Key Measures Being Taken by Retailers

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Operational Measures

• **Adjustment of Store Hours**
  - Provides additional time for orderly re-stocking of products
  - Provides dedicated time for cleaning and sanitizing
  - Provides a rest period for very weary employees

• **Elderly / At Risk Shopping Hours**
  - Many food retailers have established dedicated shopping hours for those who are elderly and most at risk

• **Prioritizing Orders (primarily on-line)**
  - Orders for essential goods (e.g. food, medicine, medical supplies, cleaning supplies) are being prioritized over those non-essential goods orders

• **Limiting Purchase Quantities**
  - Many stores have limited purchase quantities so consumers cannot hoard or stockpile essential products

• **Price Freezes**
  - Many retailers have frozen prices on essential goods despite increased demand and limited supplies

Employee Measures

• **Expanding Use of Paid Time Off**
  - Some stores are expanding the ability for employees to use their sick leave
  - Some retailers are awarding additional sick leave benefits if an employee has a COVID-19 event

• **Condensing Store Hours**
  - Shorter hours provide much needed rest periods for dedicated employees

Retail Concerns

• **Designation of critical infrastructure**
  - Ensure that all chains of distribution and their supporting suppliers that provide critical goods and services are allowed to continue to operate
  - If it becomes necessary to scale back production and/or distribution of goods that the state uses as light a touch as possible while still protecting public health

• **Communication**
  - Providing assurances to the public that the food supply chain is stable and safe

• **Resources**
  - Ensuring businesses are aware and have access to the state and federal resources that have been made available