guidance on “Business guidance if a staff member tests positive for COVID-19,” available online at [sf.gov/business-guidance-if-staff-member-tests-positive-covid-19](https://sf.gov/business-guidance-if-staff-member-tests-positive-covid-19).  
Click or tap here to enter text.
- 2.25.** For any facility or location operated by the Delivery-Related Essential Business that is open to customers, limit the number of customers in the facility or location at any one time to a number that allows for customers and Personnel to easily maintain at least six foot distance from one another at all times.  
Click or tap here to enter text.
- 2.26.** For any facility or location operated by the Delivery-Related Essential Business that is open to customers, post Personnel at the door to the facility or location to ensure that the maximum number of customers in the facility or location is not exceeded. Once the maximum number of customers is reached, customers should only be allowed to enter when another customer exists. Also, the facility or location can slow down customer entry to prevent buildup of congestion in the store or lines at checkout.  
Click or tap here to enter text.
- 2.27.** Place tape or other markings on the floor at least six feet apart in customer line areas inside the facility or location and on sidewalks at public entrances with signs directing customers to

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use the markings to maintain distance.

Click or tap here to enter text.

- 2.28. When stocking shelves, if any, ensure that Personnel wash or sanitize hands before placing items on shelves, making sure to again wash or sanitize hands if they become contaminated by touching face or hair or being exposed to other soiled surfaces.

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- 2.29. For any Delivery-Related Essential Business that has Personnel shop or pick up items at other businesses, ensure that Personnel comply with the Social Distancing Protocols and the Health and Safety Plans of those businesses. Non-compliant shoppers may be warned about violations and, if they persist, escorted off premises without being able to complete their shopping. It is important that third-party commercial shopping services do not overwhelm other customers who are shopping.

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- 2.30. Ensure that all Personnel who shop or select items on behalf of customers wear a Face Covering when shopping, packing, and/or delivering items.

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- 2.31. Require Personnel to wash hands frequently, including:

- When entering the kitchen or food preparation area
- Before starting food preparation or handling
- After touching their face, hair, or other areas of the body
- After using the restroom
- After coughing, sneezing, using a tissue, smoking, eating, or drinking
- Before and after handling raw food
- Before putting on gloves
- After engaging in other activities that may contaminate the hands

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- 2.32. Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.

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- 2.33. Provide a personal handwashing station if a common handwashing area is not readily available. An instruction guide on how to create a handwashing station is available online at <https://www.sfdph.org/dph/EH/Food/Handwash.asp>.

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**Additional Requirements Specific to Certain Types of Services**

3. **Section 3 – For Delivery Personnel** (applies only to Delivery-Related Essential Businesses that employ or utilize delivery personnel):

- 3.1. Provide disinfectant and related supplies to all drivers and delivery Personnel to enable them to sanitize high-touch surfaces in vehicles or on other transportation equipment as well as any inventory-tracking or delivery-tracking equipment or devices which require handling

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throughout a work shift.

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- 3.2. Ensure that vehicle interiors, other transportation equipment, and all shared devices or equipment are cleaned and/or sanitized by Personnel on frequent schedules, not less than at the beginning and end of each Personnel member's work shift and during the shift.

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- 3.3. Direct all delivery Personnel to avoid touching unsanitized areas that may be frequently touched, such as doorbells, buzzers, and door handles, unless protective equipment such as gloves (provided by the delivery business that employs or assigns the delivery Personnel) are used and discarded after each use or hand sanitizer is used after each delivery.

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- 3.4. Delivery Personnel must wash their hands at the pickup sites, when possible. Instruct all delivery Personnel to use hand sanitizer (provided by the delivery business that employs or assigns the delivery Personnel) between deliveries, before picking up food or items (if handwashing is not available), and after dropping off food or items to a customer.

Click or tap here to enter text.

- 3.5. Allow customers to provide a specified delivery location and contact method to allow for delivery without direct interaction, except as necessary to accept payment. When possible, provide options to accept payment through contactless technologies, in advance via phone, an app, or the internet, or verbally (such as reading a credit card number and required information). All Personnel must wear a Face Covering when interacting with customers when delivering items.

Click or tap here to enter text.

- 3.6. When necessary for the delivery business' payment or delivery-confirmation processes, modify or eliminate (if possible) customer signature-capture procedures so Personnel may maintain a safe, appropriate distance and/or avoid sharing of signing equipment such as pen or stylus and avoid shared handling of devices or equipment. If not feasible, sanitize such equipment or devices before and after each use in order to protect each customer.

Click or tap here to enter text.

4. **Section 4 – For Shopping Personnel** (applies only to Delivery-Related Essential Businesses that employ or utilize shopping personnel):

- 4.1. Provide disinfectant and related supplies to all Personnel who shop on behalf of customers, for use to sanitize shopping carts and shopping baskets.

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- 4.2. Instruct all Personnel who shop on behalf of customers not to touch any item in a store unless they are going to purchase it. Personnel who shop for others should not pick up items and then return them to a shelf in the store, and grocery and other stores are being advised of this prohibition.

Click or tap here to enter text.

- 4.3. Ensure that all Personnel who shop on behalf of customers are educated on and understand the following requirements for not violating social distancing while working: not reaching in front of other customers or Personnel; waiting for other customers or Personnel to move out of

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the way before going to a shelf or area; not blocking people while looking at an electronic device/smart phone to determine the contents of an order; and not walking through a facility or store while paying attention to an electronic device/smart phone.

Click or tap here to enter text.

- 4.4.** Ensure that all Personnel who shop on behalf of customers wear a Face Covering when shopping, packing, and/or delivering items.

Click or tap here to enter text.