



**D.R.A.F.T.**

## **Grocery Store Social Distancing, Business Practice**

### **Occupancy, Store Layout and Managing Customer Flow**

- Occupancy should be capped at 50% of store capacity, based on fire marshal regulations, excluding employees. At entrance, staff should maintain a count of the number of customers entering and exiting stores.
- In the event there are lines outside the store or any physical security concerns, local law enforcement should be notified and consulted.
- If a retailer offers online delivery or curbside pickup capabilities, customers should be encouraged to use those methods before coming to the store.
- Retailers should clearly mark six foot spacing with lines on the floor, in checkout lines and other high-traffic areas and, as much as practical, should provide ways to encourage six foot spacing with lines outside the store. Retailers should utilize in store signage and in store announcements to remind customers of social distancing protocols.
- Retailers should encourage the use of self-checkout lanes when available.
- When possible, retailers should only open every other checkout lane.
- Retailers should post conspicuous signage and floor markings to direct customers and limit bottlenecks and/or encourage spacing and flow in high-density areas.
- Retailers should designate one-way aisles in stores where practicable to maximize spacing between customers and should identify the one-way aisles with conspicuous signage and/or floor markings.
- Retailers should have designated employee(s) regularly walk the floor to ensure that customers are following social distancing rules and to provide guidance as needed.
- Retailers should attempt to maximize space between customers and employees at checkout lines, including, but not limited to, only using every other checkout line, where and when possible.

## General

- Retailers should communicate with customers through in store signage, public service announcements and advertisements.
- Retailers should discontinue all self-serve foods (e.g., salad bar, olive bar, self-serve bulk bins) and product sampling. (i.e., butcher shops, service seafood, and open food bars) and instead offer these as grab and go options.
- Retailers should allow credit card transactions without the requirement of a signature. Personal Identification Number (PIN) pads and all Point of Sale (POS) devices should be sanitized regularly and consistently utilizing safe cleaning methods to avoid malfunction of terminal.
- Cart and basket handles should be sanitized frequently (by staff).
- Retailers should allow employees to wear their own gloves and face masks. Once those items are not in short supply and designated for Healthcare providers, retailers should provide them to the employees.
- Retailers should discourage customers from bringing their own bags. If reusable bags are brought to the store, they should encourage customers to keep their bags and bag their own groceries when utilizing reusable bags if social distance can be maintained.
- Retailers should ensure store personnel have disinfecting cleaner or wipes available to them at their work area.
- Retailers should ensure store personnel have handwashing stations with soap and water and disposable paper towels or hand dryer available and the opportunity to utilize as needed.
- Retailers should ensure store personnel understand cleaning and sanitation procedures and whom they should notify if they encounter a situation where cleaning and sanitation is needed.