

Business Name:

Address:

Retail Store Reopening Plan and Checklist – COVID-19

Part A – Written Work Site Specific Plan

Business Name: _____ has updated our current operations plans with enhancements to address COVID and how we will implement strategic steps in ensuring that our operations prevent the spread of the COVID Virus.

Owner or Manager Name:

_____ will be implementing the employee training and safety policies. Training will consist of reviewing current CDC and CDPH recommendations along with local County Public Health directions.

Employees will attend a meeting with _____ who is in charge of overseeing this guidance and policy prior to their designated start week (**Part B**) to discuss the following:

- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of cloth face covers and gloves.

Owner or Manager Name: _____ who is in charge of overseeing this guidance will be implementing the risk assessment process that will include the daily checklist for the retail store operations as outlined in **Part C**. Daily check-ins from employees on concerns and customer complaints will be logged and addressed with corrective action to the current operational plan. Additional Information:

Part B – Employee Training Plan

Business Name: _____ has taken into consideration timing issues and staggering return to work dates of all employees. In addition, the employee plan includes health training and policy that is issued to each employee upon their return to work to address COVID-19 symptoms and requirements for reporting by the employee.

Employee(s) Return to Retail Operations:

- Notified Employees that return to work will be done in phases.

- Notification was completed via phone call and/or text
- Notification was completed via email
- Will have the following staff members return:
 - Weeks 1 & 2 of opening:
 - Name: _____ Position: _____
 - *Insert additional names and positions as needed*
 - Weeks 3 & 4 of opening:
 - Name: _____ Position: _____
 - *Insert additional names and positions as needed*
 - Weeks 5 & 6 of opening:
 - Name: _____ Position: _____
 - *Insert additional names and positions as needed*
- Employees have completed and signed "Employee Health Training and Policy Agreement"
- Record of "Employee Health Training and Policy Agreement" placed in Employee Records File.

Part C – Facility Plan – Cleaning/Disinfection and Social Distancing

Preparing the Store for Opening

_____ has taken into consideration establishing a facility plan that incorporates proper Safe Distancing and Signage protocols, cleaning and disinfection/sanitation processes and protection of employees and customers with the utilization of PPE.

Social Distancing/Customer Spacing:

- Store has capacity for _____ customers and based upon open floor square _____

footage square footage (not obstructed by wall shelving, display cases, etc.) customer entry will be as follows:

o Weeks 1 & 2 of opening:

- Offer curbside pickup and internet ordering to our capability. Call in orders can also be utilized for curbside pickup by customers.
- Payment for curbside shall be completed via telephone or internet.
- Customer can text or call the main store number upon arrival and employee will deliver customer order to vehicle.
- In Store shopping will be limited to: _____ per day. Customers will be asked to wear cloth covering/masks when entering the store. If Customer does not have a mask or cloth covering, the entry door employee will:
 - Provide disposable surgical mask (if available and in stock)
 - _____ or
 - Employee will request that customer utilize on-line or phone in services for curbside pickup. Customer will be handed a shopping flier that lists the products available in the store.
- Store operational hours will be: _____ to include days of the week and hours per day
- A customer queue will be established and will be setup so that not to disrupt other neighboring business entry ways. The queue will be set up to adhere to minimum 6' distancing. 6' distancing will be set up as follows for the customer queue: Insert plan for customer distancing queue

o Weeks 3 & 4 of opening:

- In Store shopping will be limited to: _____ allowed per day. Customers will be asked to wear cloth covering/masks when entering the store. If Customer does not have a mask or cloth covering, the entry door employee will:
 - Provide disposable surgical mask (if available and in stock)
 - _____ or
 - Employee will request that customer utilize on-line or phone in services for curbside pickup. Customer will be handed a shopping flier that lists the products available in the store.
- Store operational hours will be: _____ to include days of the week and hours per day
- A customer queue will be established and will be setup so that not to disrupt other neighboring business entry ways. The queue will be set up to adhere to minimum 6' distancing. 6' distancing will be set up as follows for the

customer queue: Insert plan for customer distancing queue

- o Weeks 5 & 6 of opening:
 - In Store shopping will be limited to: customers allowed per day
 - Store operational hours will be: _____ to include days of the week and hours per day
 - A customer queue will be established and will be setup so that not to disrupt other neighboring business entry ways. The queue will be set up to adhere to minimum 6' distancing. 6' distancing will be set up as follows for the customer queue: Insert plan for customer distancing queue

Signage:

- Store Front Signage hung on the entrance door and entrance windows
- Signage options could be: Enter at your own risk and Retail Store Open for Curbside pickup
- Customer Code of Conduct

Face Masks and Personal Protective Equipment (PPE):

All employees, during weeks 1-6 will be utilizing a form of facial protection or PPE along with gloves. In addition, if our supplies allow, we will:

- Offer face masks and/or PPE to customers who enter the store without any.
- Designate receptacles for discarded face masks PPE.

Cleaning / Sanitization:

The following locations will be disinfected upon opening and closing the retail store daily:

- Light and other power switches (consider signage to keep lights on at all times, or utilizing exiting motion sensor capabilities).
- Shared tools such as pricing guns, pallet jacks, tape guns, box cutters, etc.
- Vending machines and self-serve kiosks.
- Refrigerators, microwave, and other frequently touched objects and surfaces in employee breakroom.

The following locations will be disinfected every 2 hours during operational hours

- o Point of sale/checkout:
 - Cash register, including touch screens, keyboards, mouse.

- PIN Pads (touch screen, keypad, and pen).
- Checkout counter
- Cabinet pulls.
- Checkout dividers.
- Restrooms:
 - Door handles and flush levers.
 - Toilet bowl and toilet paper holder.
 - Sinks and faucets.
 - Paper towel holders and/or air dryers.
 - Diaper-changing stations.
- Sales floor:
 - Fixtures with handles or pulls.
 - Any other identified "high-touch" surfaces.
- Hand sanitizer is available throughout store for customers and employee use, including store entrance(s), and checkouts.

Other Considerations:

Supply Chain/Delivery Protocols

We will work closely with our merchandising suppliers to coordinate a safe and efficient process for delivery of supplies.

Merchandise

- Returns and Exchanges: We will allow (fill in the type of process you will allow)
- Fitting Rooms: Fitting rooms will be sanitized after every customer use or suggest to close off fitting rooms.
- Fragrance & Beauty Testers: removing all testers would be a suggestion.