

ATTACHMENT 3  
RETAIL ESTABLISHMENTS

**A. Capacity Requirements.**

1. Limit the number of customers inside a store at a given time, excluding employees and representatives of third-party delivery companies, to a maximum of 50% of the store's maximum occupancy. To the extent any such establishment is subject to any other capacity or operational limitation by any state or local government authority, the establishment must comply with the more stringent or restrictive limitation. Retail establishments that were permitted to operate as essential services or essential businesses under the Governor's Executive Order 20-91 are not subject to the fifty percent (50%) maximum occupancy limitation stated in this section.

2. Food courts, restaurants, and other food establishments in shopping malls must configure seating to maintain at least 6 feet between separate groups (at the closest point) to allow for proper social distancing. Food courts, restaurants, and other food establishments in shopping malls must also comply with the requirements in **Attachment 2**.

3. Social distancing requirements do not apply to members of the same household.

**B. Operations Requirements.**

1. Establishments must conspicuously post the required signage in accordance with Emergency Order 20-17, as amended.

2. Consider dedicated shopping hours or appointment times for the elderly, medically vulnerable, and health care workers.

3. Social distancing reminders to customers are required, including but not limited to social distancing "reminder" signs, personal stickers, floor decals, and audio or audible announcements. Signs shall be conspicuously posted.

4. Establish one-way aisles and traffic patterns for social distancing.

5. Encourage curbside, online, or call-in pickup and delivery service options to minimize contact and maintain social distancing.

**C. Sanitation and Safety Requirements.**

1. Prohibit or limit the use of changing rooms while ensuring proper sanitation and compliance with social distancing protocols.

2. Establish procedures for safe exchange and returns of goods and materials.

3. Do not allow self-serve products (e.g., “testers”); consider limiting customer contact with retail products before purchase.
4. When possible and appropriate, use plastic shields or barriers between customers and clerks at service counters and clean them (the shields and service counters) frequently.
5. Prohibit the use of reusable bags (reusable bags may carry COVID-19).