

# *An update on NRF members' workplace policies surrounding COVID-19*

NRF conducted a quick poll of 54 retail members from March 16-17, 2020, to understand to understand the policies they're creating as a result of the coronavirus, also known as COVID-19.

**[Visit NRF's resources page](#) for more information and updates.**

# Key findings

Fifty-four respondents provided full or partial feedback. Based on their responses, NRF found that:

**01** Companies are taking proactive steps to avoid COVID-19. Companies have put in place some type of ban or restrictions on travel. Companies are banning international travel and non-essential domestic travel.

**02** Companies are taking steps to reduce the risk of the coronavirus in their offices and locations. These include restricting outside visitors and recommending social distancing.

**03** As COVID-19 continues to spread, companies are taking steps to keep employees informed. Roughly one-third are communicating to their employees on a daily basis.

**04** Companies are also planning for how to manage COVID-19 related sick leave or quarantine for both exempt and non-exempt employees.

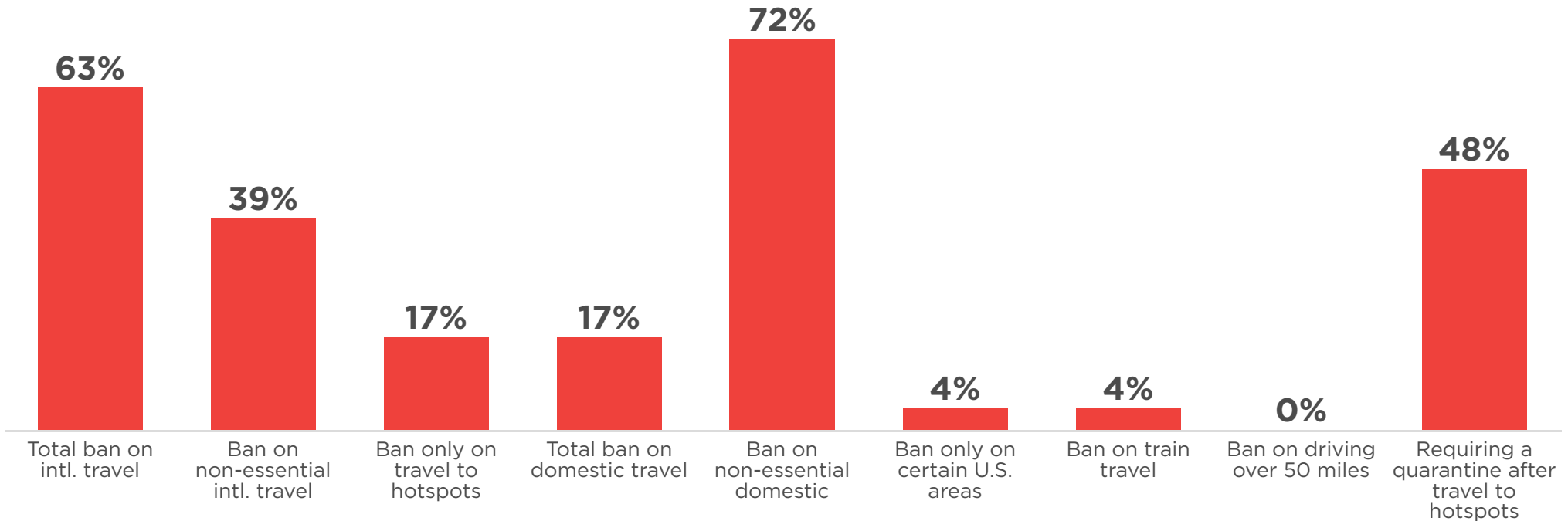


# Policies for professional and personal travel



# Professional travel

Has your company put in place any of the following for professional travel?

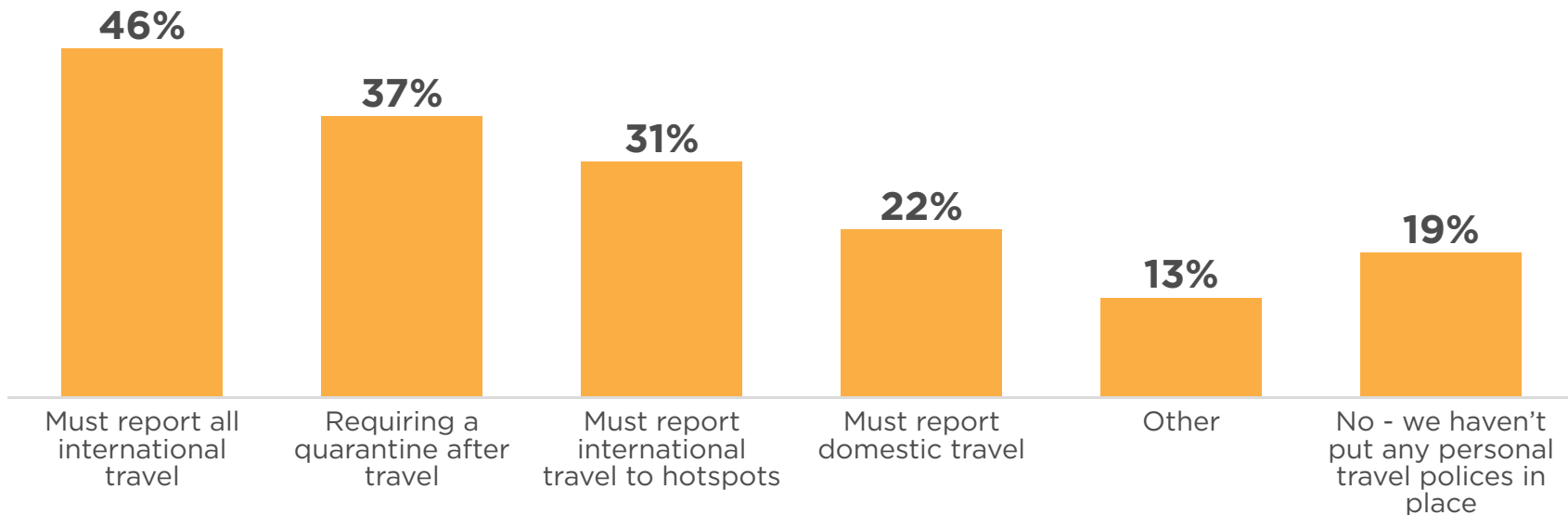


Companies have already **enforced some type of travel ban or restrictions** to avoid COVID-19. Most commonly, companies are completely banning international travel and non-essential domestic travel. **Roughly half** are also enforcing a stay-at-home policy for those who travel to known hotspots.



# Personal travel

Has your company put in place any of the following for personal travel?



Even for personal travel, companies are **requiring that employees report their travel plans and quarantine themselves.**



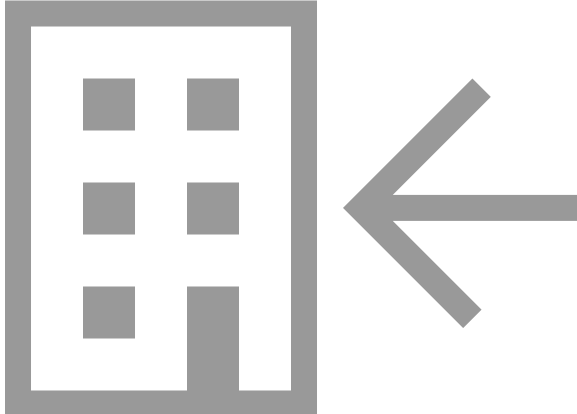
# Paying quarantined employees

If requiring quarantine, are you paying the employee or must the employee use PTO/paid or unpaid leave?



Additional approaches for quarantined employees:

- "A combination of PTO and % of pay where no short-term disability applies or PTO is exhausted."
- "Depends if the person is hourly or salaried. Salaried will be paid. Hourly still in discussion."
- "We are providing pay for a 14-calendar day period."
- "Have the option to work from home during the quarantine so they have the ability to work from home or take leave."



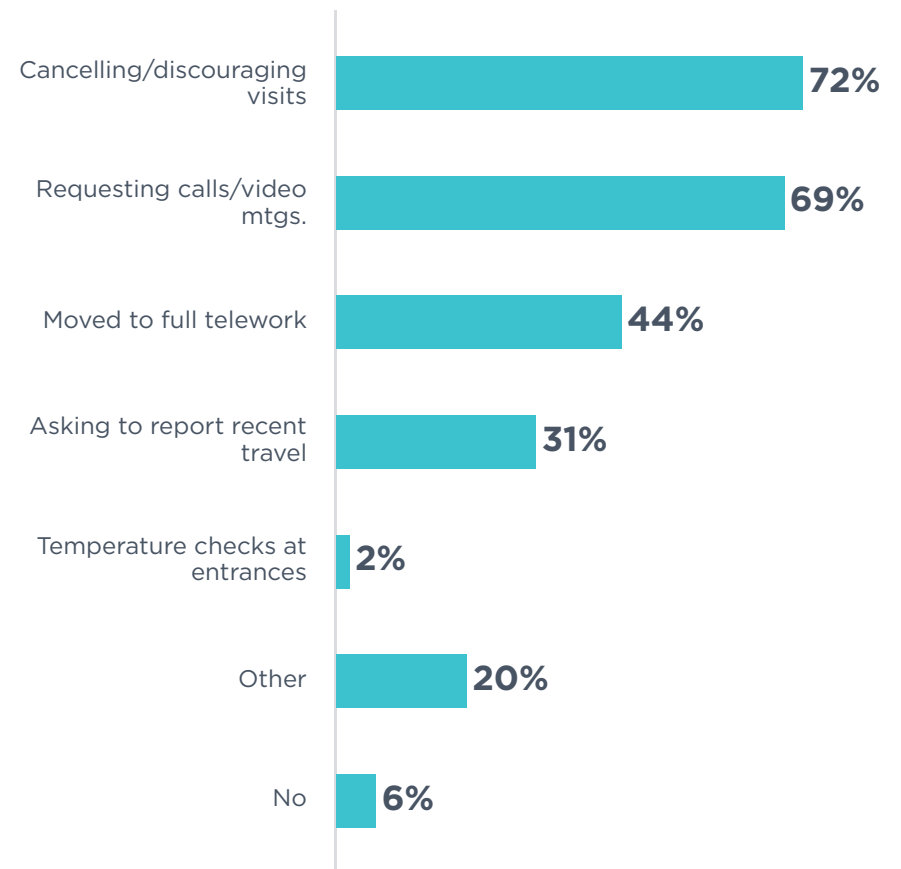
# Policies for office visits

# ← Office visits policies

Additional approaches to office visits:

- **"Encouraging telework and potentially requiring soon."**
- **"Telework is to be implemented in the next two days."**
- **"We have moved from asking guests to report travel or if family members have been to hotspots to closing the office."**

Has your company put in place any of the following polices for office visits?





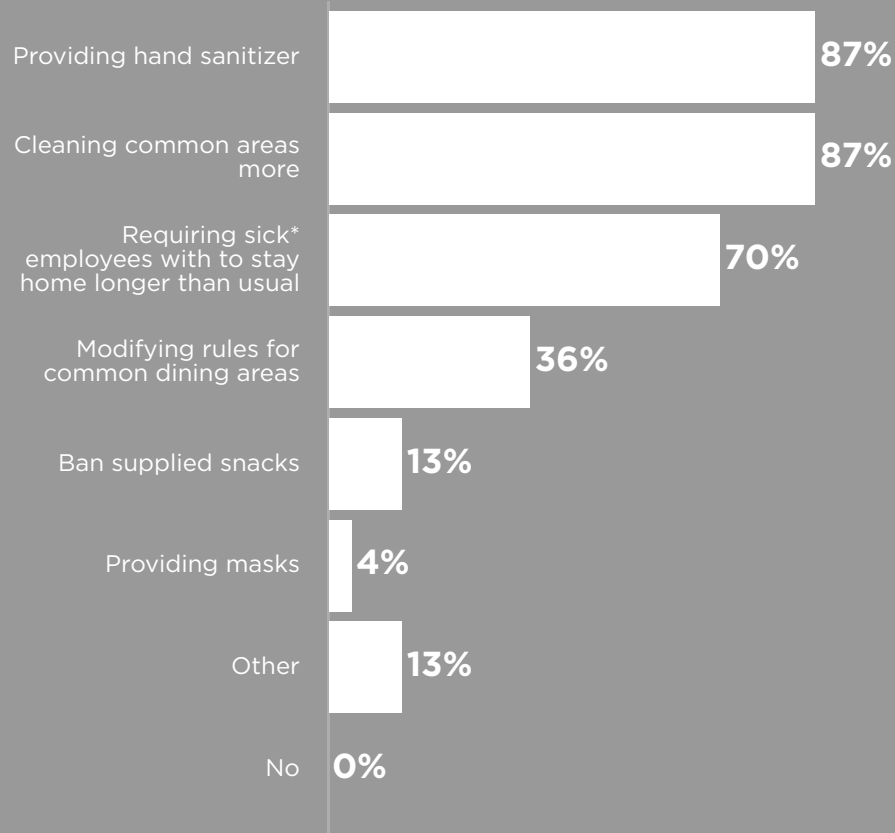


# Wellness issues



# Wellness issues

Has your company put in place any of the following polices for general office wellness?



*\*"Sick" is defined here as an employee who has "fever/respiratory conditions or flu-like symptoms"*

Additional steps companies are taking for employees' wellness

- "In ... break/lunch rooms, recommending social distancing."
- "Divided the HO into working zones."
- "All of our offices are expected to work remotely until at least April 3."

# ⊕ Wellness strategies

Many companies are requiring employees who have fever/respiratory conditions or flu-like symptoms to stay home. The majority are asking those who do so to **stay home for a full two weeks**. And they're assessing those employees' conditions in a variety of ways:

”

“Requiring doctor's note of clean bill of health before employee can return to the office.”

– Retailer

”

“Based on symptoms and travel, interaction with others who may have been exposed.”

– Retailer

”

“Asking employees to stay home ... but management can ... ask people to go home if ... person appears ill.”

– Retailer



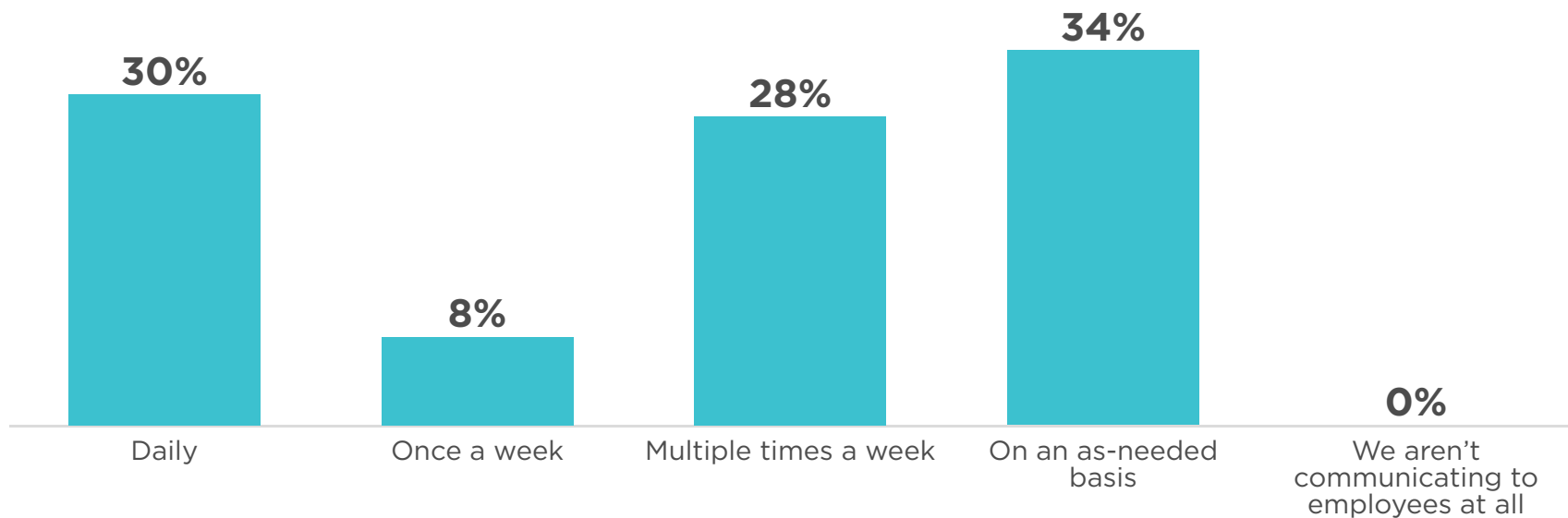
# Personnel issues



# Employee communication

As concerns surrounding COVID-19 continue to grow, companies are communicating to their employees on a regular basis. **Roughly one-third have reported they're sending company-wide communications daily.**

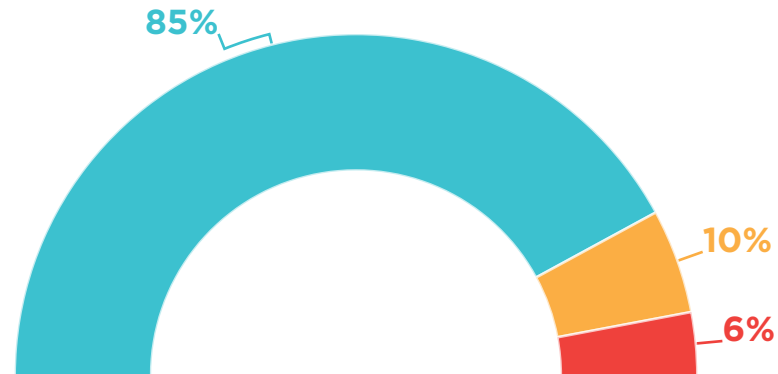
How often, if at all, are you communicating to employees about COVID-19?





# Teleworking policies

Is your company offering a teleworking option to corporate employees?



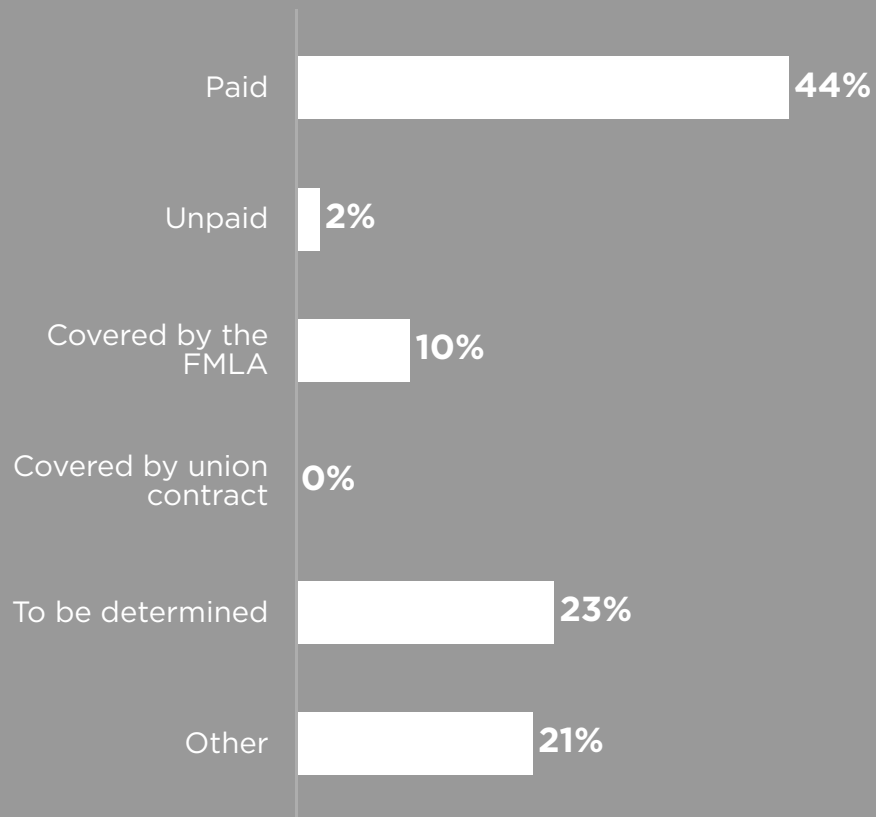
- Yes - we are offering teleworking policies
- No - but we are considering it
- No - and we are not considering it at this time

The strong majority (85%) are allowing corporate employees to telework, and another 1 in 10 are considering that as an option.



# Non-exempt employees

How are you addressing leave for non-exempt employees?



Additional approaches for non-exempt employees:

- "Employees expected to use any benefits; company covers any gaps."
- "They can take accrued paid time off or take unpaid time as needed."
- "Can use paid leave; not counting as absences as attendance occurrences."
- "Can use vacation or sick pay to the extent available."

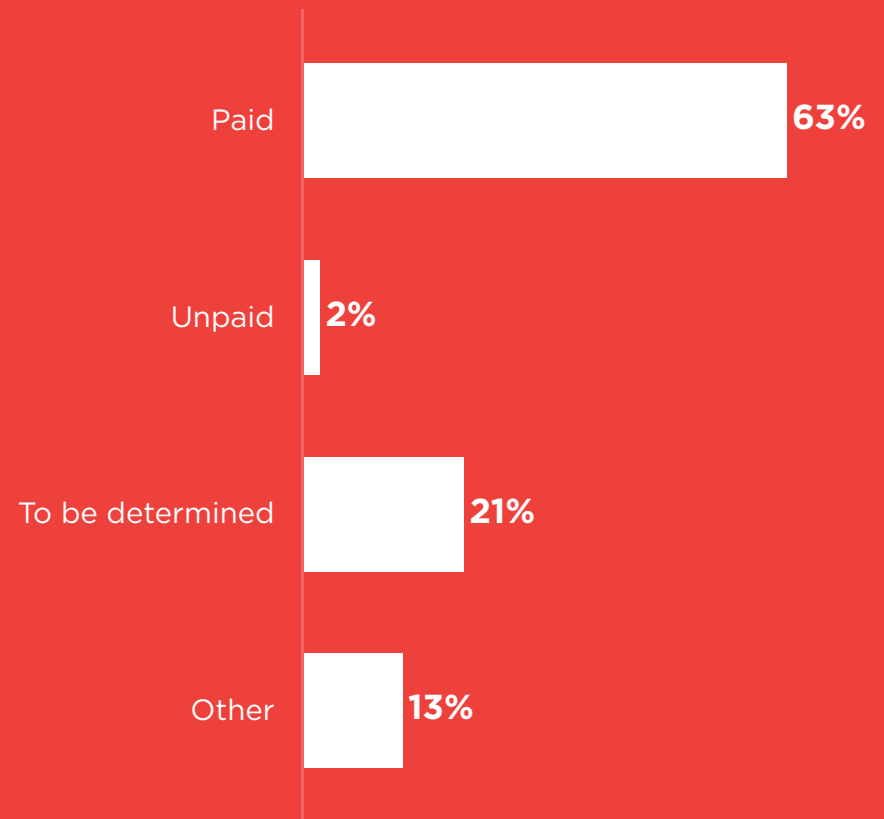


# Exempt employees

Additional approaches for quarantined exempt employees:

- "Work from home if able, MTO or unpaid depending on situation."
- "Evaluating how to provide some relief in the way of percentage of extra paid leave for non-confirmed cases until short-term disability kicks in."
- "Currently added an extra week of PT to be used following their existing allotment of PT."

How, if at all are you addressing leave for exempt employees who need to be quarantined?

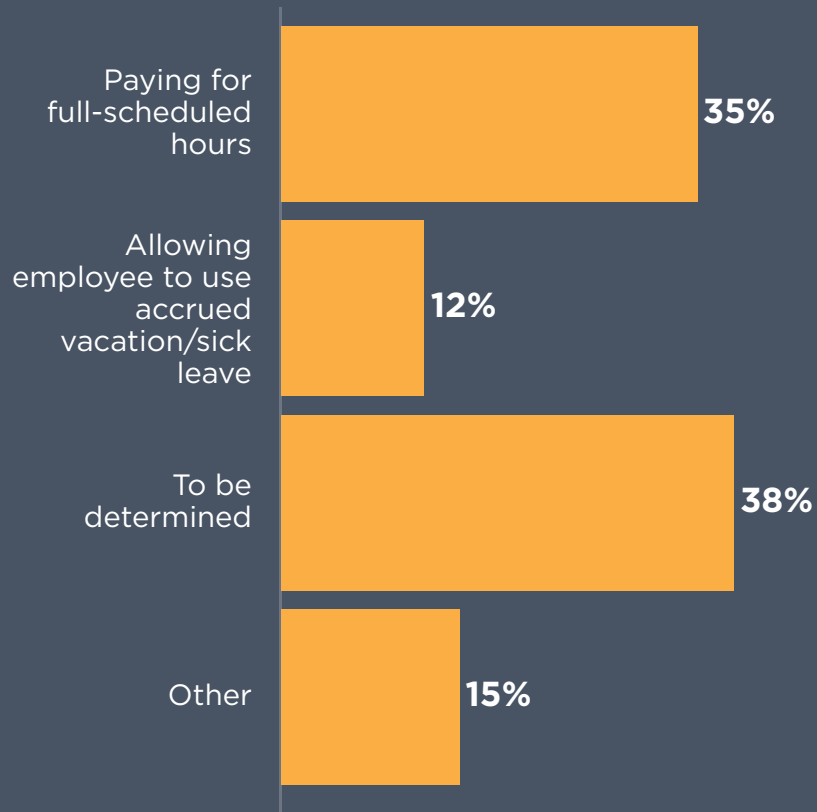




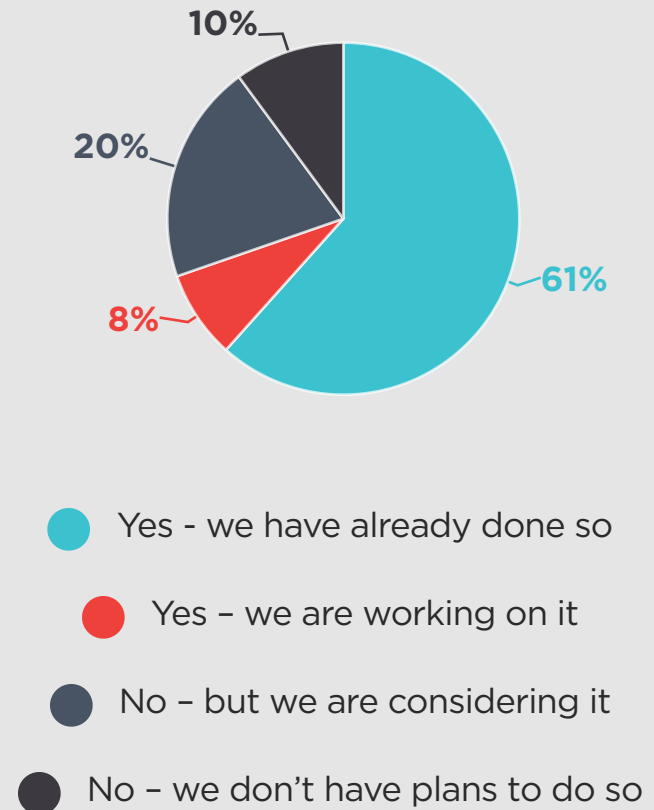


# Temporary time out of business

How are you addressing time out of the business when a work location (e.g., store) is closed?



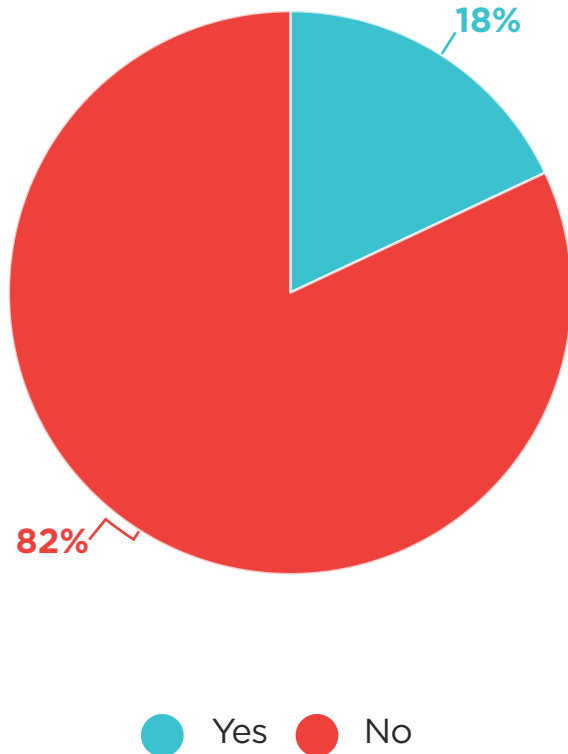
Are you changing your time and attendance policy?





# Employees diagnosed with COVID-19

Have you had store employees test positive for COVID-19?



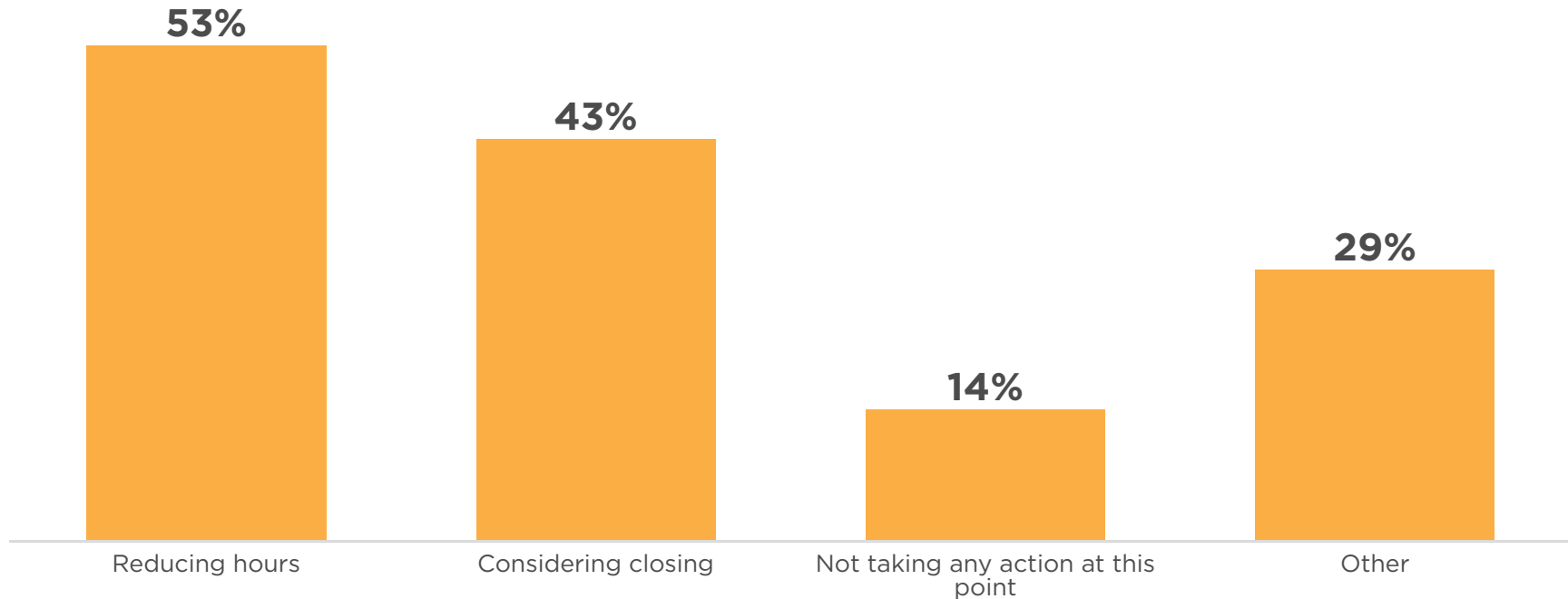
If yes, how did you communicate to team members, if at all?

- "Email announcements; public announcements; dedicated website of resources that all associates can access."
- "Without sharing the name of the team member who is infected, we notified all team members at the location, and communicated directly with those who had been in close contact."
- "Did not disclose name of infected employee. Only informed immediate staff ... of potential exposure."



# Current store closings/reducing hours

What best describes your company's response to the increasingly widespread store closures, outside of mandated closings?



**Over 8 in 10** are taking some sort of action with their stores, whether it's reducing hours or considering closing.



# Current store closings/reducing hours

**"Most landlords are either doing it themselves or taking the 'turning a blind eye' approach."**

Has your company gotten landlords to relax hours requirements in your leases and allow for reduced hours?



● Yes ● No



# In-person identification checks

For companies who have implemented teleworking, they are handling in-person identification checks for I-9 work in a variety of ways:

”

“Getting scanned copy; hard copy to be verified when back in office.”

– Retailer

”

“Teleworking is still optional for the corporate office so able to comply with in-person identification checks.”

– Retailer

”

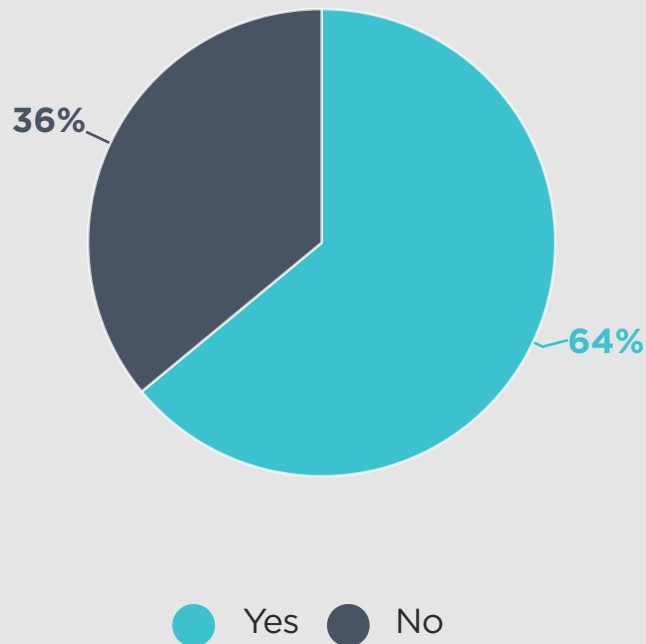
“If a store is open, they can go into that location and have the location manager check. We are also slowing down our hiring at the corporate offices at this time.”

– Retailer



# Store employees servicing customers

Has your company implemented policies on how store employees who are responsible for servicing customers can maintain healthy social distancing practices without offending customers?



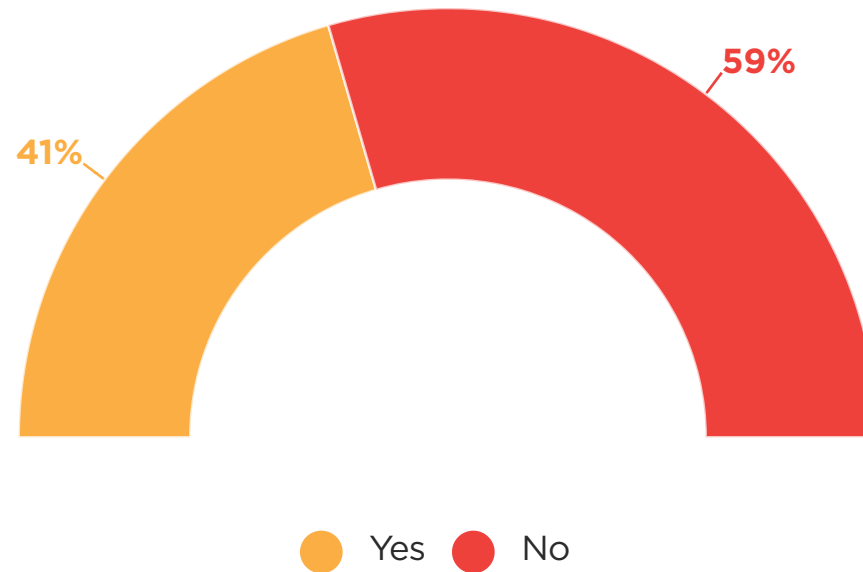
If yes, please share how your company is handling:

- **"Putting lines at checkout that customers must stay behind."**
- **"Hand sanitizer for both employees and customers. Dressing rooms are frequently sprayed and cleaned."**
- **"Social distancing wherever possible."**
- **"Advised to avoid handshakes, maintain physical separation; hand sanitizer readily available; nearly constant cleaning of high-contact surfaces."**



# Store signage

Have you posted any signage in your stores directed at customers?



Most have not yet posted any signage in your stores directed at customers.