

Retail Business

If you operate a retail business in New York City, new mandates from New York State require you to do the following at the start of Phase 2:

- **Develop a [Safety Plan](#)** and post it at your work site.
- **Read [New York State \(NYS\) guidelines](#)** and affirm compliance.
- The State requires that you **affirm that you have reviewed and understand the State-issued industry guidelines** and that you will implement them. You can fill out the affirmation form [here](#).

View the full list of requirements on the State website to make sure you are in compliance, and protect your employees and customers by taking the following steps to prevent the spread of COVID-19. These are some examples of best practices.

1. Stay Home if sick

Unless you are leaving for essential medical care ([including testing](#)) or other essential errands, stay home if you are sick.

- Consider implementing leave policies that encourage employees to stay home if sick.
- Post the [Stop the Spread](#) poster in employee areas. Additional languages are available on the www.nyc.gov/health/coronavirus website or by calling 311 to order a copy.

2. Keep Physical Distance

Stay at least 6 feet away from other people.

- Adjust hours to spread employees and customer traffic out and stagger your staff in teams.
- Establish a maximum occupancy limit in your store to promote physical distancing.

- Encourage as many remote shopping/delivery options for customers as possible.
- Spread out products to avoid crowding on popular items.
- Modify layouts and use tape on the floor to reduce two-way foot traffic.
- Use a touchless delivery system, where delivery people can stay in the vehicle for deliveries as possible.
- Use contactless pay systems and suspend the use of high-touch surfaces like bulk bins, and encourage customers to only touch what they intend to buy.
- Have multiple checkout stations across the store, as feasible, to avoid grouping.
- Have checkout people at every other register.

3. Wear a face covering

Protect those around you. You can be contagious without symptoms and spread the disease when you cough, sneeze or talk. A face covering may help reduce the spread of COVID-19.

- Use social media and signage to encourage customers to wear face coverings before entering the store.
- Post signage to remind customers to wear face coverings in shared spaces like lobbies and units if unable to maintain 6 feet of distance, unless they can't tolerate them medically.
- Consider implementing a “no face covering, no service” policy, while adhering to reasonable accommodation requirements
- Place face coverings, including child-size coverings, for those who may enter without them
- Maintain an adequate supply of face coverings for employees and customers.

4. Practice Healthy Hand Hygiene

Wash your hands often with soap and water or use hand sanitizer if soap and water are not available; clean frequently touched surfaces regularly; avoid touching your face with unwashed hands; and cover your cough or sneeze with your sleeve, not your hands.

- Prepare a plan for receiving returned merchandise, and disinfect it as practicable.
- Encourage frequent hand washing [with signage](#).
- Encourage employees to bring lunch from home.
- Wherever possible, increase ventilation of outside air.
- Provide hand sanitizer stations at the entrance and check out stations.

The NYC Department of Health and Mental Hygiene (DOHMH) has created plain language Frequently Asked Questions for [each sector re-opening in Phase 2](#), in adherence with the New York State guidance.

Additionally, the Department of Small Business Services (SBS) and the Department of Consumer and Workforce Protection (DCWP) have created [this simple flyer](#) for businesses and workers.