

Business Guide: Curbside Pick-Up



Starting Monday, May 18, most retail businesses in San Francisco can resume operations using storefront or curbside pickup. This flyer is a summary of key requirements, best practices and additional resources if your business has questions.

For the full guidelines to ensure your business is operating safely and in compliance, please **visit sf.gov/curbside. Together, let's safely reopen our City.**

Key Requirements

- **Customers may not enter your store.** You may offer storefront, curbside or outside pickup only.
- Your store must have **direct access** to a sidewalk, street, alley or parking area where customers may pick up merchandise without blocking pedestrians passing by or creating traffic congestion.
- **No more than 10 employees** may be on site at one time, but the limit for your store may be even stricter. It depends on whether the size of your facility allows employees to stay at least six feet apart.
- **Limit the number of customers waiting in line** for pickup so that they can maintain six feet of distance and allow others to pass safely. Use tape to mark safe queuing distances on the ground outside your business. Post signs to advise customers of the maximum line capacity.
- **Employees must wash or sanitize hands** before and after handing items to a customer. Sanitize shared work areas thoroughly and often.
- **Employees must wear face coverings** at all times, and customers must wear face coverings during interactions with employees and while waiting in line.
- Prepare, post and implement both a **Social Distancing Protocol and a Health and Safety Plan**. Templates and more information are available at **sf.gov/curbside**.



Best Practices

- **Cut down on the length of time** customers and employees are in contact by ensuring that your offerings are listed online, taking orders in advance, recommending payment online or over the phone, eliminating those payments that require a signature, and providing a barrier between customers and cashiers.
- **Consider offering time windows** during which customers may schedule time to pick up items, in order to disperse customer traffic throughout the day.
- **Consider placing a table outside** your business where you can place pre-order items for customers to pick up, instead of handing items directly to the customer.
- Think through how your business will **safely handle and sanitize returned items**, if you are allowing returns.
- Create a system where **customers can contact your business when on the way** to ensure that your business has the order ready when they arrive.
- For pick-up in a parking area, **allow customers to text or call when they have arrived**. If possible, complete transactions without customers leaving their car. Collect the customer's vehicle description, and when they arrive, place items in their trunk. If placing the items in the back seat, you and the customer must be wearing a face covering.
- Consider requesting a **free temporary loading zone for curbside pickup** (form available at sf.gov/curbside).

Still Have Questions?

Visit sf.gov/curbside for the most complete, up-to-date information to ensure your business is compliant with all health regulations.

If you are looking for guidance or resources available to small businesses, go to oewd.org/COVID19 or reach out to the Small Business Hotline at sfosb@sfgov.org or **call 311**.

