

**S A F E**

**Retail**



**Considerations for  
Retail Operations  
Post COVID-19**

# New Ways to Operate

We recognize the important role communities and businesses play in Americans' everyday lives. From creating jobs and fueling lives to making our communities the unique places we have come to know, the role we play together has never been more clear. And it is also clear that doing business today requires new ways of operating that prioritize the health and safety of employees, communities, customers and all those we support.

Our approach to SAFE Retail was developed in response to the fast-changing conditions presented by COVID-19 and the tools, processes and responses that became necessary along the way to continue our operations and keep our teams and customers safe.

We offer our learnings as a resource for others that may be thinking about how to operate retail locations differently for some time into the future. Many of these considerations will be influenced by public health conditions or governmental regulatory actions. Yet other considerations will be dependent on the type of business model, environment or challenges you face.

*This is not intended to be a how-to manual or cover all potential considerations or alternatives.*

By sharing this, we hope to support other businesses, communities and leaders in efforts to establish methods by which retail can operate safely, prioritizing the safety of employees, customers and communities alike. This is merely one set of considerations and may not fit every situation or challenge, but we hope you find it valuable.

Target is sharing this information as part of its commitment to helping communities. This framework does not constitute legal advice. In this rapidly changing environment, businesses should always consider their unique circumstances and the most current information available from governmental authorities.

**All information provided current as of May 1, 2020.**

# SAFE Retail Framework



## Screening

- Health screening for employees (at home or onsite) – plan/policy
- Encouraging customers to not shop sick



## Access

- Access to benefits and services if employees don't pass health screenings
- Access to pay and well-being benefits for all staff
- Special hours for employees and vulnerable populations to access essentials
- Access to "essential" items by limiting purchase quantities
- Access to "out of store" options – curbside, delivery
- Access to resources through company community giving



## Face Covering + Protective Equipment

- Face coverings for employees and customers
- Other protective measures for retail workers (gloves, plexiglass shields) as needed



## Enhanced Safety Measures

- Enhanced cleaning protocols
- Social distancing protocols
- Monitoring and metering the number of people in a store
- Temporary changes to return policy



# Screening

**Helping teams take care of themselves and the people around them by prioritizing healthy behaviors at work.**

Personal interaction between customers and employees has always been the heart of service. But these days, that interaction carries serious risks. We're giving our team advice and resources to monitor their own health and supporting them when they do feel ill.

For our customers, we're changing in-store practices and promoting healthy behaviors that help keep everyone safer.



# Supporting Our Team: Health Screenings

**The health and safety of our retail team is a top priority. We're asking staff to stay home if they're sick and providing resources to make that possible.**

- We are providing all staff with a health checklist to track and monitor for any signs or symptoms of illness before coming to work.
- For any staff without a thermometer, we are providing them for free.
- Our goal is to help staff monitor their well-being in the comfort of their homes so they don't have to leave to determine whether symptoms are present.
- If symptoms are identified, we will help them access the health benefits they need and offer our full support for them to stay home until they are healthy.
- We've waived our absenteeism policy and are offering medical quarantine pay and confirmed illness pay for impacted staff who are absent related to coronavirus or are required to quarantine.

“ We care deeply about the health and safety of our staff, and we recognize all that they are doing to take care of our customers and communities at this time,” says Melissa Kremer, Target’s chief human resources officer. “We’re focused on equipping them with resources so they can take care of themselves and their families and monitor their wellbeing in the comfort of their homes. ”

# Supporting Our Team: Health Screenings Continued

Employees need advice and resources to monitor their own health, and support when they do feel ill.

## Health Screening Checklist (English and Spanish)

### We're in this together

To help protect you and your family, your fellow staff, our customers, and to do our part to slow the spread of COVID-19, all staff should do a self-check before leaving home to come to work each day.

#### As per CDC guidelines, a self-check includes:

- Taking your temperature to ensure it is below 100.4°F / 38°C
- Checking for symptoms of COVID-19, including fever, cough, shortness of breath

**If you have symptoms of COVID-19 or do not feel well, do not come to work. Contact your HR representative and let them know that you have symptoms and will not be in to work. They will provide you with next steps that may be right for you, including information on leave of absence options.**

- If you do not have a thermometer, please acquire one.
- If you don't feel well or have symptoms of COVID-19, review the information from the Centers for Disease Control (CDC) and World Health Organization (WHO) on what to do if you are sick.

#### If you develop emergency warning signs for COVID-19, get medical attention immediately. Emergency warning signs include:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse (difficulty awakening)
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other health symptoms that are severe or concerning.

#### Don't have a doctor? Call the number on the back of your health insurance card for help.

#### A few tips to help you stay healthy:

- Practice social distancing as much as possible (keep six feet of separation from any nearby individual, including customers and other staff)
- Frequently wash your hands with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth
- Cover your cough or sneeze with a tissue or your elbow

This self-check is not intended for the diagnosis or treatment of disease or other conditions, including COVID-19. If you are experiencing a life-threatening emergency, please call 911 immediately.

### Estamos juntos en esto

Para ayudar a proteger a usted y su familia, a sus compañeros de equipo, a nuestros clientes, y para poner nuestro granito de arena para frenar la propagación de la COVID-19, todos los miembros de equipo deben hacerse una evaluación antes de salir de su casa para venir a trabajar todos los días.

#### De acuerdo con las pautas de los CDC, hacerse una evaluación incluye:

- Tomarse la temperatura para asegurarse de que está por debajo de 100.4 °F/38 °C
- Verificar que no tenga síntomas de COVID-19, entre ellos, fiebre, tos, dificultad para respirar

Los síntomas aparecen de 2 a 14 días después de la exposición. Siga las pautas actuales de los CDC.

#### Si tiene síntomas de COVID-19 o no se siente bien, no venga a trabajar. Póngase en contacto con el líder o asociado de Recursos Humanos de su ubicación y díjale que tiene síntomas y que no asistirá al trabajo. Este le compartirá los siguientes pasos que pueden ser adecuados para usted, incluyendo información sobre las opciones de licencia para ausentarse.

- Si no tiene un termómetro, por favor, póngase en contacto con el asociado de Recursos Humanos de su ubicación para que le ayude a obtener un termómetro gratuito.
- Si no se siente bien o tiene síntomas de COVID-19, revise la información de los Centros for Disease Control (CDC), Centros para el Control de Enfermedades y la Organización Mundial de la Salud (OMS) sobre qué hacer si está enfermo.

#### Si desarrolla síntomas de emergencia de COVID-19, busque atención médica de inmediato. Los síntomas de emergencia incluyen:

- Dificultad para respirar
- Dolor o presión persistente en el pecho
- Nueva confusión o no poder estar alerta (dificultad para despertarse)
- Labios o rostro azulados

Esta lista no incluye todos los síntomas. Por favor, consulte con su proveedor de atención médica cualquier otro síntoma de salud que sea severo o preocupante.

#### ¿No tiene médico? Llame al número que aparece al reverso de su tarjeta de seguro médico para solicitar ayuda.

#### Unos consejos para ayudarlo a mantenerse saludable:

- Practique el distanciamiento social tanto como sea posible (mantienga seis pies de distancia de cualquier individuo cercano, incluidos los clientes y otros miembros de equipo)
- Lávese las manos con frecuencia con agua y jabón durante por lo menos 20 segundos
- Evite tocarse los ojos, la nariz o la boca
- Cuando tose o estornude, cúbrase con un pañuelo de papel o con el codo

Esta evaluación no tiene como fin el diagnóstico o tratamiento de enfermedades u otras afecciones, entre ellas, la COVID-19. Si usted está experimentando una emergencia de vida o muerte, por favor llame al 911 inmediatamente.

Printable pages to follow 

# We're in this together

To help protect you and your family, your fellow staff, our customers, and to do our part to slow the spread of COVID-19, all staff should do a self-check before leaving home to come to work each day.

## **As per CDC guidelines, a self-check includes:**

- Taking your temperature to ensure it is below 100.4°F / 38°C
  - Checking for symptoms of COVID-19, including fever, cough, shortness of breath
- Symptoms appear 2-14 days after exposure. Continue to follow current CDC guidelines.

**If you have symptoms of COVID-19 or do not feel well, do not come to work. Contact your HR representative and let them know that you have symptoms and will not be in to work. They will provide you with next steps that may be right for you, including information on leave of absence options.**

- If you do not have a thermometer, please acquire one.
- If you don't feel well or have symptoms of COVID-19, review the information from the Centers for Disease Control (CDC) and World Health Organization (WHO) on what to do if you are sick.

**If you develop emergency warning signs for COVID-19, get medical attention immediately. Emergency warning signs include\*:**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse (difficulty awakening)
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other health symptoms that are severe or concerning.

**Don't have a doctor? Call the number on the back of your health insurance card for help.**

**A few tips to help you stay healthy...**

- Practice social distancing as much as possible (keep six feet of separation from any nearby individual, including customers and other staff)
- Frequently wash your hands with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth
- Cover your cough or sneeze with a tissue or inside of your elbow

---

*This self-check is not intended for the diagnosis or treatment of disease or other conditions, including COVID-19. If you are experiencing a life-threatening emergency, please call 911 immediately.*

# Estamos juntos en esto

Para ayudar a proteger a usted y su familia, a sus compañeros de equipo, a nuestros clientes, y para poner nuestro granito de arena para frenar la propagación de la COVID-19, todos los miembros de equipo deben hacerse una evaluación antes de salir de su casa para venir a trabajar todos los días.

## **De acuerdo con las pautas de los CDC, hacerse una evaluación incluye:**

- Tomarse la temperatura para asegurarse de que esté por debajo de 100.4 °F/38 °C
- Verificar que no tenga síntomas de COVID-19, entre ellos, fiebre, tos, dificultad para respirar

Los síntomas aparecen de 2 a 14 días después de la exposición. Siga las pautas actuales de los CDC.

**Si tiene síntomas de COVID-19 o no se siente bien, no venga a trabajar. Póngase en contacto con el líder o asociado de Recursos Humanos de su ubicación y dígame que tiene síntomas y que no asistirá al trabajo. Este le compartirá los siguientes pasos que pueden ser adecuados para usted, incluyendo información sobre las opciones de licencias para ausentarse.**

- Si no tiene un termómetro, por favor, póngase en contacto con el asociado de Recursos Humanos de su ubicación para que le ayude a obtener un termómetro gratuito.
- Si no se siente bien o tiene síntomas de COVID-19, revise la información de los Centers for Disease Control (CDC), Centros para el Control de Enfermedades) y la Organización Mundial de la Salud (OMS) sobre qué hacer si está enfermo.

**Si desarrolla síntomas de emergencia de COVID-19, busque atención médica de inmediato. Los síntomas de emergencia incluyen\*:**

- Dificultad para respirar
- Dolor o presión persistente en el pecho
- Nueva confusión o no poder estar alerta (dificultad para despertarse)
- Labios o rostro azulados

\*Esta lista no incluye todos los síntomas. Por favor, consulte con su proveedor de atención médica cualquier otro síntoma de salud que sea severo o preocupante.

**¿No tiene médico? Llame al número que aparece al reverso de su tarjeta de seguro médico para solicitar ayuda.**

**Unos consejos para ayudarlo a mantenerse saludable...**

- Practique el distanciamiento social tanto como sea posible (mantenga seis pies de distancia de cualquier individuo cercano, incluidos los clientes y otros miembros de equipo)
- Lávese las manos con frecuencia con agua y jabón durante por lo menos 20 segundos
- Evite tocarse los ojos, la nariz o la boca
- Cuando tosa o estornude, cúbrase con un pañuelo de papel o con el codo

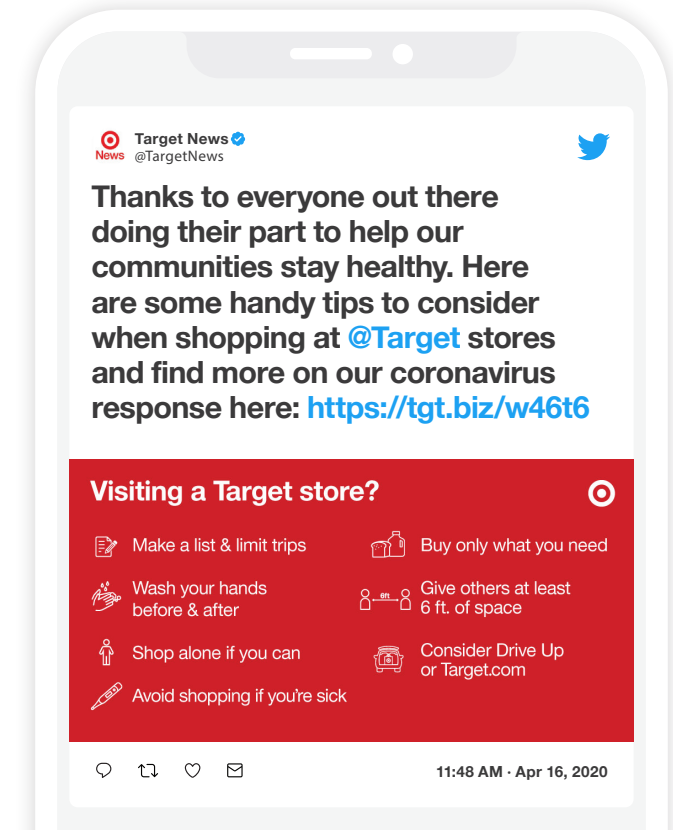
---

*Esta evaluación no tiene como fin el diagnóstico o tratamiento de enfermedades u otras afecciones, entre ellas, la COVID-19. Si usted está experimentando una emergencia de vida o muerte, por favor llame al 911 inmediatamente.*



# Promoting Healthy Shopping Behaviors

Guidelines about when to visit a store and how to do so safely can help customers protect themselves, store employees and each other.



# Promoting Healthy Shopping Behaviors Continued

Stores can screen employees, but customers need to be mindful of their own health status. Signage can help remind them of safe practices.

Note to Our Customers SIGN

Not Feeling Well SIGN

## A note to our customers about the Coronavirus

Here are the steps we're taking for you:

- More time spent cleaning our stores, including cleaning surfaces like checklanes and touchscreens at least every 30 minutes.
- Limiting the number of key items per purchase, allowing more customers to get what they need.
- Getting more cleaning products, medicine and other essentials to our stores as quickly as possible.
- Temporarily stopping food sampling in our stores.
- Staffing up our store teams to support in-demand services like Order Pickup and Drive Up.

**Thank you for  
your understanding.**

Not  
feeling well?



If you have symptoms now or had in the last 24 hours, including a cough or fever, we can't allow you to shop with us today.

### Please take these steps to avoid spreading germs

- Wash your hands frequently for 20 seconds with soap and water
- Don't touch your eyes, nose and mouth
- Cover your mouth when coughing or sneezing
- Avoid close contact with people who are sick
- Clean and disinfect objects you use or touch frequently
- Stay home while you're sick; please visit our website for essentials and prescription delivery information.

**Thank you for  
your understanding.**

Printable pages to follow 

# A note to our customers about the Coronavirus

Here are the steps we're taking for you:

- More time spent cleaning our stores, including cleaning surfaces like checklanes and touchscreens at least every 30 minutes.
- Limiting the number of key items per purchase, allowing more customers to get what they need.
- Getting more cleaning products, medicine and other essentials to our stores as quickly as possible.
- Temporarily stopping food sampling in our stores.
- Staffing up our store teams to support in-demand services like Order Pickup and Drive Up.

---

**Thank you for your understanding.**

# Not feeling well?



If you have symptoms now or had in the last 24 hours, including a cough or fever, we can't allow you to shop with us today.

## **Please take these steps to avoid spreading germs**

- Wash your hands frequently for 20 seconds with soap and water
- Don't touch your eyes, nose and mouth
- Cover your mouth when coughing or sneezing
- Avoid close contact with people who are sick
- Clean and disinfect objects you use or touch frequently
- Stay home while you're sick; please visit our website for essentials and prescription delivery information.

---

# Thank you for your understanding.



# Access

**In a retail environment, access is a two-way street.**

Employees need access to safe work along with pay and benefits. Our customers need access to our stores and to the products they rely on. Through enhanced employee policies, special shopping hours and per-purchase limits on critical items, we're working to find the balance that answers everyone's needs.



# Supporting Teams: Access to Additional Pay and Benefits

**Target has been able to make a sizeable commitment to help employees take care of themselves and their families. Other retailers may be able to take similar steps. Examples may include:**

- An investment in higher hourly wages for frontline staff for a defined calendar period and/or bonuses to team leads who manage individual departments.
- Extending benefits to help staff navigate the impact of the coronavirus. This may include waiving absenteeism policies, offering quarantine pay for 14 days and confirmed illness pay at 100% for 14 days, and making backup child care available to staff.
- Giving staff who are 65 or older, considered among the most vulnerable by the CDC, or are pregnant the opportunity to take a fully paid leave for up to 30 days.
- Offering dedicated shopping hours so frontline staff can purchase the essentials they and their families need, subject to product limits.

# Supporting Teams: Access to New Well-Being Benefits

**Retailers may complement their existing well-being benefits with COVID-specific benefits, such as:**

- Virtual medical visits, at no cost, to help determine when it makes sense to see a doctor.
- Paid family leave for eligible staff.
- An internal fund to support staff and their families if faced with unavoidable financial hardship.
- 24/7 resources to help staff, dependents and any member of their households with a variety of issues.
- No-cost access to additional online resources that support staff mental, emotional and physical health. Some resources that may help include:
  - Daylight, a personalized web-based and mobile app designed to help individuals learn and practice proven strategies to navigate stress and worry.
  - Sleepio, a web-based and mobile app that provides self-help tools to improve sleep.
  - Virtual fitness classes from the mobile app Wellbeats.

# Access to Essential Items

**We know that many customers are stocking up on key essentials, and we've worked hard to accommodate this increased demand. To ensure as many customers as possible can find the items they need, retailers may consider measures such as:**

- Coordinating stores, distribution centers and suppliers so that the things customers need most—cleaning supplies, food, over-the-counter medicine and baby products—are fast-tracked through the supply chain and prioritized for re-stocking.
- Placing limits on products like hand sanitizer, toilet paper, disinfectant wipes, dry goods like soup and pasta, food like milk and eggs, bottled water and more.

Purchase limit policies will likely need to adjust with the situation. As they do, retailers can respectfully ask all customers to consider their immediate needs and purchase accordingly so more families can find the products they need.



# Access to Essential Items Continued

**Access is a two-way street: Employees need access to safe work along with pay and benefits, and customers need access to stores and to the products they rely on. Retailers' policies can help balance everyone's needs.**

Product Limit SIGN

## Purchase Limits

Due to high demand and to support all customers, we will be limiting the quantities of [redacted] to 1 each per customer.

---

**We apologize for  
any inconvenience.**

Printable page to follow 

# Purchase Limits

Due to high demand  
and to support all  
customers, we will be  
limiting the quantities of

 to 1 each per customer.

---

**We apologize for  
any inconvenience.**

# Offering a Variety of Ways to Shop

**Shoppers today can use a variety of fulfillment options, and updates to store practices can help accommodate increased demand while keeping the safety of customers and staff in mind.**

- On-demand, same-day services like Drive Up and Order Pickup can be made contactless by eliminating the need for customer signatures on our handheld devices. Staff can also place Drive Up orders in trunks or back seats of cars.
- Dedicating more Drive Up spaces in parking lots can help a store serve more customers.
- Many retail brands can use Shipt to deliver goods to customers with memberships.
- Website updates can include estimated fulfillment and shipping times, as well as Shipt delivery windows, so customers can plan accordingly.
- Shipt Shoppers are completing deliveries by leaving items at customers' doors.

# Offering a Variety of Ways to Shop Continued

Visual resources can help inform customers and direct behaviors that promote safe shopping.

Drive Up signs and the Makeshift SIGNS



Examples of Marketing Materials that Promotes OPU/DU

**Non-contact shopping options**  
We've enhanced Drive Up & Same Day Delivery with your safety in mind.

**Drive Up**  
**Always free**  
No signature required. We'll load your trunk for you too.  
[Learn more](#)

**Same Day Delivery**  
**Free with membership or \$9.99/order**  
Your shopper will now leave your order right at your doorstep.  
[Start your order](#)

**Non-contact shopping options**  
We've enhanced Drive Up & Same Day Delivery with your safety in mind.

**drive up**  
Always free. No signature required. We'll load your trunk for you too. Only available in the US. See [Target.com/DriveUp](#)

**same day delivery**  
Free with membership or \$9.99/order. Your shopper will now leave your order right at your doorstep. See [Target.com/SDD](#)

# Vulnerable Shopping Hours

**Dedicated shopping time can provide access and peace of mind for a store's most vulnerable customers—for example, making the first hour after opening on certain days available only for those over 65 years old, pregnant women and those defined by the CDC as vulnerable or at-risk.**

- During these hours, staff outside of stores can remind customers to practice social distancing both in line and when entering the store.
- Stores with special pharmacy hours may consider aligning them with early hours for vulnerable shoppers.
- Product limit policies should still apply.

# Vulnerable Shopping Hours Continued

## Examples of language to use

### Vulnerable Hours SIGN

#### Vulnerable Shopping Hours

We're reserving the first hour of shopping every \_\_\_\_\_ and \_\_\_\_\_ for our most vulnerable customers, including those over 65 years old, pregnant women or those defined by the Centers for Disease Control and Prevention (CDC) as vulnerable or at-risk.

We're asking all our customers who do not identify in one of those categories to refrain from shopping during that hour, as a courtesy to others.

### Store Hours SIGN

#### Our store hours have temporarily changed

As of \_\_\_\_\_, our hours for this store are:

Sunday:	<input type="text"/>	a.m. to	<input type="text"/>	p.m.
Monday:	<input type="text"/>	a.m. to	<input type="text"/>	p.m.
Tuesday:	<input type="text"/>	a.m. to	<input type="text"/>	p.m.
Wednesday:	<input type="text"/>	a.m. to	<input type="text"/>	p.m.
<small>To serve all customers, we are designating the first hour of shopping for older adults and those who have compromised immune systems. We appreciate your understanding.</small>				
Thursday:	<input type="text"/>	a.m. to	<input type="text"/>	p.m.
Friday:	<input type="text"/>	a.m. to	<input type="text"/>	p.m.
Saturday:	<input type="text"/>	a.m. to	<input type="text"/>	p.m.

Printable pages to follow 

# Vulnerable Shopping Hours

We're reserving the first hour of shopping every [redacted] and [redacted] for our most vulnerable customers, including those over 65 years old, pregnant women or those defined by the Centers for Disease Control and Prevention (CDC) as vulnerable or at-risk.

---

We're asking all our customers who do not identify in one of those categories to refrain from shopping during that hour, as a courtesy to others.

# Our store hours have temporarily changed

As of [redacted],  
our hours for this store are:

Sunday: [redacted] a.m. to [redacted] p.m.

Monday: [redacted] a.m. to [redacted] p.m.

Tuesday: [redacted] a.m. to [redacted] p.m.

Wednesday: [redacted] a.m. to [redacted] p.m.

To serve all customers, we are designating the first hour of shopping for older adults and those who have compromised immune systems. We appreciate your understanding.

Thursday: [redacted] a.m. to [redacted] p.m.

Friday: [redacted] a.m. to [redacted] p.m.

Saturday: [redacted] a.m. to [redacted] p.m.



# Access to Resources: Giving Back to Communities

Target has been able to make large financial contributions that help in four areas: staff, local communities, national organizations and global response organizations. Based on their resources, other retailers may find opportunities to extend support in these areas as well:

- **Staff:** giving to help with the impact of this crisis on a store's own staff.
- **Local Communities:** donations to local and state community organizations that address the greatest needs in a retailer's area, such as helping vulnerable and underrepresented populations.
- **National Organizations:** support for national partners assisting with response and recovery for affected communities.
- **Global Response:** support for organizations that are helping provide critical medical equipment and supplies to regions around the world.

Donating anti-viral and N95 respirator masks to first responders and healthcare professionals, if possible, is another way retailers can give back to their communities.



# Face Covering and Protective Equipment

**We've never been so conscious of the spaces between us.**

In our stores, we're working to make that space a barrier to infection instead of a conduit. That means protective measures for our employees, plexiglass shields at points of service and other safeguards.

We're also asking our customers to do their part by wearing masks when required or recommended by health officials, limiting their handling of items and showing courtesy to themselves and our employees.



# Giving People the Means to Stay Safe

**We've never been so conscious of the spaces between us. Retailers can use protective equipment and good practices to make that space a barrier to infection instead of a conduit. Measures can include:**

- Providing staff with high-quality, disposable face masks and gloves to wear at work and encouraging healthy hygiene habits as guided by the CDC.
- Using exterior and in-store signage to request (or require) that customers wear a face covering while inside the store.

Stores that have access to supplies of protective equipment items may also wish to explore donations of equipment to others in their community, such as health care professionals and first responders.

# Giving People the Means to Stay Safe Continued

## Examples of protective equipment in use

From Our Stores





# Enhanced Safety Measures

**There are some steps people can see: floor decals, signage and limiting the number of people in a store.**

There are some that people can't, like the steps we take after hours and the heightened protocols for cleaning and sanitizing. Safety measures in distribution centers are a whole other realm consumers don't see, but they have a direct impact on keeping the in-store experience safe and rewarding.



# Keeping Store Teams Safe: Overview

**The health and safety of staff and customers is a retailer's first priority—now more than ever. Ways to put that into action can include:**

- Keeping work environments safe by applying rigorous cleaning routines.
- Regularly communicating CDC guidance updates so staff can stay informed and safe.
- Reducing hours and closing stores early to make time for stock replenishment and deep cleaning.
- Installing plexiglass partitions to checklanes at the front of stores as well as at service areas such as electronics, pharmacy or optical.

“ We're incredibly proud of the commitment our more than 300,000 frontline team members have demonstrated to ensure millions of guests can count on Target, and we'll continue to focus our efforts on supporting them,” says John Mulligan, Target's chief operating officer. ””

# Keeping Stores Teams Safe: Plexiglass

Clear barriers and personal protective equipment are some of the means retailers can use to make their locations safer.

Plexiglass Partitions



# Keeping Distribution Center Teams Safe: Overview

**The safety of staff is a retailer's top priority. This applies in distribution centers as well as in retail locations. Measures to ensure a clean working environment can include:**

- Providing staff with high-quality, disposable face masks and gloves to wear at work and encouraging healthy hygiene habits as guided by the CDC.
- Making sure the whole team knows and follows the latest guidance from the CDC for cleaning and sanitation, including enhancing building sanitation practices by increasing the frequency of building cleaning and providing more sanitation stations throughout the location.
- Adding signage and floor decals as reminders for healthy hygiene habits and social distancing best practices in break rooms and on the floor.
- Temporarily pausing all large, in-person group gatherings, such as team and department meetings.



# Social Distancing: Distribution Centers

Policies and suggestions specific to distribution centers can be found here.

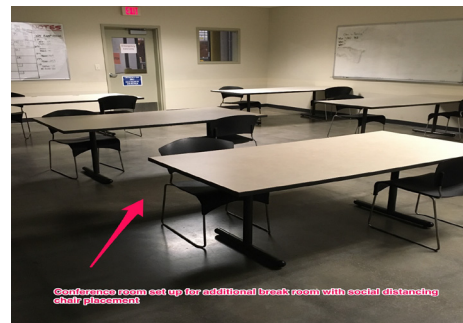
Read  
More

Visit Our  
Corporate Hub



# Social Distancing: Distribution Centers

Policies and suggestions specific to distribution centers can be found here.



# Enhanced Cleaning Routines

Like many others, we're taking guidance from the Centers for Disease Control and Prevention (CDC), which recommends regular cleaning as one of the most important preventative measures we can take. We've invested in and expanded rigorous cleaning routines, including:

- Having staff stationed at each store entrance to ensure carts and baskets are clean and available in an orderly fashion.
- Cleaning checklanes after each customer transaction.
- Rotating the use of checklanes to allow those lanes not in use to be deep cleaned.
- Adding payroll hours to support more rigorous cleaning routines.

“At the center of our company's purpose is a commitment to help all families, and it's something we take to heart in good times and bad. This is why we'll be working hard to keep our stores open so we can be there to support you and your families,” says Brian Cornell, Target's chief executive officer. ””

# Enhanced Cleaning Routines: Stores

Cleaning a store to prevent the spread of virus requires adherence to specialized procedures that go beyond the norm.

## Staff Cleaning Checklist SIGN

## Enhanced Cleaning Checklist

### Staff Cleaning Checklist

The safety of our customers and staff is our continued priority, including a clean store for customers to shop

- Stores should receive 10 hours of general on day to ensure continuous cleaning throughout the day using multi-surface & glass cleaner. Cleaning should happen soon to clean. Spray cleaner on surfaces, wipe clean and let dry residual air dry.
- Screen/Electronics: Spray multi-surface & glass cleaner on a towel, then wipe device.
  - Card readers: Spray the multi-surface & glass cleaner on a towel and wipe the device. Do not directly spray the card reader and clean touchscreens lightly, directly spraying or pressing too hard may cause damage.
  - Transaction partitions: Spray multi-surface & glass cleaner on a microfiber towel, then wipe the partition, including edges.
  - Although gloves are not required when using disinfectant, vinyl gloves are available if staff chooses.

#### FRONT OF STORE

- Self-Checkout (printers, hard-ware, etc.)
- Self-Checkout (printers, hard-ware, etc.)
- Card readers
- Receipts (bins, bins, handles, faces)
- Service Desk registers
- Receipts (microphones)
- Photo Lab kiosks
- Electronic shopping carts (handles and top edge)
- Checkout beverage coolers (handles)
- ATMs
- Cash Recipients
- Exterior doors
- Transaction partitions

#### FOOD & BEVERAGE

- Ductless card readers
- Hand-off counter
- Canteen and beverage handles

#### SALES FLOOR

- Fitting room (high touch areas, including door handles)
- Elevators and escalators (touchpoints, if applicable)
- Restrooms

#### OFF STAGE & OFFICES

- Breakrooms
- Staff lockers
- Time clocks

#### Cleaning Supplies

- Multi-surface & glass cleaner
- First-Aid kit (non-sterile) (gloves, soap)
- Checklists and Customer Service paper towels
- Spray bottle

### Enhanced Cleaning Checklist

The safety of our customers and staff is our continued priority, including a clean store for customers to shop

To further reduce risk of spreading illnesses, use a disinfectant cleaner. Disinfectant must dwell (stay) on the surface for a minimum of 3 minutes before wiping off.

If using a bleach/water backup solution, the dwell time is a minimum of 5 minutes.

Assign staff to complete cleaning before store open, spraying a light mist on touchpoints so you don't need to wipe dry after store open. Continue to require the Dedicated Cleaning Staff Checklist in addition to the Enhanced Disinfecting Checklist.

- Screen/Electronics and GPS Equipment (WAT machine, all other mobile, back surface, printed) Spray disinfectant on a towel, then wipe device. Allow 3-5 minutes, wipe remaining residue with a damp towel, then wipe dry.
- Card readers: Spray the disinfectant on a towel and wipe the device. Allow 3-5 minutes, wipe remaining residue with a damp towel, then wipe dry. Do not directly spray the card reader and clean touchscreens lightly, directly spraying or pressing too hard may cause damage.
- Transaction partitions: Spray (one spray) disinfectant onto the partition and let dwell (stay) on the surface for 3 mins. Allow 3 mins, wipe the remaining residue with water or M.S. Surface & Glass Cleaner and microfiber towel (no residue should be left when dry).
- Although gloves are not required when using disinfectant, vinyl gloves are available if a staff chooses.

#### BACKROOM (PERMANENT & TEMPORARY)

- Door handles
- Table Surfaces & Chairs (edge with X markings)
- Microwaves
- Sink (handles/faces)
- Refrigerator handles
- Inside of Refrigerators and Freezers
- Counters
- Storage/Depot (e.g., coffee holder, drawer handles)
- Washing Machines
- Water Fountains

#### OFF STAGE & OFFICES

- Staff lockers
- Company
- Walkie Talkies
- Camera & Charge
- Time Clocks
- Office Door handles

#### FRONT OF THE STORE

- Self-Checkout (printers, hard-ware, etc.)
- Self-Checkout (printers, hard-ware, etc.)
- Receipts (bins, bins, handles, faces)
- Service Desk Registers
- Receipts (microphones)
- Photo Lab Kiosks
- Electronic Shopping Carts
- Cash (handles, top edge, drive handles)
- Self-Service Beverage Canteen (handles)
- Card Readers (all regions)
- ATMs
- Cash Recipients
- Customer Drinking Fountains

# Staff Cleaning Checklist

*The safety of our customers and staff is our continued priority, including a clean store for customers to shop*

- Stores should receive 12 hours of payroll per day to execute continuous cleaning throughout the day using multi-surface & glass cleaner. Cleaning should happen open to close. Spray cleaner on surfaces, wipe clean and let any residual air dry.
- Screens/electronics: Spray multi-surface & glass cleaner on a towel, then wipe device.
  - Card readers: Spray the multi-surface & glass cleaner on a towel and wipe the device. Do not directly spray the card reader and clean touchpad/buttons lightly; directly spraying or pressing too hard may cause damage.
  - Transaction partitions: Spray multi-surface & glass cleaner on a microfiber towel, then wipe the partition, including edges.
  - Although gloves are not required when using disinfectant, vinyl gloves are available if staff chooses.

## **FRONT OF STORE**

- Belted registers (monitors, belts, ledge, dividers, etc.)
- Self-Checkout (monitors, hand scanners, etc.)
- Card readers
- Restrooms (doors, locks, handles, faucets)
- Service Desk registers
- Registry devices/kiosks
- Photo Lab kiosks
- Electronic shopping carts (handle and top edge)
- Checklane beverage coolers (handles)
- ATMs
- Cash Recyclers
- Exterior doors
- Transaction partitions

## **FOOD & BEVERAGE**

- Starbucks card readers
- Hand-off counter
- Cooler and freezer handles

## **SALES FLOOR**

- Fitting room (high-touch areas, including door handles)
  - Elevators and escalators (touchpoints, if applicable)
  - Restrooms

## **OFF STAGE & OFFICES**

- Breakrooms
  - Staff lockers
  - Time clocks

## **Cleaning Supplies**

- Multi surface & glass cleaner
- Food Area: non-woven light gray cloth
- Checklane and Customer Service: paper towels
- Spray bottle

# Enhanced Cleaning Checklist

*The safety of our customers and staff is our continued priority, including a clean store for customers to shop*

To further reduce risk of spreading illnesses, use a disinfectant cleaner daily. Disinfectant must dwell (stay) on the surface for a minimum of 3 minutes before wiping off.

If using a bleach/water backup solution, the dwell time is a minimum of 5 minutes.

Assign staff to complete cleaning before store open, spraying a light mist on touchpoints so you don't need to wipe dry after dwell time. Continue to execute the Dedicated Cleaning Staff Checklist in addition to the Enhanced Disinfecting Checklist.

- Screens/electronics and SFS Equipment (WAT machine, air pillow machine, pack surface, printer): Spray disinfectant on a towel, then wipe device. After 3-5 minutes, wipe remaining residue with a damp towel, then wipe dry.
- Card readers: Spray the disinfectant on a towel and wipe the device. After 3-5 minutes, wipe remaining residue with a damp towel, then wipe dry. Do not directly spray the card reader and clean touchpad/buttons lightly; directly spraying or pressing too hard may cause damage.
- Transaction partitions: Spray (mist setting) disinfectant onto the partition and let dwell (stay) on the surface for 3 mins. After 3 mins, wipe the remaining residue with water or Multi Surface & Glass Cleaner and microfiber towel (to remove streaks) then wipe dry.
- Although gloves are not required when using disinfectant, vinyl gloves are available if a staff chooses.

## **BREAKROOM (PERMANENT & TEMPORARY)**

- Door Handles
- Table Surfaces & Chairs (align with X markings)
- Microwaves
- Sink Handles/Faucets
- Refrigerator Handles
- Inside of Refrigerators and Freezers
- Counters
- Storage/Dispensers (e.g., cutlery holder, drawer handles)
- Vending Machines
- Water Fountains

## **OFF STAGE & OFFICES**

- Staff Lockers
- Computers
- Walkie Talkies
- Desks & Chairs
- Time Clocks
- Office Door Handles

## **FRONT OF THE STORE**

- Belted Registers & Self-Checkout (monitors, hand scanners, belts, transaction dividers, card readers, etc.)
- Restrooms (doors, locks, handles, faucets)
- Service Desk Registers
- Registry Devices/Kiosks, Photo Lab Kiosks
- Electronic Shopping Carts
- Carts (handles, top edge, drink holders)
- Self Service Beverage Coolers (handles)
- Card Readers (all registers)
- ATMs
- Cash Recyclers
- Customer Drinking Fountains

# Enhanced Cleaning Checklist Continued

## FOOD & BEVERAGE

- Sales Floor Cooler & Freezer Handles
- Food Service and Customer Seating Area
- Beverage Bar/Self-Service
- Food Service/Starbucks Backroom
- Food Service and Starbucks Card Readers
- Fountain Pop/ICEE Machine
- Starbucks Condiment Bar
- Drink Holders
- Food Service and Starbucks POS & Hand-Off Counter

## SALES FLOOR

- Electronics Displays (e.g., video games, wearable tech, phones/tablets, etc.)
- Service Hubs/Price Scanners
- POS at Electronics
- Elevators & Escalators (touchpoints)
- Mother's Room
- Fitting Room (door handles)

## BACKROOM

- SFS Equipment
- Baler (buttons/gate handles)
- Compactor (buttons/door handles)
- Receiving Doors (handles)
- Pallet Jacks & Powered Equipment
- Freight Elevators
- U-Boats (touchpoints)
- Ladders (touchpoints)

## ASSETS PROTECTION OFFICE & BOOKING ROOM

- Door Handles
- Handcuffs, Benches, Walkies
- Holding Cell (door, windows and walls)
- Computers, Desks, Chairs, Computers

## If Disinfectant Cleaner is unavailable:

- Use bleach and water as a backup option.
- Wear approved nitrile gloves (blue or black) when cleaning with bleach and water.
- Disinfecting bleach and water solutions must be refreshed daily (no more than 24 hours).
- Using only the approved items, follow the mixing instructions below to make one spray bottle at a time.

## Bleach and Water Mixing Instructions

If your store requisitioned disinfecting bleach from the sales floor, follow the directions below if used to clean.

- Find a well-ventilated area with 10 seconds walking distance of an eyewash station.
- Wear protective equipment to protect from splash (safety goggles, rubber apron and nitrile gloves).
- Add 2 Tablespoons of bleach per 32 oz spray bottle of water; use a funnel to reduce splashing.
- Mix only what you need for the day.
- Label bottles "Bleach-Water."
- Use the "Bleach-Water" solution on hard, non-porous surfaces only.

# Overhead Reminders

## Social Distancing Audio Reminder:



**Thank you for shopping with us today.**  
Our first priority is the health of you, your families and our staff. So we'd like to remind you to please keep a distance of six feet from those around you while you shop and at check out. We appreciate your understanding.

## Social Distancing and Face Mask/Covering Audio Reminder:

**Thank you for shopping with us today.**  
Our first priority is the health of you, your families and our staff. In accordance with signs posted at our store entrance, please follow regulations requiring a face covering or face mask while you shop. And we remind you to please keep a distance of six feet from those around you. We appreciate your cooperation.





# Social Distancing

**We're encouraging customers to observe social distancing and remain six feet apart while entering and shopping in our stores through the following measures:**

- Actively monitoring and, when needed, metering customer traffic to promote social distancing.
- Posting signage at the front of every store.
- Implementing floor signage.
- Dedicating staff to ensure customers wait in line at an appropriate distance until they're called to the register.
- Overhead audio messaging in our stores.

# Social Distancing: Stores

Clear, specific guidelines and display signage can help employees and customers maintain social distancing. Sample resources are attached that retailers can adapt for their use.

## Social Distancing

### Social Distancing Playbook

*The safety of our customers and staff is our continued priority, including a clean store for customers to shop.*

Encourage staff to keep physical distance from other staff, third party vendors or customers. Make sure staff are empowered to put their own health first. Allow them to wash their hands and disinfect their walkie/device when they want.

- Having staff stock in different aisles and staggering employees every other lane
- Limiting the number of staff unloading trucks
- Completing interviews, meetings, reviews, etc. in larger spaces (e.g., training room)
- Staggering staff rest breaks and meal periods within wage and hour compliance guidelines, and encourage staff to follow six feet guidance when in the breakroom.
- Cleaning and disinfecting frequent touchpoints in the breakroom, including chairs, tables, refrigerator handles, counters, etc. so staff can recharge in a clean space during their breaks.
- Keeping cleaning and disinfecting supplies on hand to allow ongoing cleaning.

### Social Distancing Playbook

#### Store Opening & Closing Checklist

The safety of our customers and staff is our continued priority, including a clean store for customers to shop and employees to work.

Customers shopping at our store should experience a calm and organized environment, ready to get things done in the store. If you have a store before stock up, the 30 and above inventory should include customer walkie-talkies and walkie-talkie charging cables, including spare walkie-talkies. Always follow the following Store Opening Procedures on each opening day.

#### Store Opening

We are limiting the number of customers in our store based on state specific guidelines to ensure proper social distancing and protect our team and customers. This number does not include staff. Store the store opening procedures on opening and closing checklists will follow when we are ready to open.

#### Store Closing

Follow the Store Closing Procedures on how to wrap up the day and ensure the store is properly closed. This is a key part of the day and your walkie-talkie should be in use with employees. A closed walkie-talkie should be in use with employees. A closed walkie-talkie should be in use with employees. A closed walkie-talkie should be in use with employees. A closed walkie-talkie should be in use with employees.

#### Check & Review

All customers enter the building during all hours of the day. A POS monitor is located in the store to monitor the check-out process for all customers. There should be signage at the front of the store to inform staff of the check-out process.

- Staff should be in the store to assist with the check-out process.
- Staff should be in the store to assist with the check-out process.
- Staff should be in the store to assist with the check-out process.

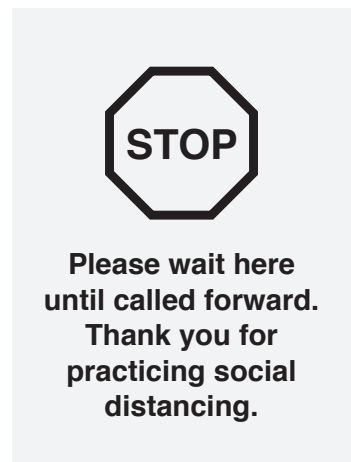
#### Shopping Experience Inside the Store

To ensure a safe shopping experience for all, we have implemented a variety of measures to ensure our customers and employees are safe. We have implemented a variety of measures to ensure our customers and employees are safe. We have implemented a variety of measures to ensure our customers and employees are safe.

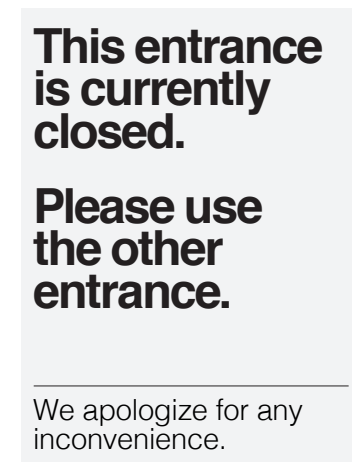
#### Overall Shopping

Shopping at our store is a safe and enjoyable experience. We have implemented a variety of measures to ensure our customers and employees are safe. We have implemented a variety of measures to ensure our customers and employees are safe.

: Please Wait Here SIGN



This Entrance is Closed SIGN



# Social Distancing Playbook

*The safety of our customers and staff is our continued priority, including a clean store for customers to shop.*

---

Encourage staff to keep physical distance from other staff, third party vendors or customers. Make sure staff are empowered to put their own health first. Allow them to wash their hands and disinfect their walkie/device when they want.

- Having staff stock in different aisles and staggering employees every other lane
- Limiting the number of staff unloading trucks
- Completing interviews, meetings, reviews, etc. in larger spaces (e.g., training room)
- Staggering staff rest breaks and meal periods within wage and hour compliance guidelines, and encourage staff to follow six feet guidance when in the breakroom.
- Cleaning and disinfecting frequent touchpoints in the breakroom, including chairs, tables, refrigerator handles, counters, etc. so staff can recharge in a clean space during their breaks.
- Keeping cleaning and disinfecting supplies on hand to allow ongoing cleaning.

# Social Distancing Playbook

## Social Distancing & Cleaning Guidelines

The safety of our customers and staff is our continued priority, including a clean store for customers to shop and implementing additional social distancing guidance both inside and outside of our stores.

Customers shopping at our store should experience a calm and organized experience, starting in the parking lot and as they enter. If you have a line before store open, the SD and store leadership should monitor customer traffic to encourage social distancing while considering store-specific needs. Always follow the Vulnerable Guide Shopping Processes on select shopping days.

## Line Metering

We are limiting the number of customers in our stores (based on store specific sales floor square footage) to promote social distancing and protect our team and customers; this number does not include staff. Stores that have already implemented Line Metering and updated capacities will follow whichever capacity is lower.

Follow the Line Metering Guidelines on how to set up line queues and handle this new capacity direction. Print a copy of the guide and your state-specific compliance letter to share with inspectors, if needed.

- Thank customers for maintaining social distancing guidance of 6ft. Encourage them to line up along the building wall for safety.
- Remind customers of purchase limits and share current out of stock items.
- Speaking Points: "Please remember to maintain social distancing of 6ft. or 2 meters, per CDC guidance, to ensure everyone's safety."

## Carts & Baskets

As customers enter the building during all hours of the day, a FOS Attendant or another staff (not the Dedicated Cleaning Staff) must be stationed inside the store entrance to actively clean carts and baskets for every customer. There should be coverage at the Front of the Store from open to close.

- Use multi-surface and glass cleaner spray bottle
- Cart wipes are for customer use only; our store staff should use approved cleaning supplies.

## Shopping Experience Inside the Store

To maintain social distancing guidance of 6ft., while ensuring an organized and calm experience for customers as they shop, use OPU, visit the Service Desk and check out, we'll begin using overhead messaging, specific signing and floor decals to help encourage social distancing.

## Overhead Messaging

Starting March 25: All stores will begin sharing social distancing messaging every 30 minutes on the overhead speakers to encourage customers to maintain social distancing guidelines while shopping.

- Stores with music: When available, you'll receive new automated messaging that will loop with your music. Until then, designate a leader to read the below script every 30 min.

## SCRIPT

English: Thank you for shopping with us today. Our first priority is the health of you, your families and our staff. So, we'd like to remind you to please keep a distance of six feet from those around you while you shop, and at check out. We appreciate your understanding.

Spanish: Gracias por comprar con nosotros hoy. Nuestra máxima prioridad es la salud de ustedes, sus familias y nuestros miembros de equipo. Así que queremos recordarle que mantengan una distancia de seis pies de las personas a su alrededor mientras hacen sus compras y en la caja. Gracias por su comprensión.

## Floor Tape & Decals

All stores received 40-80 floor decals. Decals state, "Thank you for practicing social distancing."

- Visual Merchandisers should partner with PMLs to place floor decals.
- Place 2 or 3 floor decals at each checklane – spaced 6ft. apart as shown in the examples.
- In the examples below, the Xs signify placement; the green and red distinguishes open and closed staggered lanes for social distancing of 6ft., and deep cleaning when not in use (refer to checklane cleaning instructions below). When green lanes are open for customers, red lanes are closed for cleaning.

## Non-Staggered Lanes

Staggered Lanes

## Signing

CHECKLANES, ELECTRONICS, SERVICE DESK,

Print and post (English/bilingual) signs. The sign states, "Please wait here until called forward. Thank you for practicing social distancing."

- Place one sign at every checklane endcap, Electronics' registers, Service Desk, OPU.

## Creating Line Queues

Stagger open checklanes to maintain social distancing guidance. Staff should assist in directing customers to open checklanes (as well as Service Desk/OPU lines, as needed) to continue to deliver a positive experience.

- As needed, direct lines to wrap around non-essential floor pads to extend the line.
- This line should begin at intersection of front main aisle and non-essential floor pad, closest to the checklanes.
- Ensure this line does not block the main race track so customers are able to go directly to the food and essentials they need without having to walk further into the store.
- This line will also need floor decals spaced 6ft. apart.

# Social Distancing Playbook

## EXAMPLE MAPS



## Cleaning

Over the past few weeks, you've incorporated new cleaning routines, in addition to new cleaning checklists. With these strong cleaning routines combined with social distancing – you'll help us do our part to protect our customers and staff. To keep our stores safe for our staff and customers, the new cleaning routines use a two-pronged approach of cleaning (the removal of soil) and disinfecting (the killing of bacteria and viruses). By cleaning continuously throughout the day following the Dedicated Cleaning Staff Checklist and the Front of Store cleaning instructions, we can be confident that surfaces and high touch areas are clean when it comes time to disinfect once per day, following the Enhanced Disinfecting Checklist.

### Dedicated Cleaning Staff

- Dedicated Cleaning Checklist

## SCHEDULING

Dedicated cleaning must be staffed daily. Schedule in the Cleaning work center.

### DEDICATED CLEANING STAFF CHECKLIST SUPPLIES

- Multi surface & glass cleaner
- In the event multi surface & glass cleaner is running low or out of stock, use the following products as an alternative in a spray bottle.

## Enhanced Disinfecting Checklist

Before store open, ensure at least one staff from every area completes the Enhanced Disinfecting Checklist. Continue using disinfectant to disinfect high-touchpoint items. This checklist is to be executed in addition to the Dedicated Cleaning Staff Checklist and replaced the Business Area Cleaning Checklist.

### ENHANCED DISINFECTING CHECKLIST SUPPLIES

- Disinfectant Cleaner
- If Disinfectant Cleaner is unavailable:
- Use disinfecting bleach and water as a backup option.
  - Wear approved Nitrile (blue or black) gloves when cleaning with bleach and water.
  - Disinfecting Bleach solutions must be refreshed daily (no more than 24 hours) o Using only the approved items, follow the mixing instructions below to make one spray bottle at a time.

## Bleach and Water Mixing Instructions

If your store requisitioned disinfecting bleach from the sales floor, follow the directions below.

- Find a well-ventilated area within 10 seconds walking distance of an eye wash station.
- Wear protective equipment to protect from splash (safety goggles, rubber apron and nitrile gloves).
- Add 2 Tablespoons of disinfecting bleach per 32 oz spray bottle.
- Label the spray bottle "Bleach and Water"
- Use the "Bleach and Water" solution on hard, non-porous surfaces only.

## Cleaning Supplies

To make sure all stores have the needed supplies, do not over order; use back up supplies when possible. If store is out of primary cleaner and back up options, work with your PML to temporarily use housekeeping vendor chemicals.

- Disinfectant cleaner
- Hand soap
- Multi-surface & glass cleaner
- Sink detergent
- Paper towels
- Cart wipes

# Social Distancing Playbook

## Front of the Store

### CARTS

Staff (not the Dedicated Cleaning Staff) should be at the front doors to clean cart basket handles and provide to every customer. Ensure store schedules reflect cart cleaning coverage from open to close.

- Use multi surface and glass cleaner
- Cart wipes are for customer use only
- Cleaning and Disinfecting Customer Payment Devices: Clean device gently using a damp and clean checklane wipe.
- Do not spray, coat or pour liquid, cleaner or disinfectant directly onto the device.
- Do not vigorously scrub and/or shake the terminals as it may trigger a tamper alert.

*Between every customer interaction: Clean touchpoints (e.g., keypad, card reader, customer counter, checklane merchandise dividers).*

*Only spray the cloth and not directly on any of the equipment. This is causing a significant increase in broken equipment impacting the customer experience.*

## Checklanes

- Allow for customer social distancing of 6ft.
- Clean lane before next customer arrives to checkout.
- Open every other belted lane for 30 min. at a time. Clean all customer and staff touchpoints of closed lanes during that time (e.g., scanner, counter, handheld scanner, etc.). Continue rotation throughout the day (e.g., open odd numbered lanes at the top of the hour, and even numbered lanes during the half hour period).
- Card readers: Spray the cleaner on a towel and wipe the device. Do not directly spray the card reader. Clean touchpad/buttons lightly; directly spraying or pressing too hard may cause damage.

## Plexiglass Partitions

After Plexiglas partitions are installed at your store, clean the partitions using the following guidance. While wiping the partition, hold the top of the panel to stabilize.

- Clean them with microfibre towels, regular paper towels will scratch and damage the surface.
- Continuous Cleaning: Spray Multi Surface & Glass cleaner on a microfibre towel, then wipe the partition, including edges.

## Beauty

- Temporarily remove cosmetic and skin care testers from the sales floor and keep in a clearly labeled backroom location near Beauty backstock; do not remove tester fixtures. o Clean and disinfect the fixtures that remain on the sales floor and the tester units in the backroom.
- Do not toss; additional tester units will not be provided in the future.

## Food & Beverage

Sampling programs should be on hold until further notice: Silent sampling (i.e., self-serve domes and tables), Deli counter sampling

- If a customer asks about these changes, staff should respond with,

"For the health and safety of our customers and staff, we have temporarily suspended all sampling programs."

## Fulfillment

Staff should clean all touchpoints and supplies regularly using approved cleaning supplies and maintain social distancing guidance throughout all fulfillment processes:

- Stagger prep and pack stations, keeping stations at least 6 feet apart. o All prep stations have moveable wheels on the bottom, unlock and move.
- In redesign stores, use two pack stations on one side of the line and one pack station on the other side of the line when possible.
- When possible, designate staff to a specific prep or pack station for their entire shift, to minimize the number of times the station needs to be cleaned.
- Before starting, clean your work space and equipment.
- Move completed pallets to the dock door for the carrier to self-load.

## Offstage Areas

To ensure teams have a clean and safe space to rest and recharge, encourage 6 ft. of physical space between staff in all offstage spaces, including the breakroom, time clocks and staff lockers.

- Print and post the Maintaining a Safe Breakroom poster (English | Español) in the breakroom to encourage best practices.
- Adjust the breakroom to promote social distancing. o Reconfigure breakroom setup to maximize seating while maintaining 6 feet of distance between chairs.
- Create X markings on the floor around breakroom tables with painters tape, indicating where chairs should be placed to maintain 6 feet of social distance.
- Place chairs on X markings and stack unused chairs in the corner to discourage use. o Place an additional X marking 6 feet from the time clock.
- Consider temporarily expanding the breakroom to include other areas of the store to accommodate additional staff (e.g., the training room, office spaces). Staff can also take their 30-minute meal breaks outside of the store, if desired.

## Protective Equipment

Keep protective equipment clean and safe to use for staff. Cleaning varies based on the item, however under no circumstances should staff take any protective equipment to a laundromat or home to wash. Protective equipment includes:

- Cooler/freezer/Drive-Up coats, hats and gloves
- Rubber aprons
- High visibility vest
- Safety goggles and glasses

## Temporarily Closed Areas in the Store

- Fitting Rooms: Customers may still use the mother's room or a fitting room for nursing if requested. o Print and post a sign at the entrance of the fitting room and on all fitting room doors. o Use stanchions (if available) or carts to block the entrance of the fitting room.



**Please wait here  
until called forward.  
Thank you for  
practicing social  
distancing.**

**This entrance  
is currently  
closed.**

**Please use  
the other  
entrance.**

---

We apologize for any  
inconvenience.



# Return Policy

**As of March 26, all Target stores stopped accepting returns and exchanges, and we've extended this temporarily. Other retailers may wish to enact similar policy changes.**

- Despite the need for caution, customers may still want to make returns or exchanges during the specified timeframe.
- To accommodate those cases, retailers can announce that items with a given "return by date" will have until specific deadline to be returned.
- Depending on a retailer's resources, online return centers can help manage this process.

# Reusable Bags

**Effective March 26, and until further notice, Target stores stopped handling customer-supplied reusable bags out of an abundance of caution. This is a policy other retailers may consider enacting.**

- Staff can bag items in a store-supplied paper or plastic bag, and the store can waive any local bag fees.
- If a customer brings in a reusable bag, they can choose to bag their items themselves.

# Monitoring and Metering in Stores

**It's important that customers have enough space to shop safely and comfortably.**

- A retailer can actively monitor and, when needed, limit the total number of people inside based on the store's specific square footage.
- If metering is needed, staff can help customers into a designated outside waiting area with social distancing markers, while other staff guide customers inside the store and keep things moving quickly and conveniently.
- Steps such as these can complement existing signage, floor decals and audio messages to encourage social distancing.

# Monitoring and Metering in Stores Continued

Efforts to monitor and limit in-store customer headcounts will require deliberate planning. The attached playbook is a guide retailers can adapt to their own needs.

## Line Metering Guide SIGN

### Line Metering Guide

Use this guide to implement this new process, including informing your staff, setting up the system and handing this new capacity decision. Print a copy of the guide and your store-specific compliance table to show with inspectors, if needed.

Prepare two lines outside of the doors. Follow the Crowd Management Best Practices and Social Distancing Guidelines when creating your lines.

#### MULTIPLE ENTRANCE STORES

Designate the ground side doors for customer queuing. Block off the entrance not being used with tape/barricade and post and post a sign. Signage should be on the doors allowing customer access to enter.

To keep staff and customer safe in the event of an emergency, these doors cannot be locked. Leave enough space on the side of each entrance to allow individuals from the store, if needed.

#### LINE ONE: IN STORE SHIPPING LINE

Use the following signs to help direct customers:

- Store Shipping Line
- Line Metering Customer Signage (Shipping)
- Social Distancing Sign

Consider setting up an "out of stock" white board at the front of the line to let customers know when items are currently unavailable. You can also use this sign to inform customers of select item availability.

#### Exceptions

- Consider any essential functions of your store that may require an exception.

#### LINE TWO: ORDER PICKUP (PICKUP) LINE

Use the Order Pickup Here sign to guide the customer.

On Tuesdays and Wednesdays only, during the first hour of opening, complete the customer coming into store and the customers coming pick up CPU orders into line #1. Consider a second line for walk-ins. The customers who are tasked to shop during this time. Always follow Volunteer Customer Shipping Processes.

#### EXTERIOR GROUND MARKINGS

To encourage social distancing while customers wait in line, lay down exterior ground markings to keep customers at least 6 ft from each other. Options for exterior markings include stencils, red tape or floor graphics tape. Do not use shopping carts or pallets to space out customers.

#### Line Metering Staffing and Execution

##### LINE ONE: IN STORE SHIPPING LINE

- Assign one staff as Line Ambassador. Line Ambassadors should wear reflective vests and stand at the end of the line and help with the line.

- Request customers to practice social distancing while in line.

- Point to the white board and where current out of stock items and purchase only if applicable.

- Check traffic. If customer has a CPU appointment or is a Shop Drop-off, they can check in with the staff located at the entrance.

- Assign one customer to monitor customer sign board.

- Assign one Entrance Monitor to stand at the front of the entrance allowing customer into the store based on capacity. If staff is having difficulty tracking the customer coming and going, consider adding an additional staff member to the staff line. The piece of staff acting as Line Ambassador and Entrance Monitor as needed (customer needs, etc).

- Assign staff (not the Designated Cleaning Staff) inside the entrance to actively clean carts and baskets to give to each entering customer.

##### LINE TWO: CPU LINE

- Assign one staff to complete customer orders.

- Post staff gathers the names of customer in line and relieve Post Order.

- Requisition a small white area board from the store floor.

- Write down the list of customer names in line and sign into the white to relieve their order. Pull up customer orders in the Pickup area.

- Place the customer's orders in one shopping cart to pass off to the staff that will be processing the customer orders in line.

### Line Metering

In order to protect our staff and customers, this store will limit the number of customers who can be in the building at one time based on square footage; this number does not include staff.

Starting [redacted], we will limit the number of customers allowed in our building at a time based on our square footage.

Our store's new capacity is [redacted]; this does not include staff.

We will implement a line metering system to allow customers into the store.

We will otherwise run the store as we do normally.

Our first priority is the health of you, your families and our staff. We recommend limiting the number of people shopping per household. Thank you for your understanding.

Printable pages to follow 

# Line Metering Guide

*Use this guide to implement this new proces, including informing your staff, setting up line queues and handling this new capacity direction. Print a copy of this guide and your state-specific compliance letter to share with inspectors, if needed.*

---

Prepare two lines outside of the doors.

Follow the Crowd Management Best Practices and Social Distancing Guidelines when creating your lines.

## MULTIPLE ENTRANCE STORES

Designate the grocery side doors for customer queuing. Block off the entrance not being used with stanchions and print and post a sign (English/bilingual) on the doors informing customers where to enter.

To keep staff and customers safe in the event of an emergency, these doors cannot be locked. Leave enough space on the side of each stanchions to allow individuals to exit the store, if needed.

## LINE ONE: IN STORE SHOPPING LINE

Use the following signs to help direct customers:

- Store Shopping Line
- Line Metering Explanation (English/bilingual)
- Social Distancing Sign

Consider setting up an "out of stock" white board at the front of the line to let customers know what items are currently unavailable. You can also use this sign to inform customers of select item purchase limits.

## Exceptions

- Consider any essential functions of your store that may require an exception.

## LINE TWO: ORDER PICKUP (OPU) LINE

Use the Order Pickup Here sign to guide the customer.

On Tuesdays and Wednesdays only, during the first hour of opening, combine the customers coming in to shop and the customers coming to pick up OPU orders into line #1. Create a second line for vulnerable customers who are invited to shop during this time. Always follow Vulnerable Customer Shopping Processes.

## EXTERIOR GROUND MARKINGS

To encourage social distancing while customers wait in line, lay down exterior ground markings to keep customers at least 6 ft. from each other. Options for exterior markings include chalk, red tape or blue painters tape. Do not use shopping carts or paint to space out customers.

## Line Metering Staffing and Execution

### LINE ONE: IN STORE SHOPPING LINE

- Assign one staff as Line Ambassador. Line Ambassadors should wear reflective vests and stand at the end of the line and help with the below.
- Explain the reason for customer metering and direct customers to the end of the line.
- Remind customers to practice social distancing while in line. o Point to the white board and share current out of stock items and purchase limits (if applicable).
- Direct traffic. If a customer has a Clinic appointment or is a Shift Shopper, they can check-in with the staff located at the entrance.
- Answer any questions or concerns customers may have.
- Assign one Entrance Monitor to stand at the front of the entrance allowing customers into the store based on capacity. If this staff is having difficulties tracking the customers coming and going, consider adding an additional staff near the exit to help. o Replace staffs acting as Line Ambassador and Entrance Monitor as needed (weather, breaks, etc.).
- Assign staff (not the Dedicated Cleaning Staff) inside the entrance to actively clean carts and baskets to give to each entering customer.

### LINE TWO: OPU LINE

- Assign two staff to complete customer orders.
- First staff gathers the names of customers in line and retrieves their orders.
- Requisition a small white erase board from the sales floor.
- Write down the first 3-4 customer names in line and go into the store to retrieve their order. Pull up customer orders in the Pickup app.
- Place the customer's orders in one shopping cart to pass off to the staff that will be processing the customer orders in line.

# Line Metering

In order to protect our staff and customers, this store will limit the number of customers who can be in the building at one time based on square footage; this number does not include staff.

**Starting [redacted], we will limit the number of customers allowed in our building at a time based on our square footage.**

**Our store's new capacity is [redacted]; this does not include staff.**

**We will implement a line metering system to allow customers into the store.**

**We will otherwise run the store as we do normally.**

---

**Our first priority is the health of you, your families and our staff. We recommend limiting the number of people shopping per household. Thank you for your understanding.**

# Making Retail SAFE for Everyone

## A Path Forward

Keeping Americans safe from the spread of COVID-19 has taken a shared effort. Starting our economy back up will, too.

That's why we're sharing these strategies with our fellow retailers and communities around the country. We're a big organization with more than 1,800 stores and 39 distribution centers across all 50 states, and that means we've had a front-row seat for all the ways people are hurting, hoping and coping. Since this crisis began, our stores have been living laboratories for best practices, and we've honed them every day to keep our customers and employees safe.

Our size also means not everyone will be able to apply the exact practices we've described in the exact ways Target has carried them out. Rather, this guide is yours to interpret and adapt. No two retailers are alike. For that matter, no two Target locations face the same challenges. But we all share the same goals of service with safety. We hope what you've read here helps—and we'll see you out there.

Target is sharing this information as part of its commitment to helping communities. This framework does not constitute legal advice. In this rapidly changing environment, businesses should always consider their unique circumstances and the most current information available from governmental authorities.

**All information provided current as of May 1, 2020.**

# Appendix

Our core references, FAQs and how to contact us for more information.





# Our Core References

The coronavirus pandemic is a rapidly evolving situation. The following resources provide frequently updated information and guidance for business and the public, from key government agencies and health organizations tasked with overseeing the response to COVID-19 as well as trade associations supporting the business community.

## **The Centers for Disease Control (CDC)**

The Centers for Disease Control and Prevention (CDC) offers up-to-date information on COVID-19 in the United States. Resources within the CDC website include interim guidance to help prevent workplace exposure to COVID-19 in non-healthcare settings.

## **The World Health Organization (WHO)**

The World Health Organization provides global updates on the spread of coronavirus, and numerous resources including guidance for workplaces & institutions, advice for the public, situation reports and FAQ for the public.

## **The United States Department of State**

This website includes resources, guidelines and information for current U.S. travel advisories, information about flights to and from the U.S., resources for U.S. citizens abroad, and services for travelers to register their travel plans with the U.S. Embassy or Consulate nearest to them.

## **Small Business Administration (SBA)**

The SBA website includes guidance for common issues small business may encounter, loan resources, local assistance and specific information for exporting and government contracting.

## **The United States Department of the Treasury – CARES Act Resources**

The Treasury website includes information and an overview about the Paycheck Protection Program (PPP) to provide small businesses with resources to maintain payroll, hire back employees who may have been laid off and cover applicable overhead.

# Our Core References Continued

## **Business Roundtable**

Business Roundtable promotes a thriving U.S. economy and expanded opportunities for all Americans through sound public policies. BR exclusively represents chief executive officers (CEOs) of America's leading companies.

## **The United States Chamber of Commerce**

The US Chamber of Commerce website offers advice and information for businesses, including financial aid guides, remote working tips, best practices, links to webinars, and resources including a State-by-State Essential Workforce Tracker, a Coronavirus Communication Toolkit, and a Guide to Employee Retention Tax Credit (ERTC).

## **Retail Industry Leaders Association (RILA)**

RILA's website includes strategies on broad range of protocols, from social distancing, metering, sanitization and more. Additionally, RILA has published resources for environmental compliance and sustainability, resources to aid displaced workers, webinars, and supply chain-specific protocols, documents and benchmarking notes.

## **National Retail Federation (NRF)**

The NRF provides regular updates focused on the health and safety of customers and workers in the retail environment, including guidance for retailers on opening stores, webinars and other industry updates.

The coronavirus pandemic is a rapidly evolving situation. The following resources provide frequently updated information and guidance for business and the public, from key government agencies and health organizations tasked with overseeing the response to COVID-19 as well as trade associations supporting the business community.

# Coronavirus FAQs

**Q: What is the coronavirus?**

A: It's an illness that can be transmitted, similarly to a cold or flu. According to the Centers for Disease Control and Prevention (CDC), a new strain of coronavirus emerged in China in December 2019. The virus causes a disease known as COVID-19, which is a respiratory illness that can spread from person to person. In the past, the same family of virus has caused the outbreaks of illnesses known as SARS and MERS.

**Q: What are the symptoms of the coronavirus?**

A: According to the World Health Organization (WHO), the most common symptoms of coronavirus are fever, fatigue and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.

**Q: How does the coronavirus spread?**

A: The coronavirus doesn't travel long distances in the air, but instead travels short distances when someone coughs or sneezes. This is why covering your cough, sneezing into your flexed elbow and using good hand hygiene is so essential to preventing the spread of the virus.

**Q: What are healthy habits recommended by the Centers for Disease Control (CDC) to help stop the spread of the coronavirus?**

A: The CDC recommends the following precautions:

- Washing hands with soap and water or an alcohol-based hand sanitizer
- Covering your cough with a tissue or by coughing into your flexed elbow or shoulder. Covering a cough with your hands is not recommended.
- If you are sick, stay home
- Call your doctor if your symptoms are severe.
- Try to avoid close contact with sick people. It is important to follow the advice of local health and government authorities

# Contact Us

**For questions from media**, please email us at [press@target.com](mailto:press@target.com)

**For questions from government officials**, please email us at [government.affairs@target.com](mailto:government.affairs@target.com)

**For questions from small businesses, or all other inquiries**, please email us at [corporateresponsibility@target.com](mailto:corporateresponsibility@target.com)

# Thank You

Target is sharing this information as part of its commitment to helping communities. This framework does not constitute legal advice. In this rapidly changing environment, businesses should always consider their unique circumstances and the most current information available from governmental authorities.

**All information provided current as of May 1, 2020.**

