

Phase 2 for New Hampshire Retail

Employee Protection:

1. All staff must wear cloth face coverings when in the retail facility and in public locations or shared staff areas (e.g. break rooms) if other individuals are immediately present.
2. Alcohol-based hand sanitizer must be made readily available for both staff and consumers at various places throughout the store.
3. Provide periodic updates and training for employees about COVID-19 and store safeguards based on CDC guidelines.
4. Require all employees to report any symptoms of COVID-19 or close contact to a person with COVID-19 to supervisor.
6. Staff must be screened (questioned about) for symptoms of COVID-19 before each shift. Staff with any symptoms must not be allowed to work.
7. Staff should be instructed to continue to maintain a distance of at least 6 feet from others (staff and customers) at all times.

Consumer Protection:

1. Occupancy to be raised to 100%
- 2.. Customers should wear cloth face coverings at all times when inside the store. Signage and staff should request this before customers enter the store.
3. If possible, continue dedicated shopping hours or appointment times for the elderly and medically vulnerable persons.
4. Continue pay-ahead and curbside pickup and/or delivery service options to minimize contact and maintain social distancing.
5. Continue social distancing reminder signage, personal and floor stickers in key areas in the store (e.g. check-out counters)
6. Offer self-checkout and/or self-bagging options when possible

Business Process Adaptations:

1. Continue enhanced cleaning protocols that follow [CDC guidance](#) relating to cleaning and disinfection for COVID-19. This includes cleaning and disinfecting shared resources and frequently touched surfaces repeatedly.
2. Use plastic shields or barriers between customers and clerks at service counters and clean them frequently.
3. Adjust store hours to allow time for enhanced cleaning.
4. Continue to prohibit the use of reusable bags.
5. Suspend the sampling of food and personal hygiene products.
6. Task management-level employees within a store to monitor social distancing and compliance with protective actions, and prompt customers and other staff about the importance of social distancing, hand hygiene, and use of cloth face coverings.
7. Respect the right of business owners to have requirements over and above these recommendations.