



# COVID-19 — Retail Resources

The Next Three Seconds Protects Your Life, Your Loved Ones, Your Livelihood®

## The N3L3 philosophy:

our approach to protecting workers from fatal and life-changing events.

*Eastern Alliance is here to help. To learn more about Eastern's N3L3 program and access other safety resources, sign in and visit the Safety Tools on [www.easternalliance.com](http://www.easternalliance.com), or contact your Risk Management Consultant for assistance*

**1.855.533.3444**

Eastern Alliance continues to actively monitor the global COVID-19 situation and implement practices to promote the health and safety for our customers and local communities. As we all venture through this time we are dedicated to helping our valued policyholders effectively manage their risks as they adapt to changing environments.

Many retail businesses and grocery stores provide essential functions for the population and will remain open during this pandemic. This may reduce the ability of workers to practice self-distancing from co-workers and customers without some modifications in the work flow. Businesses may also be operating under revised business models and employees may have to complete non-routine job tasks. These non-routine exposures can lead to additional risks for your employees. This resource includes some best practices information for retail and grocery stores dealing with COVID-19 exposures.

## COVID-19 Retail and Grocery Best Practices

- Encourage employees to stay at home if they feel like they have any symptoms; fever, cough, or shortness of breath.
- Screen employees daily before starting work. Screenings should include temporal thermometers, and an evaluation to determine if symptoms of COVID-19 are present.  
Symptoms of COVID-19 include:
  - Fever over 100.4°F
  - New onset of dry cough
  - Shortness of breath
  - Breathing difficulties
- Employees completing screening process should wear an appropriate protective facemask, disposable gloves, and utilize hand sanitizer before and after each screening.
- In addition to evaluating physical symptoms, screeners should advise employees that if they have been exposed to anyone who has tested positive, or shows signs and symptoms for COVID-19, they should not report to work.
- Plan for increased absenteeism. Be proactive with employee cross training so you are prepared with knowledgeable and competent personnel when the time comes. Be certain to train these workers as if they were new to the organization, and make sure they can demonstrate competence prior to starting their new job task.
- Encourage workers to protect their personal health at all times with the use of protective facemasks, gloves, face shields and routine handwashing. Gloves should be worn by all employees. It is equally as important that you educate employees on when to change the gloves and how to safely remove them.
- Cloth face coverings are recommended to be used. If they are used, review how to clean and when to change the face masks. There are a variety of ways to make face masks with household materials including sew and no-sew methods.  
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- Designate separate entry and exit locations for customers to use. This will assist customers in maintaining social distancing guidelines as recommended by the CDC.
- Provide disinfecting wipes at entrances to wipe down cart handles and provide additional trash receptacles throughout the store for wipes and gloves worn by employees and customers.
- Implement designated directional walking paths throughout your store to help reduce gatherings of customers and help ensure social distancing.



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- At the checkout areas, mark the floors with bright colored tape at a minimum every 6 foot. Whenever possible, have customers utilize self-check-out options. In addition to Checkout lanes, consider marking other areas such as customer service counters and high volume/ demand items where customers may tend to congregate to help them recognize minimum distancing requirements.
- Limit the number of shoppers in your store to further help ensure social distancing guidelines are followed. Depending on the size of your store, the maximum number will vary but it is advised no more than 50 in large stores (examples would be superstores, large grocery stores, warehouse type stores, home improvement stores). Smaller stores could be limited to as little as 2-3 patrons depending on the square footage available on the sales floor (examples would include butcher shops, household stores, specialty retail, etc.). Allow one customer in the store for each customer that exits.
- Provide periodic announcements to customers that specify the preventative measures in place and your expectations of your customers.
- Install Plexiglas partitions or 'sneeze-guards' near cash registers to help protect cashiers from the transmission of the virus.
- As feasible, due to availability, strategically place hand sanitizing stations throughout the store.
- Routinely disinfect cash registers, credit card terminals and stylus, keyboards, electronics, light switches, toilets faucets, cart handles, conveyor belts, and doorknobs with approved disinfection solution. If possible, ask customers to pay utilizing online payment services so there is no credit card use in store, as most people do not sanitize their cards (examples are Paypal, Venmo, etc. – we are not affiliated nor endorse any of these companies).
- Increase cleaning practices after hours and throughout the day. Some companies have hired third party cleaning services to clean throughout the day while others have dedicated team members to this task. Establish a cleaning list which specifies frequency to ensure all "touch points" are disinfected throughout the day.
- Avoid employees sharing phones, workstations, offices, or other equipment, whenever possible. If required, be sure to clean and disinfect shared equipment before and after each use.
- Handwashing is one of the best ways to protect yourself from getting infected. Mandate frequent proper handwashing and/or the use of hand sanitizer. To ensure handwashing is occurring frequently, consider "handwashing breaks".
- Per CDC guidelines, proper handwashing should include: Wet hands with clean running water, apply soap, lather all sides of hands, between fingers, and under your fingernails, scrub hands for at least 20 seconds, rinse hands under clean running water, then dry hands using a clean towel or air dry hands.
- Use hand sanitizer when washing with water and soap is not possible. Be sure to use an alcohol based hand sanitizer that contains at least 60% alcohol. To use hand sanitizers, apply the gel product to the palm of one hand, rub hands together, rub the gel all over the surfaces of your hands and fingers until hands are dry. This should take about 20 seconds.



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- Cleaning and disinfecting of surfaces and equipment should be completed with soap/water and diluted household bleach solutions. Household bleach solutions (1/3 cup bleach to one gallon water) will be effective against the COVID-19 virus. Ensure there is adequate ventilation, and never mix chemicals together as this can result in off gassing of dangerous fumes. Employees should wear disposable gloves when performing cleaning/disinfecting tasks. Check the EPA website for up to date information on effective disinfectants. <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.
- If workers are asked to complete non-routine tasks, such as delivering products, ensure you have evaluated and controlled associated hazards as well as properly train employees prior to partaking in such activities.
  - If your company delivers goods and products, implement contactless delivery practices to prevent contact with your customers. Refer to our Temporary Delivery and Curbside Pickup Services reference sheet for more information on deliveries.
  - Ensure only workers with good driving records are asked to drive personal or company owned vehicles on work related business.
- Remain up to date on all events, notices, and developments within your community.
- Increase ventilation rates in the air handling system. If possible, increase the percentage of outdoor air circulating into the system.
- Ask customers to limit the use of cash for payments when possible, and continue to encourage touchless payment options to limit exposure.
- Temporarily ban the use of reusable (bring your own) bags. Ask customers, who are able to, to bag their own groceries.
- Offer online ordering and curbside pick up to minimize the number of people in the store.
- Create an emergency plan in case of a possible outbreak in your community. Educate and train staff members on how to execute the emergency plan.

For additional information and guidance, please visit:

Center for Disease Control and Prevention (CDC) [www.cdc.gov](http://www.cdc.gov)

Occupational Safety and Health Administration (OSHA) [www.osha.gov](http://www.osha.gov)

National Institute of Allergy and Infectious Disease (NIH) [www.niaid.nih.gov](http://www.niaid.nih.gov)

[https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/C/center\\_appendix\\_c.pdf](https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/C/center_appendix_c.pdf)

National Retail Foundation (NRF) <https://nrf.com/resources/retail-safety-and-security-tools/coronavirus-resources-retailer>