

# Retail

## Retail Businesses Included:

*Furniture & Home Furnishings*

*Book Store*

*Clothing*

*Department Stores*

*Shoe Stores*

*Sporting Goods Stores*

*Clothing Accessories*

*Other Mercantile Stores*

### AVERAGE LEVEL OF CUSTOMER INTERACTION

- Requires close interaction between staff and customers, but not direct physical contact.

## Employee Protection

### EMPLOYEE PROTECTIVE MEASURES

- A sign will be posted on the storefront that individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Limit the number of individuals inside the store to 50% of fire capacity occupancy or 8 customers per 1,000 square feet.
- Customers will be encouraged to use hand sanitizer upon entering the store.
- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Employees may be allowed to wear facemasks or gloves.
- All persons in the store should practice sensible social distancing of at least 6 feet between another person. Sales registers must be at least 6 feet apart.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Kansas Department of Health & Environment.
- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- The entrance/exit doors will be sanitized at least three times per day.
- Encourage workers to report any safety and health concerns to the employer.

### **HOW CAN THESE MEASURES BE COMMUNICATED TO EMPLOYEES IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?**

- Management will inform employees verbally and in writing of the safety standards.

### **WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?**

- Disinfect to regularly sanitize common surfaces.
- Soap and water or hand sanitizer.

### **WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT, SUCH AS SCREENS AT CHECKOUT COUNTERS?**

- No, but protective screens may be installed at the discretion of each store.

### **WILL THESE MEASURES REQUIRE ADDITIONAL SANITIZATION PRACTICES IN REGARD TO SUPPLY CHAINS IN YOUR INDUSTRY, SUCH AS SANITIZATION OF INCOMING STOCK, COMPONENT PARTS, RAW MATERIALS, ETC?**

- Yes. Sanitization of incoming stock and merchandise is recommended.

### **WILL THESE MEASURES REQUIRE THE PURCHASE AND USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE), SUCH AS FACE-MASKS OR GLOVES?**

- Facemasks and gloves are recommended.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>





## Customer Protection

### **CUSTOMER PROTECTIVE MEASURES:**

- No employee who has a fever or other symptoms of COVID-19 will be allowed to work in the store.
- The number of customers inside the store will be limited to 50% of fire marshal capacity or 8 customers per 1,000 square feet.
- Door entrances and exits will be sanitized at least three times each day.
- Customers will be encouraged to use hand sanitizer upon entering the store.
- Customers will be encouraged to wear facemasks in order prevent spreading of the virus.
- The store will be encouraged to provide access to hand sanitizer and trash receptacles.
- Store employees will enforce social distancing of at least 6 feet between customers. Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.
- Sales registers will be located at least 6 feet apart.
- Point of sale equipment will be frequently cleaned and sanitized.
- Employees will take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the Kansas Department of Health and Environment.
- Encourage customers to wear facemasks.

### **HOW CAN THESE MEASURES BE COMMUNICATED TO CUSTOMERS IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?**

- Measures will be posted at door of store.

### **DO ANY MEASURES REQUIRE A BUSINESS TO GET AN UPDATED BUILDING OCCUPANCY FIRE CODE IN ORDER TO DETERMINE A CERTAIN PERCENTAGE OF OCCUPANCY ALLOWED IN THE STORE/FACILITY?**

- Each store must know the fire marshal capacity or square feet of the building and ensure social distancing guidelines are followed.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



**WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?**

- None outside the normal scope of operations.

**WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT OR MARKINGS, SUCH AS TAPE ON THE FLOOR IN CHECKOUT LINES?**

- These measures will require some type of marking or tape on the floor at checkout line to ensure adherence to 6-foot social distancing standards.

**WILL THESE MEASURES REQUIRE ANY ADDITIONAL SOCIAL DISTANCING REQUIREMENTS IN AREAS OF CLOSE PROXIMITY?**

- Salesperson will at point of sale, encourage customers; either to insert payment card or to provide their own pen to sign the receipt. Receipt should be left on counter.

**WILL THESE MEASURES REQUIRE THE DESIGNATION OF AN EMPLOYEE TO PERFORM A SPECIFIC DUTY, SUCH AS MONITORING STORE CAPACITY OR CONSISTENTLY SANITIZING A DESIGNATED SURFACE?**

- Yes, a designated employee would be on duty to monitor all procedures.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



# Retail

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# Jewelry Stores



## **AVERAGE LEVEL OF CUSTOMER INTERACTION**

- General practice (non-COVID) allows for consistent interaction with customers throughout operating hours.

# **Employee Protection**

## **EMPLOYEE PROTECTIVE MEASURES**

- Common practice is that jewelry stores allow one hour for opening and 30 minutes for closing. During this time all showcases and common areas are wiped down, floors vacuumed, inventory displayed or secured. The opening and closing procedure should be expanded to mandate all employees wash their hands and put on gloves upon arriving at work and before any inventory is touched or moved, and also allow for additional sanitation measures to be taken. Gloves must be worn by employees to transfer all jewelry and equipment.

## **HOW CAN THESE MEASURES BE COMMUNICATED TO EMPLOYEES IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?**

- Staff meetings at the beginning of each day should be used to ensure all measures are being implemented.

## **WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?**

- Stores use a combination of equipment that include a steamer, boiler, ultraviolet light, and alcohol or sanitizer to keep jewelry clean and germ free. Because metals and gemstones have individual characteristics and reactions, the jewelers must be allowed to determine the safest way to clean each item of jewelry.

## **WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT, SUCH AS SCREENS AT CHECKOUT COUNTERS?**

- No. Just safe distance between employee and customer at all times.

## **WILL THESE MEASURES REQUIRE ADDITIONAL SANITIZATION PRACTICES IN REGARD TO SUPPLY CHAINS IN YOUR INDUSTRY, SUCH AS SANITIZATION OF INCOMING STOCK, COMPONENT PARTS, RAW MATERIALS, ETC?**

- Jewelers MUST sanitize jewelry at intake. Most all true jewelry stores (not box stores or department stores) already have the capacity to sanitize inventory and do so as standard operating procedure.

## **WILL THESE MEASURES REQUIRE THE PURCHASE AND USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE), SUCH AS FACE-MASKS OR GLOVES?**

- Hand sanitizer and disposable gloves should be purchased for use by employees and customers.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



## Employee Protection

### **CUSTOMER PROTECTIVE MEASURES:**

- Because jewelry is a very intimate purchase the customer employee interaction is in close proximity. This is in the best interest and security of all involved. Jewelers must be allowed to arrange their own sell stations to insure line of sight for the safety of the employees, customers, and inventory. Typically, customers and employees are separated by showcase in an area of approximately 3 feet. To prevent the spread of germs, a sanitizing station should be stationed at the store's entrance. All come should be asked to clean their hands and put on gloves if necessary. All employees should wear gloves when showing any piece of jewelry. All customers should wear gloves when inspecting jewelry. Trying on rings will be an exception, and in this case, hands must be sanitized. After any jewelry has been touched, it should be re-sanitized before it is returned to the case. Masks will be provided/offered to customers in close proximity situations.
- Important to note, sales staff should continuously clean and wipe down common areas throughout the day. Any showcase that has been used to service a customer should be clean as soon as the transaction is complete. Capacity of people in store should be minimized. Salespeople will enforce social distancing to include check outs, browsing, and in general conversations with the public.

### **HOW CAN THESE MEASURES BE COMMUNICATED TO EMPLOYEES IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?**

- Yes. It should be posted in the entrance of the store.

### **DO ANY MEASURES REQUIRE A BUSINESS TO GET AN UPDATED BUILDING OCCUPANCY FIRE CODE IN ORDER TO DETERMINE A CERTAIN PERCENTAGE OF OCCUPANCY ALLOWED IN THE STORE/FACILITY?**

- If needed. Capacity in store should be minimized and monitored.

### **WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?**

- Additional supplies might need to be purchased.

### **WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT OR MARKINGS, SUCH AS TAPE ON THE FLOOR IN CHECKOUT LINES?**

- No.

### **WILL THESE MEASURES REQUIRE ANY ADDITIONAL SOCIAL DISTANCING REQUIREMENTS IN AREAS OF CLOSE PROXIMITY?**

- Masks should be provided to customers in close proximity situations.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>





**WILL THESE MEASURES REQUIRE THE DESIGNATION OF AN EMPLOYEE TO PERFORM A SPECIFIC DUTY, SUCH AS MONITORING STORE CAPACITY OR CONSISTENTLY SANITIZING A DESIGNATED SURFACE?**

- Yes. An employee should be designated to monitor store capacity and capacity in certain sections of the store.

## Summary

It is essential for the economy for jewelry stores to reopen soon. Jewelers are the only state industry with the knowledge and equipment to best value items of jewelry and scrap gold. Although pawn shops can purchase gold, they are not trained to give the customer the best value and therefore the public suffers in negotiating this blind product. Jewelers can complete a purchase with the public immediately and are best to estimate a fair value for the customer. This is a necessary resource for the public in times of needed cash. Banks do not purchase gold and jewelry. Essential retailers are currently operating and were not closed by the Executive Orders.

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