

Guidance Regarding Remote Fulfillment of Orders by Non-Essential Businesses

Executive Office of Housing and Economic Development – [Essential Services FAQs](#)

Can non-essential businesses bring in a small number of employees in order to remotely fulfill online or phone orders? **YES, if following the remote fulfillment guidelines below:**

- Facilities must be closed to the public, as the allowance is for the fulfillment of remote sales/orders only
- Employees may only be engaged in the packaging and delivery/shipping of phone and online orders, not the manufacturing of those product
- Operating hours must allow for sufficient ongoing off-hour sanitation/cleaning
- All employees must wear face coverings while on-site
- All employees must maintain 6 feet social distancing and employers should stagger employees within the facility to ensure social distancing
- Any deliveries made by employees must be ‘no-contact’ deliveries: items must be left in mailboxes, mailrooms, garages, lobbies, at doorstep, or similar no-contact drop-off points
- Employers must stagger shift start/stop times and breaks/lunchtimes in order to minimize contact
- Facilities must have readily accessible hand sanitizer and hand washing facilities for employee use
- In a closed facility that is used for remote fulfillment:
 - There must be enough space within the facility for all employees present to be able to maintain six feet of social distancing
 - In a facility under 10,000 square feet, a maximum of 3 employees may be allowed on the premises at a time
 - In a facility between 10,000 – 30,000 square feet, a maximum of 5 employees may be allowed on the premises at a time
 - In a facility more than 30,000 square feet, a maximum of 7 employees may be allowed on the premises at a tim
- Employee workspaces must be cleaned frequently, following public health guidelines
- Employers must require employees to self-administer a temperature check prior to beginning each shift. Any employee with any symptoms, including a temperature over 100.0 degrees, must not report to work and should self-isolate, contact their doctor and follow medical guidance.
- Employees in quarantine, due to exposure to a known case of COVID-19 or someone with COVID-19 like illness, must remain under quarantine for 14 days since day of exposure and not report to work
- Employers must strictly adhere to any further workplace guidance
- Facilities found in noncompliance with this order must be closed immediately
- Facilities unable to fully comply with all of these parameters shall not operate.