No activity in Retail Businesses can occur without meeting these sector specific COVID-19 workplace safety standards for Retail Businesses. These standards apply, until rescinded or amended by the State, to all Retail Businesses except for Farmers’ Markets, which shall continue to be governed by Department of Public Health Guidance. These standards supersede and replace existing Department of Public Health guidance governing grocery stores and pharmacies.

**SOCIAL DISTANCING**
Ensure >6ft between individuals

- Each business must monitor customer entries and exits and limit occupancy at all times to the greater of the following:
  - 50% of the building’s maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
  - Buildings for which no permitted occupancy limitation is on record may allow 10 persons (including staff) per 1,000 square feet of accessible space
  - In any case, no enclosed space within the building may exceed occupancy of 10 persons per 1,000 square feet
  - All occupancy counts and calculations shall include customers, staff, and other workers

- Operators of enclosed shopping malls and other indoor, multi-tenant retail spaces must monitor customer and worker entries and exits to common areas and limit occupancy of common areas at all times to 50% of maximum permitted occupancy levels

- Within enclosed shopping malls and other indoor multi-tenant retail spaces:
  - Retailers or restaurants (not including stand-alone restaurants) serving food and beverage may only provide take-out or delivery service
  - Any seating areas, including food courts, must be closed
  - Any children’s play areas must be closed
  - All arcades must be closed

- If the store offers delivery, curbside pickup capabilities, or limited “appointment only shopping,” customers should be encouraged to use those methods before coming into the store

- Grocery stores and retail stores with a pharmacy department must provide dedicated hours at least one hour each day of operation, in the early morning, for adults 60 years of age and older. These hours must be conspicuously posted

- Other retail stores are encouraged to offer exclusive hours or other accommodations for those in high-risk populations as defined by the CDC

- Ensure separation of 6 feet or more between individuals where possible:
  - Close or reconfigure worker common spaces and high density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow social distancing
  - Physical partitions must separate workstations that cannot be spaced out (partitions must be at least 6 feet in height)
  - Install physical barriers for checkout stations where possible, otherwise maintain 6 feet distance where not possible
  - Install visual social distancing markers to encourage customers to remain 6 feet apart (e.g., lines outside of the stores if applicable, lines to make payments, lines to use the restroom)
  - Mark rooms and hallways to indicate 6 feet separation

- Establish directional aisles to manage customer flow for foot traffic, if possible, to minimize contact (e.g., one-way entrance and exit to the store, one-way aisles). Post clearly visible signage regarding these policies

- Stagger lunch and break times, regulating max number of people in one place and ensuring at least 6 feet of physical distancing

- Require face coverings for all workers and customers, except where unsafe due to medical condition or disability

- Contactless payment methods are encouraged

- Retailers must close salad bars and any other self-serve prepared or open good stations, and must eliminate any open free samples or tastings

- Retailers may not permit sampling or application of personal goods (i.e., make-up, perfume, lotion)

- Allow fitting rooms for businesses for which their operation is necessary. Any clothing tried on by a customer must either be quarantined for 24 hours or thoroughly steam cleaned prior to returning to the floor

**HYGIENE PROTOCOLS**
Apply robust hygiene protocols

- Disinfect shared equipment, such as cash registers, intercoms, tagging machines before use by another employee

- Ensure access to handwashing facilities on site, including soap and running water, wherever possible and encourage frequent handwashing; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative

- Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)

Additional details on Sector-Specific Protocols can be found at [https://www.mass.gov/info-details/reopening-massachusetts](https://www.mass.gov/info-details/reopening-massachusetts)
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CLEANING & DISINFECTING
Incorporate robust hygiene protocols

☐ Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines

☐ Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible)

☐ Keep cleaning logs that include date, time, and scope of cleaning

☐ Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, bathrooms, baskets, carts, staff break rooms)

☐ In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance

☐ Open windows and doors to increase airflow where possible

☐ Once returned or tried on by customers, remove clothing from service for 24 hours (before it can be returned by staff and handled by another customer)

Additional details on Sector-Specific Protocols can be found at https://www.mass.gov/info-details/reopening-massachusetts