

MERC

Health practices: Retail

April 24th, 2020

Executive summary

Common set of practices for retailers to safeguard employee and customer health

- Will be scalable for small business and large chains (e.g., from single-store operator to large, international chains)
- Will be easy to communicate and executable
- Will not be cost prohibitive

Supporting documentation to be aligned with CDC guidelines. In case of any conflict between any of the foregoing guidance or requirements, the strictest shall apply.

There are a couple important considerations for retailers

- Due to direct customer interaction, ensuring health and building trust is more difficult. This can be tackled with placing additional signage, counting customers, sealing packaging etc.
- PPE can be leveraged in environments where social distancing is more difficult given spacing constraints
- Ramp up is not only dependent on employee capacity but also customer risk appetite. Shifting operations to online delivery and curbside are attempts to lower risk and maintain relationships with customers

Document is meant as a guide; not exhaustive

Across facility types, health practices fall into the following eight categories



1 Response owners and plan

Establish virus response team



2 Facility entry and health check protocols

Conduct health screenings, temperature checks, send sick employees home, restrict visitors/contractors



3 PPE requirements

What PPE is necessary in this environment? (Provide guidelines and PPE for different settings and roles)



4 Distancing

How do we ensure we are maintaining appropriate distance across the facility?



5 Cleaning

What are the cleaning protocols and how to we communicate these effectively to employees?



6 Case monitoring protocols

How do we ensure we can respond quickly to a potential case?



7 Facility/space temporary closure

What is our response plan? (e.g., Block off areas of exposure to allow appropriate deep cleaning)



8 Travel restrictions

How do we handle employee essential and personal travel?

Core practices (“must-haves”): Practices that can be implemented more broadly across different sized organizations

Next level implementation: Recommended additional practices that provide better risk mitigation (for better equipped facilities)

Retailers can safeguard their facilities with health practices in the following focus areas

Categories	Health practice overview	Categories	Health practice overview
1 Response owners and plan	<p>Establish team or roles</p> <p>Define scope of team (e.g., manage implementation of practices and protocols)</p> <p>Communicate role of team and expectations to employees</p>	5 Cleaning	<p>Conduct more frequent daily cleaning of all high touch areas and post protocols publicly</p> <p>Establish employee cleaning protocols and emphasize frequent hand washing</p> <p>Supply guidance and conduct audit checks for cleaning procedures (incl. deep cleaning)</p>
2 Facility entry and health check protocols	<p>Reduce congestion at entry point(s)</p> <p>Screen staff health/exposure</p> <p>Screen customers and suppliers</p>	6 Case monitoring protocols	<p>Define protocol for symptomatic employees</p> <p>Identify and contact exposed employees; (e.g., provide symptom checking, guidance)</p>
3 PPE requirements	<p>Ensure PPE (masks, hand sanitizer) is stocked</p> <p>Establish standard PPE distribution methods</p> <p>Enforce PPE (e.g., mask, face covering) usage for employees</p> <p>Enforce face coverings for customers</p>	7 Facility pause/shutdown	<p>Enforce appropriate shut down/ pause and cleaning protocol</p> <p>Communicate protocol to employees and customers</p>
4 Distancing	<p>Increase distancing for employee interaction (with other employees and customers)</p> <p>Increase distancing for customer interaction</p> <p>Provide visual reinforcements (e.g., X's) for distancing</p>	8 Travel restrictions	<p>Restrict business and personal travel and have employees self-quarantine if possible after travel</p>

1: Response owners and plan (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Establish team or roles	Designate single point of contact for COVID-19 response, depending on complexity/size of operation may also create COVID-19 response team	Dedicate staff to virus response team (sole focus)
Define scope of team (e.g., manage implementation of practices and protocols)	Design, implement, monitor, and report on key health practices Ensure operations, cleaning, distancing etc. satisfy CDC recommendations when possible (monitor changes to applicable laws) Ensure facility has proper signage for customer and employee confidence/adherence	Develop training and materials for employee Ensure consistent implementation across locations
Communicate role of team and expectations to employees	Consider all stakeholders and establish timely and effective communication Share notices both on-site and digitally if possible to explain new policies to all employees Share clear timeline for implementation Conduct employee training (e.g., review policies in morning check-in)	Develop virtual training and send push alert to employees, require employees to take training before work (logins tracked) Send digital notice to managers explaining new policies, also post on-site

1: Response owners and plan (examples)

Establish team or roles

2. Functions or activities to consider

- Point person
 - Maintains relationship and communication with key stakeholders
- Human Resources
 - Pay continuation, leave & benefits plans
 - Policies related to employee confirmed COVID cases, exposure and symptoms
 - Monitor and react to staffing and labor impacts
- Communications
 - Internal communications to employees
 - External communications to customers and the community
- Government Affairs
 - Monitor changes in federal, state and local regulations
 - Identify impact on store operations
- Safety / Sanitation
 - Define the scope of work for cleaning, sanitation and disinfection
 - Identify proper chemicals to be used
- Procurement
 - Acquire critical resources needed to execute pandemic response strategies
 - PPE, hand sanitizer, cleaning supplies, contract labor and cleaning services
- Store Operations
 - Implement pandemic response protocols
 - Develop best practices to deploy across all stores

2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
<p>Reduce congestion at entry point(s)</p>	<p>Establish crowd limiting measures to meter the flow of customers into the store (prevent people getting too close in entryways and to prevent exceeding reduced occupancy limit)</p> <p>Add special opening hours for highly vulnerable segments (elderly, medically susceptible) in grocery/pharmacy segments</p>	<p>Arrange schedules or establish procedures so that neither employees nor vendors arrive in large groups violating the six-foot spacing at either entrances or time clocks (e.g., stagger work and delivery schedules, install social distancing reminders at time clock, receiving doors, and employee entrances)</p>
<p>Screen employee health/exposure (home, entrance)</p>	<p>Conduct common daily screening protocol (e.g., temperature check, overall health status check, screening questions at home or store entrance)</p> <ul style="list-style-type: none"> • Check for contact with infected individuals and COVID-19 symptoms, using Symptoms of Coronavirus identified by CDC. • Retain all screening records, but retailers are required to keep records of workers excluded from work due to testing positive for COVID-19 symptoms or for failing the conditions of the health screen. • Send employee home with fever/ potential case 	<p>Assess worker temperatures and assign one person to take employee temperatures and record in centralized log</p> <p>Track employee travel between store locations</p>
<p>Screen customers and suppliers</p>	<p>Place signs at customer entry points to informing customers not to enter if they are or have recently been sick</p> <p>Employee training on how to handle potential issues with screening or any customer health concerns</p>	<p>Use signs to promote the use of drive-thru, pick-up and delivery services as an alternative way to shop</p>

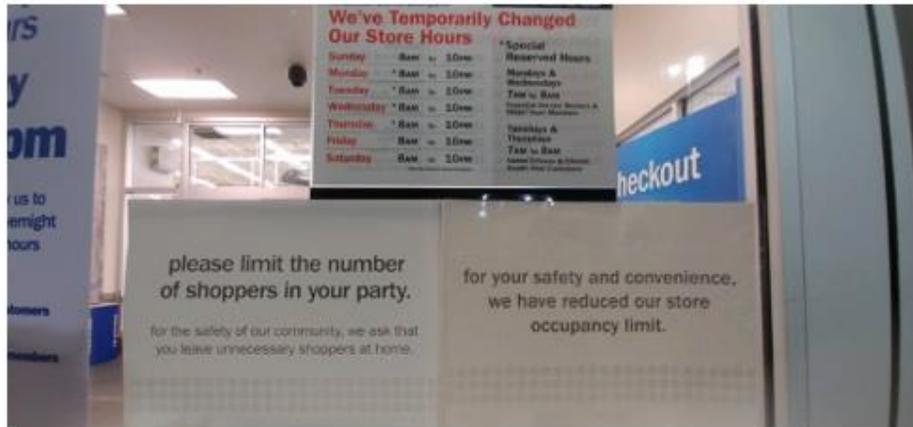
2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (examples 1/2)

Reduce congestion at entry point(s)

2. Establish crowd limiting measures

Meter the flow of customers into the store to prevent people getting too close in entryways and to prevent exceeding the reduced occupancy limit.

- Designate an adequate number of employees to keep the customer count to the reduced occupancy limit
- Once the reduced occupancy limit is reached, allow 1 customer in only as 1 customer exits
- If there are multiple entrances, this can be coordinated by 2-way radios, phones, or visually if the environment allows.



- For customer arrivals, consider the following:
 - Set up a line queue outside entryways to regulate entry with clear markings to enable customers to maintain proper spacing prior to entry
 - Place signs or ground markings (tape, paint, or other available material) to communicate these procedures and limits to customers
 - Consider closing entrances if a store has more than one or re-route customer traffic by designating one door as 'entry only' and another as 'exit only.'
 - Station employees outside the doors before opening to remind customers to practice social distancing.



2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (examples 2/2)

Illustrative

Screen employee health/ exposure (home, entrance)

F. Health Screening.

Conduct daily screens for all workers for contact with infected individuals and COVID-19 symptoms, using Symptoms of Coronavirus identified by CDC ([CDC link](#)), and establish a plan of action to exclude workers who fail health screens from work, as appropriate. All screening records should be retained, but retailers are required to keep records of workers excluded from work due to testing positive for COVID-19 symptoms or for failing other aspects of the health screen.

1. Screening Workers. Workers will be screened daily. A simple questionnaire can be used (see links to symptoms and other questions recommended by CDC). Verifying temperatures is strongly encouraged as part of this screen; however, in recognition that access to appropriate thermometers may be limited, this screening step is not required. Send symptomatic employees or vendors home. Use signage to ask customers to not enter the store if they are feeling sick.

a) Conducting the screen

- Stores may set up a screening area in the store with distancing and sanitation protocols in place to conduct all worker health screens. Tables and other items could be used to promote distancing with questions being asked by one worker of another.
- Stores may provide an online health screen form that workers complete before beginning their shift.
- Retailers are encouraged to keep records of the screens.



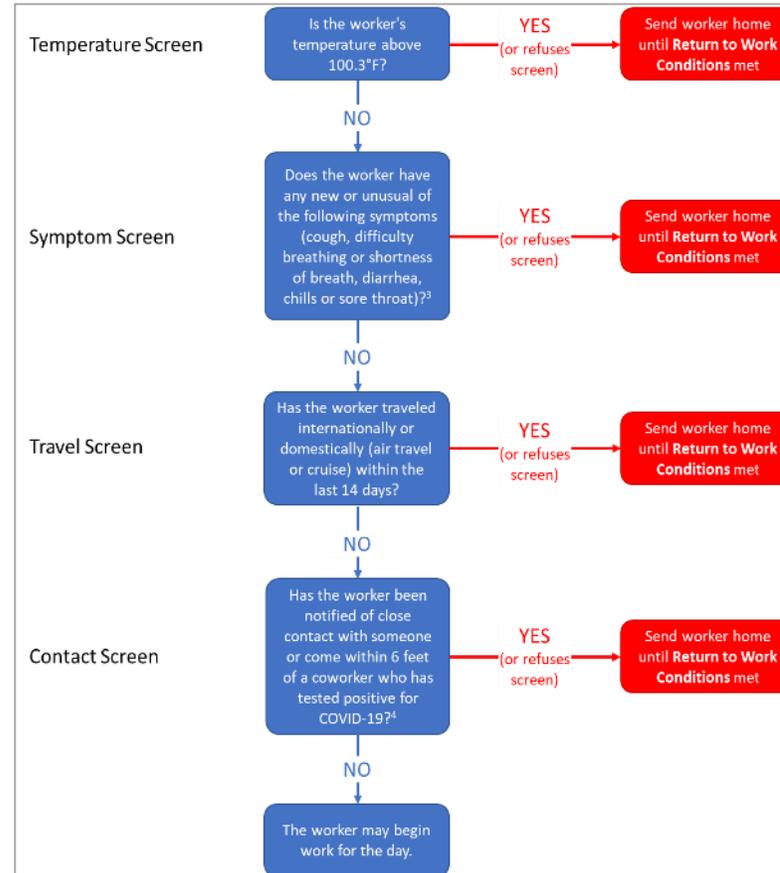
b) Verify temperatures

- If stores have access to appropriate thermometers, they are strongly encouraged to make use of these and include temperature measurement as part of the health screen protocol.
- For store-measured temperatures: use a touchless or disposable thermometer. If one worker is taking the temperature of the incoming worker, the interaction should be as brief as possible. Limit face to face exposure by walking up to the incoming team member from the side and reaching the thermometer to their forehead. Return to six feet social distancing immediately after.



c) Complete health screening questions

- A health screen should include the following points. Each worker arriving for work must be screened. Symptoms of Coronavirus are provided by CDC ([CDC Link](#)).
 - Verify temperature, if possible (see b), above).



Feeling sick?



if you are sick or have been in the last 24 hours, we ask you do not enter the store at this time.

to prevent the spread of germs:

- wash your hands often with soap and water.
- avoid touching your eyes, nose, and mouth.
- cover your mouth when you cough or sneeze.
- avoid close contact with sick people.
- clean and disinfect frequently touched objects and surfaces.

3: PPE requirements (e.g., what do you need before walking in facility) (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Ensure PPE (masks, hand sanitizer) is stocked	<p>Incorporate measures into procurement process to ensure necessary supplies (e.g., soap, hand sanitizer) are available (set restrictions to reduce hoarding by locations)</p> <p>Ensure employees have access to face covering</p>	<p>Ensure PPE (e.g., sanitizer, masks) are on order to provide proper lead time for refills</p> <p>Procure contactless thermometers, cloth masks, sanitizer for employees etc.</p>
Establish standard PPE distribution methods	<p>Facial coverings are required for all employees and should be deployed or presented upon entry screening. Mask guidance includes surgical masks, cloth masks, and cloth face covering (must follow public health specifications)</p>	<p>Assign employees to hand out masks and place glove boxes in visible locations and refill hand sanitizer</p>
Enforce PPE (e.g., mask, face covering) usage for employees	<p>Require employees to make proper use of PPE in accord with CDC’s guide to Prevent Getting Sick (CDC link) and OSHA’s Guidance on Preparing Workplaces (OSHA link)</p> <p>Provide training and guidance to all employees on properly wearing a face mask or covering (doffing and re-donning facial covering and respiratory protection when going on breaks/lunch)</p>	
Enforce face coverings for customers	<p>Enforce customers to wear face coverings while shopping or working (if not possible, only pickup). Examples of implementation:</p> <ul style="list-style-type: none"> • Install signs at entry ways and in high customer traffic areas • Use audio or video recordings that may be played on a loop • Share periodic announcements over public address system • Post news releases, social media or website publications 	

3: PPE requirements (e.g., what do you need before walking in facility) (examples)

Illustrative

Ensure PPE (masks, hand sanitizer) is stocked

Enforce PPE (e.g., mask) usage for employees

Enforce PPE (e.g., mask) usage for customers

Cloth mask



Surgical mask



How to: stay safe at work

The safety of our team is our top priority as we work together to assist our community during the COVID-19 pandemic. The CDC is now encouraging everyone to wear a face covering while in public. This guide will walk you through incorporating a mask into your daily routine.

We will be providing face covers to team members as they become available, but for the time being, we advise that every team member bring their own while they are at work.

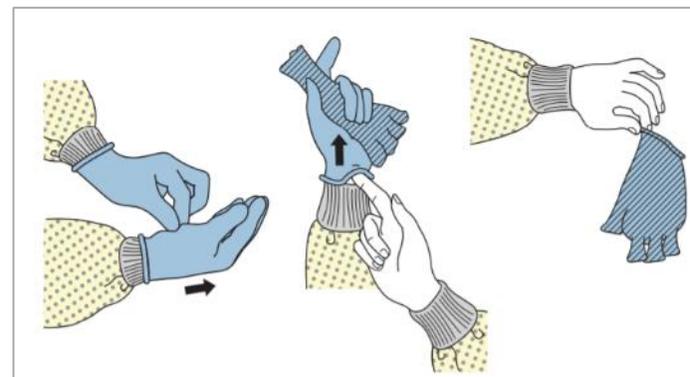
I already have a face covering. Great! You can use your own.

If not, follow these directions to make your own. Get creative and make it yours. Anything goes! Almost. Just remember to keep it customer friendly.

face covering care tips

- Keep your face covering on during conversations and other work to avoid the spread of germs. Wash or hand sanitize.
- After you talk, avoid touching the mask and avoid touching your face.
- When not in use, keep your face covering in a container or plastic bag in your locker.
- Wash your hands and avoid touching your face before and after you wear your mask. Avoid touching the mask.

Feelings creative? Check out Pinterest for ideas and inspiration.



safe shopping is important to us

Below, you'll find COVID-19 guidance for grocery shopping.

stay home if you're sick
Consider food or meal delivery; have family or friends shop for you.

go shopping at less busy times
Shop for your family, not with your family.

cover your face in public
Use a face mask when you're not at home. If a face mask is not available, cover your nose and mouth with a scarf or handkerchief.

use sanitizing wipes
to clean and disinfect shopping carts and baskets.

4: Distancing (health practices)

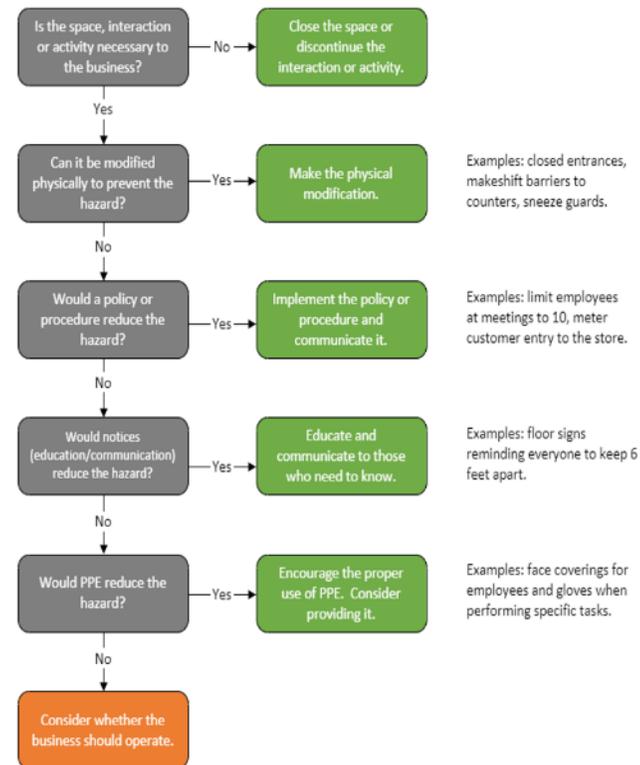
Health practice overview	Core practices	Next level implementation for better equipped facilities
<p>Increase distancing for employee interaction (with other employees and customers)</p>	<p>Establish guidelines for employees and customers to exercise effective social distancing, keeping a minimum of six feet between individuals throughout the store and workspace (the minimum distance is maintained for all curbside, pickup, delivery, or other transactions)</p> <p>Install physical barriers at checkout or other service points that inherently require interaction (e.g., buckets, tables)</p> <p>Leverage PPE usage (e.g., masks), increased cleaning, and reduced occupancy especially if distancing is not possible, especially in smaller stores</p> <p>Use limited/minimum staffing in the store at one time (identify minimum staffing needed)</p>	<p>Minimize cash transactions at check-out (when possible, incorporate contactless payment)</p>
<p>Increase distancing for customer interaction</p>	<p>Limit occupancy to maintain social distancing based on the area of selling space</p> <p>Ensuring social distancing in restrooms and service areas (e.g., close stalls, set up barriers for food service)</p>	<p>Remove, close, or block off non-essential product areas that may hamper distancing (e.g., vending machines, trash can lids, hot bars, salad bars, bottle returns, fitting rooms, make-up testers etc.)</p> <p>Meter checkout to reduce congestion (e.g., employee monitor flow)</p>
<p>Provide visual reinforcements (e.g., X's) for distancing</p>	<p>Reinforce distancing with visual cues (e.g., signage or X's placed across the store and at high traffic points like checkout lines, break areas, restroom entrances)</p> <p>Provide frequent reminders of protocols that should be followed to stay safe (e.g., entry sign for occupancy limit)</p>	<p>Modify store configuration or service offerings in order to allow the permitted occupancy levels (or restrict occupancy even further until safe distancing can be achieved)</p> <p>Ask customers to limit the number of people in their party (e.g., one customer per shopping cart, employees communicate)</p>

4: Distancing (examples)

Decision making for distancing practices

In all spaces, interactions, and activities where people would normally be near one another, the retailer needs to evaluate how best to prevent people from getting closer than six feet apart. All available forms of communication should be used to reinforce these preventative measures with employees, vendors, and customers.

The following decision tree may be helpful.



Increase distancing for employee and customer interaction (with visual reinforcement)

- Install physical barriers at checkout or other service points inherently require interaction. Effective barriers can be created in a makeshift fashion as with these buckets and tables...



...or in a more formal fashion such as sneeze guards.



- b) **Activities in the store** - Encourage customer and worker behaviors that promote social distancing.

- Discourage social behaviors like handshakes, high-fives, hugs, or other forms of contact.
- Limit meetings and celebrations to a number that permits 6 feet between each individual during the event, as well as, arrival and departure to and from the event.
- Establish practices for transaction assistance that create spacing, such as when a supervisor needs to complete an override, have the cashier step away from the register allowing social distancing from supervisor.

- Establish practices cashier ID handling that maximize spacing: instruct cashiers to ask the customer to present the ID with an outstretched arm (rather than handing it to the cashier).
- Consider discontinuing use of reusable bags to eliminate the opportunity for transmission from the fabric and to promote more appropriate social distancing.

c) Communication (including visual cues)

Reinforce social distancing with customers, vendors, and employees through every practical form of available communication.

- Post signage and floor markings where customers or employees are likely to congregate:
 - Check lanes
 - Service areas that remain open
 - Break areas, time clocks and entryways
 - Health screening locations
 - Return counters that remain open
 - Entrances to restrooms
- Provide frequent reminders of behaviors and protocols that should be followed to stay safe:
 - Verbally in meetings or other interactions
 - Audio or video recordings that may be played on a loop
 - Periodic announcements over the public address system



5: Cleaning (e.g., daily cleaning routine) (health practices)

Health practice overview

Core practices

Next level implementation for better equipped facilities

Conduct more frequent daily cleaning of all high touch areas and post protocols publicly

Establish an increased cleaning/sanitizing routine in accord with CDC's Interim Guidance for Businesses and Employers ([CDC link](#)) and OSHA's Guidance on Preparing Workplaces ([OSHA link](#)) for employee high-touch areas (e.g., keypads, counters, and shopping carts)

Sanitize entire facility multiple times per day (depends on stage of reopening, 2x/day vs 1/hr)

Replace or clean/disinfect **HVAC air filters** and ensure optimal turnover of fresh/clean air

- If customers are using their own credit/debit card the machine should be sanitized between customers
- If the employee has to handle cash or checks they should be wearing gloves and disposing them between transactions if possible
- If gloves not available then properly sanitizing their hands between transactions

Communicate and **make cleaning visible** to customers (e.g., increase frequency, post protocols, visible high touch surface cleaning)

Set up **hand sanitizing station** at entry way for customers

Establish employee cleaning protocols

Educate employees about and require them to follow infection control practices, such as CDC's guidance on face touching and regular handwashing ([CDC link](#)) and CDC's hygiene etiquette on coughing and sneezing ([CDC link](#)).

Establish cleaning kits that are readily available with all the key supplies needed for the employees to conduct increased cleaning routine. (e.g., cleaning solution, spray bottles, disposable gloves, cleaning clothes or paper towels, cleaning guides)

Supply guidance and conduct audit checks for cleaning procedures (including deep clean as needed)

Fill out cleaning checklist and share each day with management

Conduct virtual visits to check adherence for more remote or smaller locations (field team)

Ensure easy adoption/ adherence (e.g., purchase different color bucket for new cleaning materials)

5: Cleaning (e.g., daily cleaning routine) (examples)

Conduct more frequent daily cleaning of all high touch areas and post protocols publicly

Establish employee cleaning protocols

Supply guidance and conduct audit checks for cleaning procedures (including deep clean as needed)

E. Cleaning/Sanitizing.

Establish an increased cleaning/sanitizing routine in accord with CDC's Interim Guidance for Businesses and Employers ([CDC link](#)) and OSHA's Guidance on Preparing Workplaces ([OSHA link](#)) for high-touch areas like restrooms, credit card machines, keypads, counters and shopping carts, and other surfaces.

- Increased routine cleaning**
 - Increase the frequency of routine cleaning for high-touch areas: These areas could include the following

o Point of sale screens and keyboards	o Self-Checkout units
o Pin pads and printers	o MSR, check writing stands and service desk counters
o Register belts/order dividers and bag carousels	o Self-service scales
o Hand-scanner units and holsters	o Door handles
o Desktop computers, phones	o Restrooms
o Chairs	o Price checkers and red phones
o Equipment handles/seats	o Time clocks
o Compactor/ballot handles	o Breakrooms or offices
o Forklift controls	o Stocking carts
 - For safety of employees and the preservation of equipment DO NOT spray cleaning & disinfection chemicals directly on any electronics (i.e. register card readers, or computer terminals, keypads, keyboards, screens, etc.). Spray the chemical onto a paper towel and then wipe the surface with the towel.
- Appropriate cleaning disinfectants**
 - The following disinfectant chemicals are effective for use against the virus causing COVID-19 when used according to the label instructions and are commonly available:
 - o Ecolab peroxide multi-surface cleanser
 - o Citrus II germicidal deodorizing cleanser
 - o Ecolab Oasis 146 multi-quart sanitizer
 - A full list of EPA approved disinfectants is available, see ([EPA link](#)).
- Prepare cleaning kits**
 - Establish cleaning kits that are readily available with all the key supplies needed for the employees to conduct increased cleaning routine. Include (cleaning solution, spray bottles, disposable gloves, cleaning clothes or paper towels, cleaning guides)
- Clean-up process**
 - Retrieve PPE and supplies
 - Put on disposable gloves/PPE before spraying cleaning & disinfection chemical.
 - Spray disinfectant directly on surface or on a paper towel.



- Customer Carts and Baskets**
 - Provide customers with clean carts, baskets or motorized shopping carts as they enter the building. Consider dedicating staff at any open door to manage this task.




How to Protect Yourself and Others

Know how it spreads

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- The best way to prevent illness is to avoid being exposed to this virus.
- The virus is thought to spread mainly from person-to-person:
 - o Between people who are in close contact with one another (within about 6 feet).
 - o Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - o These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - o Some recent studies have suggested that COVID-19 may be carried by people who are not showing symptoms.

Everyone should

Clean your hands often

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact

- Avoid close contact with people who are sick.
- Stay at home as much as possible.
- Put distance between yourself and other people.
 - o Remember that some people without symptoms may be able to spread virus.
 - o This is especially important for people who are at higher risk of getting very sick. (<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>)

Cover your mouth and nose with a cloth face cover where around others

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
 - o Cloth face coverings should not be placed on young children under age 2, or people who have trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a face mask meant for a health care worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with hand sanitizer that contains at least 60% alcohol.

Clean and disinfect

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. (<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/cleaning-and-disinfecting.html>)
- Surfaces are dirty. Clean them: Use detergent or soap and water prior to disinfectants.

cdc.gov/coronavirus

6: Case monitoring protocols (health practices)

Health practice overview

Core practices

Next level implementation for better equipped facilities

Define protocol for symptomatic employees

Establish a plan of action for workers who fail health screens (exclude from work environment until they complete a minimum period without symptoms and track records (also include protocol for return to work based on CDC))

Create policies to **encourage workers to stay home** or leave facility when feeling sick or when in close contact with a confirmed positive case (temp paid sick leave if medically advised to quarantine)

Employees are responsible for reporting health (employee and family) before coming in via phone/email

Ensure employees with symptoms are sent home immediately and employees are informed

Require a doctor's note release (for returning to work) if an employee has laboratory confirmed COVID-19. If an employee has symptoms, but not laboratory confirmed COVID-19, they should remain based on CDC requirements

Check in periodically on employee symptoms and work ability

Identify and contact exposed employees (e.g., provide symptom checking and guidance)

Inform team members/manager of potential exposure when employee is sent home

Allow employees uncomfortable with coming in to stay home

Conduct tracing procedures for **3-7 days prior to onset of employee symptoms** (based on where employee was and whether PPE was worn)

Communicate procedures with employees

7: Facility/space temporary closure (e.g., clear area if someone comes to work sick) (health practices)

Health practice overview

Core practices

Next level implementation for better equipped facilities

Enforce appropriate shut down/pause and cleaning protocol

Establish procedures for store disinfection in accord with CDC's Cleaning and Disinfection for Community Facilities if an employee COVID-19 infection is suspected or confirmed. Store should temporarily close and deep clean if there is a confirmed case.

Conduct deep clean based on guidelines

Identify specific high touch points, high traffic areas based on the employee's position and primary department in the store. Use this to define a specific scope of work for cleaning

Hire outside service to conduct deep cleaning

Consider contracting with a 3rd party service provides to conduct the targeted scope of work.

Consider scheduling the cleaning to be conducted after-hours or when customer and employee volume is low.

Communicate protocol to employees and customers

Establish clear reporting process for any symptomatic or positive test employees (e.g., notify store leaders, maintain central log).

Provide documentation of positive cases for necessary parties (labor union, health services, health insurance). Record confirmed cases in accordance with OSHA guidance¹

Post signage on front door notifying customers of temporary closure and deep cleaning being conducted (apologies for the inconvenience)

Communicate potential exposure or positive cases, while maintaining employee privacy

1. <https://www.osha.gov/memos/2020-04-10/enforcement-guidance-recording-cases-coronavirus-disease-2019-covid-19>

8: Travel restrictions (health practices)

Health practice overview

Core practices

Next level implementation for better equipped facilities

Restrict business and personal travel and have employees self-quarantine if possible after travel

Reduce risk by **restricting air travel** to only essential travel

Send digital notice to employees and managers before entering premises on new requirements (includes travel questionnaire)

Enforce 14 day quarantine after returning from travel (unless approval exception is granted)