



PARTNERS IN SAFELY RE-OPENING CALIFORNIA RETAIL AND SHOPPING VENUES

California retail establishments and shopping venues have long been committed to the health and safety of our employees and our customers. Our businesses' ability to thrive depends on engendering consumer confidence by providing high quality products and services in a safe environment. During this COVID-19 crisis, that basic premise is truer today than ever before.

We agree the re-opening of California's economy is "more like a dimmer" than a switch and the transition will require modified behaviors by establishments, employees, and customers alike. Fortunately, there are numerous best practices already in place at retail establishments that have continued to operate during this crisis.

We are committed to adhering to those best practices as well as embracing where necessary re-designs in physical locations as we continue to promote, encourage and accommodate physical distancing. As California develops strategies to re-open our economy, we stand ready to be a resource and a partner guided by these overarching principles and goals:

Principles Guiding our Collaboration:

- Neither we, nor our employees are public health experts.
 - We need to partner and collaborate with industry and health leaders at the state and local levels to ensure that as we look to re-open California's economy, we put the health and wellbeing of our employees and customers at the forefront.
- We support a plan that is fluid and based on scientific health data.
- We recognize the plan will need to be as diverse as the State of California.
 - We support re-opening parts of the state that may be better positioned in terms of stopping the spread of COVID-19. This provides the opportunity to fine tune safety protocols to ensure, as more areas of California's economy open, our employees and consumers are protected.

Our Goals for Re-Opening:

- Protect our employees, customers and all Californians against the spread of COVID-19.
 - The last thing we want is another break out of the virus that shakes consumer confidence, results in more layoffs and reduces access to our products and services.
- Return furloughed employees safely back to work
- Get small businesses back up and running, providing much needed tax revenue to California's local governments.

- Offer a variety of safe options for consumers to access stores and shopping venues.
- Continue to promote to our employees and customers safe COVID-19 protocols through established best practices of social distancing, face coverings and frequent hand washing.

RETAIL AND SHOPPING VENUES' COMMITMENT TO SAFE SHOPPING

When given authorization to re-open, California retail establishments and shopping venues will comply with all state and local health and safety directives and adhere to existing best practices to protect employees and customers. We recognize and commit to the following as best practices and/or proposed new practices for retail and shopping venues, recognizing that actual practices must be driven by the unique circumstances of each retail environment.

Social Distancing Practices:

- ✓ The physical layout in all aspects of the retail or shopping venue operations must allow for 6-foot social distancing between customers and employees.
- ✓ Create barriers on the retail floor and in the shopping venue to promote social distancing for employees and consumers.
- ✓ Use signage and/or floor markings to help consumers comply with social distancing guidelines.
- ✓ Dividers placed in entryways of a store or shopping venue directing incoming traffic to walk on only one side of entry and outgoing on the other side to encourage social distancing.
- ✓ Monitor and limit the number of customers in the store or shopping venue to maintain adequate social distancing.
- ✓ Install plexiglass "sneeze guards" to protect employees and consumers.
- ✓ Contactless practices should be encouraged wherever possible to limit interaction between employees and customers. These include providing
 - Curbside pick-up options whenever possible
 - Touchless pay options for customers in both curbside and in store settings

Sanitation Practices:

- ✓ Provide hand sanitizer at all entrances.
- ✓ Frequent sanitation of high-touch areas like restrooms, doors, PIN pads and common areas.
- ✓ Cleaning and sanitizing of public areas in the store or shopping venue throughout the day.
- ✓ Clean and disinfect high-touch areas routinely in all spaces that are accessible to staff, customers and vendors and ensure they are following CDC recommendations.
- ✓ Develop a deep cleaning response plan in place in the event an associate or consumer tests positive for COVID-19.
- ✓ Increase number of trash receptacles throughout the store or shopping venue.
- ✓ Modify hours to ensure regular deep cleaning of the store and shopping venue.

Employee Safety Practices:

- ✓ Train all employees in COVID-19 safety guidelines and protocols.
- ✓ Encourage regular hand washing, sanitizing, and other infection control practices.
- ✓ Provide employees ample extra time to wash their hands throughout their shifts.
- ✓ Provide employees with needed sanitation materials such as hand sanitizers and wipes.
- ✓ Provide personal protective equipment for all employees to comply with local and state public health guidelines and require vendors and contractors to also comply.

- ✓ Provide a health screening of some sort to employees, contractors, and vendors before they enter the store for signs of illness (shortness of breath, cough, fever, etc.).
- ✓ Employees, contractors or vendors who exhibit signs of illness will not be allowed to enter the store or shopping venue but encourage to seek medical attention.
- ✓ Require regulator sanitation of scanners, radios and other work tools and equipment before/after use.
- ✓ Encourage employees to use gloves when using community technology such as POS, cash registers, etc.

General practices

- ✓ Signage that individuals with a fever or other COVID-19 symptoms should not enter the store or shopping venue

Additional Proposed Protocols Unique to Shopping Venues:

- ✓ Close fitting rooms for a limited amount of time.
- ✓ Quarantine items that have been returned to the store prior to returning to the sales floor.
- ✓ Extend the amount of time shoppers have to return items.
- ✓ Temporarily close access to product testing – i.e. perfume, make up, cologne, etc.
- ✓ Limit elevator occupancy to encourage social distancing.
- ✓ Reduce public seating and/or reconfigure to encourage social distancing.
- ✓ Any open dining seating areas must ensure adequate social distancing.
- ✓ Closing drink dispensers in dining areas
- ✓ Every other sink and urinal in public restrooms will be taped off to encourage social distancing. Signage posted to encourage proper hygiene.
- ✓ Temporarily close the following interior touchpoints: Child Play area; drinking fountains; Valet Use; Stroller Rentals.

Retail and shopping venues support the Governor, state and local elected leaders and public health officers and experts in relying on CDC guidelines, COVID-19 case reductions and adequate testing and tracing to determine when we can safely open our stores and shopping venues. We encourage state and local leaders to consider new orders and ordinances allowing consumers to enter retail and shopping venues with less limiting restrictions as soon as it safely possible.

As we move to less restrictive protocols on retail and shopping venues, we are committed to ensuring ongoing strict COVID-19 practices for our employees and our customers. We welcome the opportunity to work with the Governor, his Administration, local public health officers and local leaders as we move to open up safe retail and shopping options for customers in the near future.

This document is meant to help inform local officials with guidance about re-opening retail spaces in a safe manner. Professional groups representing the industry as well as individual companies may also have more detailed operational plans and technically detailed plans to more specifically provide guidance on items relating to cleaning and sanitizing public areas to guiding social distancing procedures in common areas and entryways.