



RETAIL BUSINESS GUIDELINES

GENERAL HEALTH

1. Employees should wear face coverings over their nose and mouth
2. Maintain social distance of at least 6-ft.
3. Frequent hand washing

HR AND TRAVEL POLICIES

1. Employees should follow CDC travel guidance to protect themselves and others during business travel
2. Employees shall not report to, or be allowed to remain at, work if sick or symptomatic

HEALTH MONITORING

1. Employers should make temperature checks available and post information about COVID-19 symptoms to allow employees to self-assess whether they have any symptoms and should consider going home
2. Have a wellness screening program for conducting in-person screening upon arrival as well as a mid-shift screening for employee shifts greater than 5 hours
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset AND until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed
5. Any employee who has had close contact with a person who is diagnosed with COVID-19 should quarantine for 14 days

PHYSICAL WORKPLACE

1. Display signage at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Shopping mall food courts should follow Restore Illinois Restaurants and Bars Indoor Dining Guidelines
3. Display visual markers 6-ft. apart at customer queue points
4. Remove shared products (e.g., beauty testers) from displays

DISINFECTING/CLEANING PROCEDURES

1. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on weekly basis
2. Frequently clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings); shopping mall food courts should be cleaned and disinfected every 30 minutes
3. Fitting rooms and frequently touched surfaces within (e.g., benches, handles, hooks) should be disinfected after every use OR fitting rooms should remain closed
4. If fitting rooms remain open, solid surfaces (e.g., tags and hangers of garments) should be sanitized before returning to sales floor. Bathing suits and undergarments may not be tried on by customers
5. Disinfect returned items, either with disinfecting products or removing and isolating the items for at least 72 hours, before returning items to the sales floor
6. Disinfect checkout keypads and self-checkout stations after every transaction; disinfect shopping carts and baskets after each use OR place hand sanitization stations/disinfecting wipes nearby customers use

STAFFING AND ATTENDANCE

1. Design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
2. Limit occupancy of common areas to allow for social distancing
3. Maximum of 50% of store capacity

EXTERNAL INTERACTIONS

1. Before allowing external supplier or non-customer visitor to enter, ask whether the individual is currently exhibiting COVID-19 symptoms
2. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises
3. Keep log of all external suppliers who enter premises

CUSTOMER BEHAVIORS

1. Wear face coverings over nose and mouth
2. Customers should not bring reusable shopping bags