

In-Store Retail Operations COVID-19 Requirements

Summary of February 1, 2021 changes:

- Effective date removed to reflect Healthy Washington plan
- Safety and Health requirements updated at the end of the document
- Indoor dining facilities such as food courts now subject to indoor dining guidelines in Phase 2

For Phase 1:

- Common/congregate seating areas and indoor dining facilities such as food courts are closed.

For Phase 2:

- Common/congregate seating areas and indoor dining facilities such as food courts are open and subject to [Restaurant, Tavern, Breweries, Wineries and Distilleries COVID-19 Requirements](#).

In all phases:

- In-store retail is limited to 25 percent of indoor occupancy limits.

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 25% 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 common/congregate seating areas and indoor dining facilities such as food courts are closed.

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 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 Healthy Washington plan, 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 indicating the prevailing laws on masks and facial coverings.