



Effective April 30, 2020

Best Practice Mystery Shopping Procedures During The Covid-19 Outbreak

As different cities and states begin to open more businesses, you will see more mystery shopping opportunities on the board. **RBG's** primary objective as we re-start shops is to keep our shoppers and clients safe. Here's how you can help:

1. If you are feeling unwell, or if you have been near anyone infected with **COVID-19**, please do not continue performing mystery shops. Contact your scheduler for any needed cancellations. They will not negatively affect your shopping record.
2. Always comply with state and local mandates. If your city requires face coverings, or does not allow certain public activities, please follow those rules. If you are unsure whether you can perform a shop in your area, contact your scheduler. Communication at this juncture is key, and we will do whatever we can to help.
3. Always comply with the requests of the business you are scheduled to shop. It's best to check the website before you leave to conduct your shop. Some businesses will require face coverings before you can enter. Please be sure to adhere to those requests. Be sure to follow traffic control guidelines and directional signage on floors and aisles.
4. The minimum distance to put between yourself and other people in a store is 6+ feet.
5. Wash your hands for at least 20 seconds with soap and water before leaving the house and when you return.
6. Stand behind plastic guards at the store checkout, and wipe down carts or shopping baskets with merchant provided sanitizing wipes. It is recommended that you sanitize your hands before entering and after leaving a store, and immediately after handling shared items like a keypad or shopping cart after completing a purchase that is not touchless.
7. If you wear a cloth face covering, make sure that it fits snugly, has multiple layers, allows breathing without restriction, and is secured with ties or loops around ears/face. Be sure that it is washed regularly, preferably before and after conducting any mystery shop in a public space.

Remember, the Center for Disease Control & Prevention Website (www.cdc.gov) is the best place to get up-to-date information on how to stay safe amid the **COVID-19** outbreak.

Happy shopping, and stay healthy.