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/wareables, 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.