



**Exhibit A to Health Officer Directive No. 2020-17 (issued 6/13/20)**

**Best Practices for Retail Businesses Offering In-Store Shopping or Services**

**In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 6 and subsection 15.h of Health Officer Order No. C19-07e (the “Stay-Safe-At-Home Order”), each Retail Business that operates in the City must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Exhibit B, below.**

**Requirements:**

***1. Section 1 – Requirements For Retail Businesses Offering In-Store Goods or Services:***

- 1.1.*** To minimize the number of customers entering the facility, Retail Businesses that open for in-store operations are strongly encouraged to continue offering alternatives to in-store shopping. For example, Retail Businesses should consider offering or enhancing policies permitting outdoor curbside pickup and drop-off of goods, scheduling of appointments, delivery, and e-commerce. Retail businesses offering curbside pickup or drop-off must continue following the Best Practices for curbside retail contained in Directive 2020-10b (and any future amendment to that directive) for those operations.
- 1.2.*** Make any necessary adjustments to the layout of the Retail Business to allow for proper social distancing. Such changes may include using separate doors as entrances and exits for the facility; creating one-way aisles; adding markers to the floor space to assist with social distancing; spacing racks or shelves six feet or more apart; staggering point of sale terminals; or widening high-traffic areas.
- 1.3.*** Adjust maximum occupancy rules based on the size of the facility to limit the number of people (including customers and Personnel) to the **lesser** of: (1) 50% the facility’s normal maximum occupancy or (2) the number of people who can maintain at least six feet of physical distance from each other in the facility at all times.
- 1.4.*** Establish a protocol and train Personnel to routinely and safely clean the facility in a manner that complies with the requirements contained in the Social Distancing Protocol (contained in Health Officer No. C19-07e, issued on June 1, 2020 and any future amendment to that order) (the “Social Distancing Protocol”). Retail Businesses are strongly encouraged to adjust their business hours to provide extra time for cleaning.
- 1.5.*** Ensure customers and Personnel comply with the Social Distancing Protocol. At a minimum, each Retail Business must:
  - 1.5.1.*** Require all Personnel to comply with the Face Covering (as provided in Health Order No. C19-12b issued on May 28, 2020, and any future amendment to that order) (the “Face Covering Order”), wash hands frequently before handling merchandise, and maintain physical distance of at least 6-feet to the extent possible.
  - 1.5.2.*** Establish designated areas/lines with markings on the ground to indicate 6-foot distancing for patrons.
  - 1.5.3.*** Create directional paths of travel where feasible (e.g. separate entrance and exit for patrons, lines for restrooms).
  - 1.5.4.*** Advise customers that they must comply with the Face Covering Order.



- 1.6.** Establish procedures for safe handling and sanitization of returned merchandise that can be safely cleaned, such as goods with hard, non-porous surfaces. Such items must be sanitized in a manner that complies with the requirements contained in the Social Distancing Protocol. Consider encouraging customers to send returns or exchanges by a delivery service to reduce unnecessary contact. If feasible, Retail Businesses should isolate returned merchandise that cannot be sanitized for twenty-four hours before returning it to the sales floor.
- 1.7.** Limit the number of customers waiting in line to enter the Retail Business at any one time to a number that allows for customers and Personnel to easily maintain at least six feet of distance from one another and allows sufficient sidewalk space to allow safe pedestrian right-of-way at all times.
- 1.8.** Provide customers with access to hand sanitizer, such as near entrances and exits and at the register or other point-of-sale locations. Provide signage in the store encouraging customers to use hand sanitizer before touching merchandise. The signage must also strongly encourage customers refrain from touching merchandise unnecessarily and to only touch items they are interested in purchasing. Personnel must routinely sanitize merchandise and other high-touch surfaces that can be safely cleaned in a manner that complies with the requirements contained in the Social Distancing Protocol.
- 1.9.** Prohibit customers from self-sampling products in-store, such as perfumes, makeup, or skincare and haircare products. Retail Businesses may permit Personnel to offer samples of non-edible products, but only if the samples can be provided while maintaining at least six-feet of distance between the Personnel and customers and using single-use, disposable materials, such as plastic applicators or containers. Retail Businesses may not offer samples of edible products.
- 1.10.** Consider closing restrooms in the facility to customers. If the restroom will remain open to customers, the Retail Business must comply with the sanitation requirements of the Social Distancing Protocol. Retail Businesses are also highly encouraged to monitor use of restrooms by either requiring a key to access or stationing a bathroom attendant nearby.
- 1.11.** Retail Businesses must establish a training procedure for Personnel to educate them about cleaning and social distancing requirements. Retail Businesses are highly encouraged to provide Personnel with training on de-escalation techniques for addressing customers to refuse to comply with the Social Distancing Protocol or Face Covering Order.
- 2. Section 2: Requirements Specific to Retail Businesses Selling Clothing or Other Items that Come Into Contact with the Body**

  - 2.1.** Consider closing fitting rooms to customers. If fitting rooms remain open, the Retail Business must take the following precautions:

    - 2.1.1.** Provide customers with hand sanitizer in or near the fitting room and require that they use it before and after trying on clothing.
    - 2.1.2.** Ensure fitting rooms are routinely sanitized, including cleaning all non-porous surfaces in a manner that complies with the sanitation guidance contained in the Social Distancing Protocol.

