

Retail Industry

The “Tennessee Pledge” is a plan to help Tennesseans get back to work in a safe environment, restore their livelihoods and reboot our state’s economy.



Retail Industry

Safeguarding Guidance

The State recommends strict adherence to [CDC](#) and [OSHA](#) guidelines, as well as the Universal Guidelines for All Businesses. Additionally, the State recommends retail industries put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- **Allow employees to work from home as much as possible**
- **Screen all employees reporting to work for COVID-19 symptoms** with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Best practice: employers to take temperatures onsite with a no-touch thermometer each day upon arrival at work
 - Minimum: temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit
- Staff should **wear face coverings** (not N-95 or medical masks, which should be reserved for healthcare workers) and other personal protection items as recommended by the CDC
- **Provide training on personal protective equipment** based on CDC guidelines
- **Provide a sanitizing station** such as a wash basin with soap and/or bottle of hand sanitizer
- **Practice recommended social distancing** to the greatest extent possible—**“Further is safer”**
- **Prohibit congregating in break rooms or common areas** and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible
- **Stagger shifts, breaks and meals** in compliance with wage and hour laws and regulations to maintain social distancing
- **Employees should increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette when coughing or sneezing



- **Provide regular updates and training** for employees about personal COVID-19 mitigation and store safeguards based on CDC guidelines
- All employees should **stay home if feeling ill**, report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee's household. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
- **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per Tennessee Department of Health and [CDC guidelines](#). Employers should maintain the confidentiality of employee health information.
- **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)
- **Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms
- **Update the Employee Illness Policy** to include the symptoms of "COVID-19" or create a COVID-19 specific policy. All staff should sign the policy, and the policy should be posted for confirmation
- **Post extensive signage on health policies**, including the following documents, in the workplace to help educate building occupants on COVID-19 best practices:
 - [CDC guidance to stop the spread of germs](#)
 - [CDC guidance on COVID-19 symptoms](#)

Consumer Protection

- **Limit the number of customers inside a store** at a given time, excluding employees and representatives of third-party delivery companies, to 50 percent or less of store occupancy based on Tennessee's Building and Fire Code
- Customers should **wear face coverings** inside the store according to [CDC guidance](#)
- Consider **dedicated shopping hours** or appointment times for the elderly, medically vulnerable and health care workers
- Establish **one-way aisles and traffic patterns** for social distancing
- **Increase curbside, pickup and delivery service** options to minimize contact and maintain social distancing
- Assign dedicated staff to **prompt customers regarding the importance of social distancing**
- Add **social distancing "reminder" signs**, personal stickers, floor decals and audio announcements

Business Process Adaptations

- **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling
- **Implement workplace cleaning and disinfection** practices, according to [CDC guidelines](#), with regular sanitization of high-touch surfaces at least every two hours
- **Sanitize shared resources** (such as carts) after each use, and sanitizing all high-traffic / high-touch areas (such as counters, check-out lanes, keypads, break rooms, dressing rooms, rest rooms) every two hours and when visibly dirty
- Use a **clearly designated entrance and a separate clearly designated exit** to maintain social distancing
- Use **plastic shields or barriers** between customers and clerks at service counters and clean them frequently (every 2 hours and when visibly dirty)
- **Adjust store hours** to allow time for enhanced cleaning
- **Prohibit the use of reusable bags** (reusable bags may carry COVID-19)
- **Limit self-service options, suspend sampling** of food and personal hygiene products
- Task management-level employees to **monitor compliance** within a store