

# Phase 2 Limited In-Store Retail Operations COVID-19 Requirements

**Phase II:** The retail establishment must adopt a written procedure for in-store retail activity that is at least as strict as the Phase 2 safety requirements below.

## **Requirements Specific to In-Store Retail Operations**

1. Arrange contactless pay options, pickup, and/or delivery of goods wherever possible.
2. Customer Traffic Management
  - a. Guest occupancy must be 30% of maximum building occupancy or lower as determined by the fire code. This limit does not include employees in the calculation.
  - b. Place distance markers outside of the facility in order to maintain six-foot physical distancing requirements for customers waiting to enter. Assign employees to assist and monitor customers waiting to enter.
  - c. Arrange the flow of customers to eliminate choke points and reduce crowding. Mark high traffic areas with six-foot markers to maintain physical distancing requirements.
  - d. Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six-foot physical distancing guidance, and policy on face coverings.
  - e. Place distance markers in check-out lines in order to maintain six-foot physical distancing requirements for customers waiting to check out.
  - f. Ensure minimum six-foot physical distancing requirements are maintained between customers, cashiers, baggers, and other staff except when collecting payments and/or exchanging goods. Sneeze guards or other barriers should be placed throughout the retail establishment at all fixed places of potential interaction between employees that could be less than 6 feet.
  - g. When possible, establish hours of operation that permit access solely to high-risk individuals as defined by the CDC.
3. Sanitation
  - a. Frequently sanitize additional high-touch areas including customer restrooms, fitting rooms, doors, check-out counters, and other areas like shopping cart handles.
  - b. Ensure operating hours allow downtime between shifts for thorough cleaning.
  - c. Ensure that employee including handhelds/wearables, scanners, radios, or other work tools and equipment are properly cleaned before and after use.
4. Fitting Rooms
  - a. If and when they are being utilized during in-store operations, fitting rooms should be cleaned with appropriate disinfecting supplies after each new customer use by an employee wearing proper protective equipment.
  - b. Any items used by customers in a fitting room and not purchased should be removed from active inventory on the sales floor and stored for a no less than 24 hours.

5. Any in-store sit-down food and beverage services must follow all of the Phase 2 restaurant requirements.
6. Malls and Other Shopping Centers
  - a. Apply aforementioned in-store customer traffic management and sanitation guidance as it relates to additional customer common areas in all facilities.
  - b. Ensure all tenants adhere to curbside and/or in-store retail guidance.

### **Safety and Health Requirements**

All businesses operating during Phase 2 have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries [General Requirements and Prevention Ideas for Workplaces](#) and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>. All businesses are required to post signage at the entrance to their business to strongly encourage their customers to use cloth face coverings when in store with their staff.

Employers must specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

- Educate workers in the language they understand best about coronavirus and how to prevent transmission and the employer’s COVID-19 policies.
- Maintain minimum six-foot separation between all employees (and customers) in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. **Cloth facial coverings must be worn by every employee not working alone on the jobsite unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance.** Refer to [Coronavirus Facial Covering and Mask Requirements](#) for additional details. A cloth facial covering is described in the Department of Health guidance, <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf>.
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at start of shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Follow the [cleaning guidelines set by the CDC](#) to deep clean and sanitize.

A site-specific COVID-19 Supervisor shall be designated by the employer at each job site to

monitor the health of employees and enforce the COVID-19 job site safety plan.

A worker may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for their employer to take adverse action against a worker who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances.

**No in store retail establishment may operate until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.**

All issues regarding worker safety and health are subject to enforcement action under L&I's Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 [prevention advice and help](#) from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to [adag235@lni.wa.gov](mailto:adag235@lni.wa.gov).
- General questions about how to comply with the agreement practices can be submitted to the state's Business Response Center at <https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5>.
- All other violations related to Proclamation 20-25 can be submitted at <https://bit.ly/covid-compliance>.