



Re-Opening Retail

Post COVID-19



How Re-Opening Will Happen Post-COVID-19

In part of reducing infection spread, governments are expecting businesses to take certain precautions as they begin to re-open. Governments want to speed up the pace of economic, educational, and community recovery while also protecting public health. As you come to understand best re-opening practices, it is important to keep in mind the following goals in re-opening.

- ✔ **SAFETY FIRST:** re-opening will be done safely and securely to protect vulnerable residents, continue physical distancing, and provide clear rules for businesses deemed safe to re-open.
- ✔ **SCIENCE-DRIVEN:** re-opening will rely on scientifically validated public health interventions. Testing, tracing, field studies, and public health guidance will be used to contain infection.
- ✔ **CHOICE:** businesses within sectors cleared for re-opening can decide when they will re-open. When they do, they must comply with regulations to protect employees and customers.
- ✔ **DYNAMIC:** expect re-opening plans to be adaptive and responsive to real-time concerns such as infection spread or public health guidance.
- ✔ **PREPARED:** governments will work closely with health care systems to ensure PPE is secured and bed and ventilator capacities are regularly assessed to ensure an optimal standard of care.

Anticipated Rules for Re-Opening

What Business will be Allowed to Re-Open

How Business will need to Operate

What Businesses Will Be Allowed To Re-Open

Be sure to check the rules for your regional governments, but primarily all governments are taking in the following considerations for re-opening the economy:

- ✓ **Staggering industries re-opening** to reduce the risk of a spike in cases and confirm it is safe to continue.
- ✓ **Assessing the risk of transmission for employees and customers** given the nature of a business's work and prioritizing businesses that have lower transmission risks.
- ✓ **Transmission risk is defined as contact intensity and adaptation potential of the business.** Businesses will be assessed on the contact proximity, contact length, and frequency of contact in the workplace, in addition to how able a business is to socially distance and sanitize as per regulations.
- ✓ **Assessing regional economic health** associated with number of employed individuals, GDP impacts, and impact on small businesses to recover from economic closure.

What Businesses Will Be Allowed To Re-Open

The complete list of businesses being allowed to re-open and re-opening dates will vary region to region, but below are common businesses that are being approved to re-open in the coming days.

ALREADY OPEN	Hospitals Utilities Waste Management	Essential retail Grocery stores Takeout restaurants	Construction Government services Transportation
REGION SPECIFIC DATES	Dine-in restaurants (limited capacity) Personal services (e.g. hair salons) Outdoor recreation	Schools Childcare Offices Museums Zoos	Remaining retail Non-essential businesses
FUTURE RE-OPENING	TBD		

How Businesses Will Need To Operate



While specifics may vary, many governments are recommending that:

- ☑ Businesses enforce capacity limits as much as 50% or less.
- ☑ Strict cleaning and disinfection protocols are developed and enforced in all settings.
- ☑ People in high-risk groups should continue to stay safe and at home.
- ☑ Facemasks should always be worn in public.
- ☑ Social gatherings will be limited, with gatherings more than 5 to 50 people being prohibited, depending on regional legislation.

As improvements in public health and favorable research occurs, you can expect governments will gradually loosen safeguards. However, many governments are anticipating this new wave of safeguards to last several months, up to September 2020.

Re-Opening Retail Safely in COVID-19

Developing a COVID-19 Safety Plan

Understanding the Risks

Selecting Protocols for Your Workplace

Retail Protocols

Additional Information

Developing a COVID-19 Safety Plan

In many jurisdictions, employers are required or encouraged to develop a COVID-19 Safety Plan. Their safety plan must outline the policies, guidelines, and procedures they have instituted to reduce disease spread. While a formal plan may not be required to begin operations, employers are expected to develop one while protecting employees and customers. For some jurisdictions, you may be required to post your safety plan at your worksite for inspection. Be sure to consult your regional governing authority for regulations.

Part of your safety plan needs to establish protocols that all employees must follow to keep everyone safe. While there are general protocols available and industry/environment specific protocols, the best thing employers can do is consider the risks natural to the type of work being done and create appropriate protocols.

While your plan is meant to make re-opening as safe as possible, the risks cannot be fully eliminated. Employees need to be fully aware of potential risks before returning to work. Additionally, employees who are high-risk (over the age of 65 or with other health conditions) should not return to work and should stay home.

Understanding the Risks

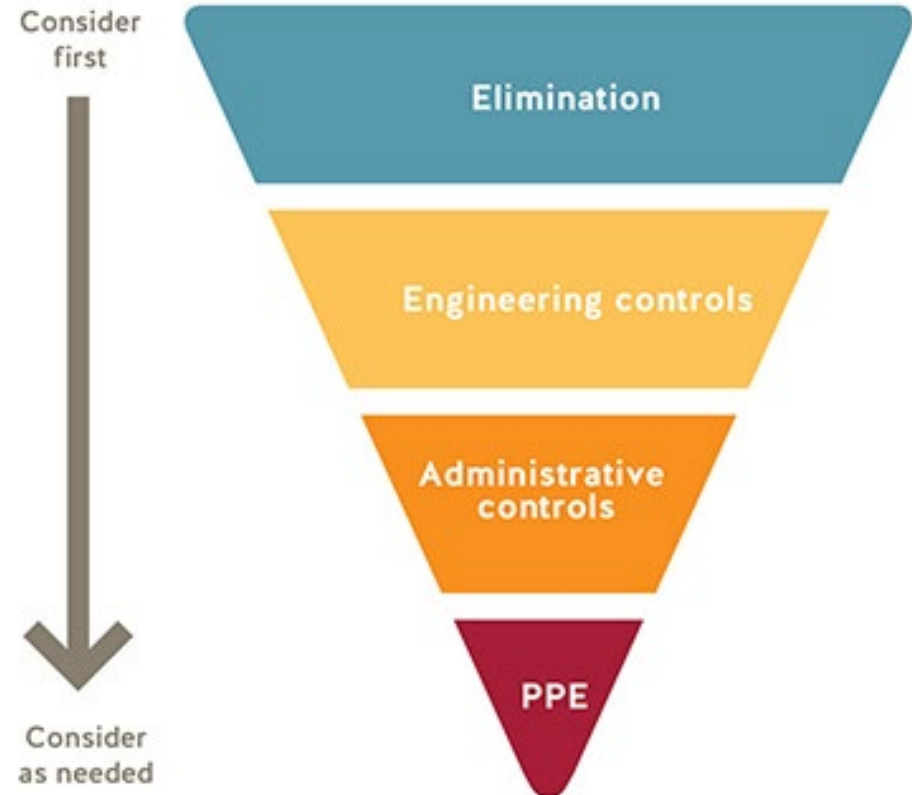


COVID-19 is spread in numerous ways, such as through droplets from coughing or sneezing, physical contact, or touching a contaminated surface before touching a transmissible zone like the face. Person-to-person transmission becomes more likely as people are near numerous others for extended periods of time. Likewise, surface transmission becomes more likely as numerous people touch the same surface in a short period of time.

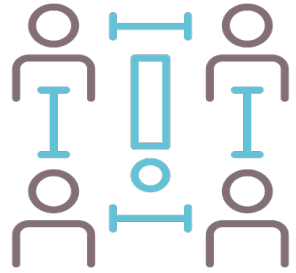
Your safety plan needs to mitigate these risks, primarily through distancing and sanitation. All protocols should be designed with these risks in mind.

Selecting Protocols for Your Workplace

Different protocols target different risks and can be broken down into levels of priority. Each workplace should prioritize protocols that offer the highest level of protection then establish additional protocols, as necessary. On the following slide, you can see the levels of and some examples.



Selecting Protocols for Your Workplace

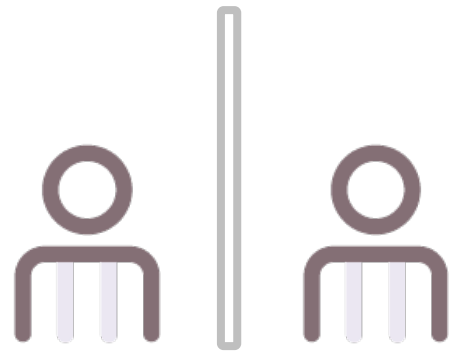


1st Level: Elimination

Keep people at a safe physical distance from each other. Limit the number of people in the workplace and keep a minimum 2m or 6ft gap between employees, customers, and others.

2nd Level: Engineering Controls

Where distancing cannot be achieved, install barriers (e.g. plexiglass, cubicles, etc.) to separate people.

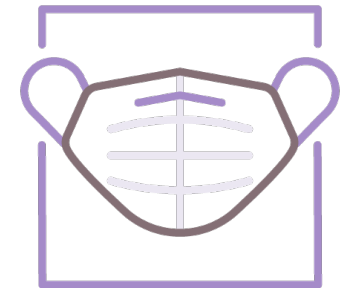


3rd Level: Administrative Controls

Establish rules to reduce the risk of transmission. Examples include cleaning protocols, prohibiting sharing tools, and making walkways one-way.

4th Level: PPE

Where other measures are not enough, supply employees with personal protective equipment (PPE) like facemasks. Only supply PPE in joint with other measures.



Retail Protocols

There are numerous protocols available for reducing exposure in a retail environment. Consult your regional authority on requirements, but below are some recommended practices.



Store Layout and Occupancy Limits

- ☑ Determine the occupancy limit of your store and post it at the entrance.
- ☑ Rearrange the store layout to encourage physical distancing. Consider using floor markers to designate areas and facilitate the flow of traffic
- ☑ Consider designating workers into teams that work together and do not work with other teams to reduce transmission spread in the case of infection.
- ☑ Consider limiting products and services that would encourage crowding or risk social distancing.
- ☑ Where rearranging an area is not possible, consider posting occupancy limits and restricting entry.

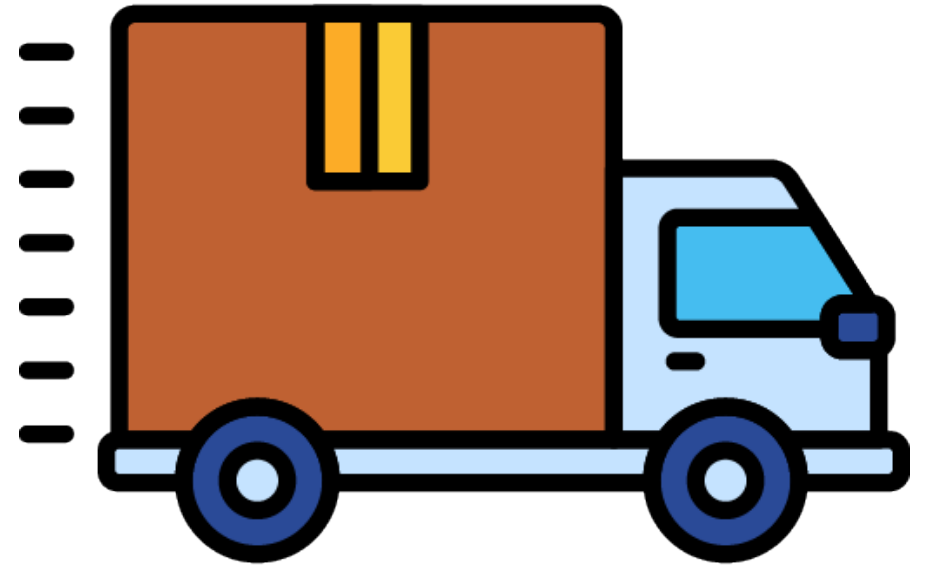
Retail Protocols

Welcoming Customers into the Store

- ☑ Implement physical line queues at entrances.
- ☑ If possible, separate incoming and outgoing flow.
- ☑ Monitor the amount of people in the store and enforce a one-out-one-in policy for entrance.
- ☑ Post signs to inform customers on new policies.
- ☑ Train staff to engage with customers unwilling to follow or unable to understand new policies.

Deliveries

- ☑ Remind delivery drivers to maintain their distance and not enter the warehouse when unnecessary.
- ☑ Coordinate access for contractors and remind them of policies.



Retail Protocols



Stocking Shelves and Product Displays

- ☑ Stop or reduce stock shelving and arranging product display during operating hours. When not possible, consider closing aisles or placing signage.
- ☑ Employees should wash hands before and after stocking or rearranging shelves or product displays.
- ☑ Place signage and information asking customers to follow policies on touching merchandise.

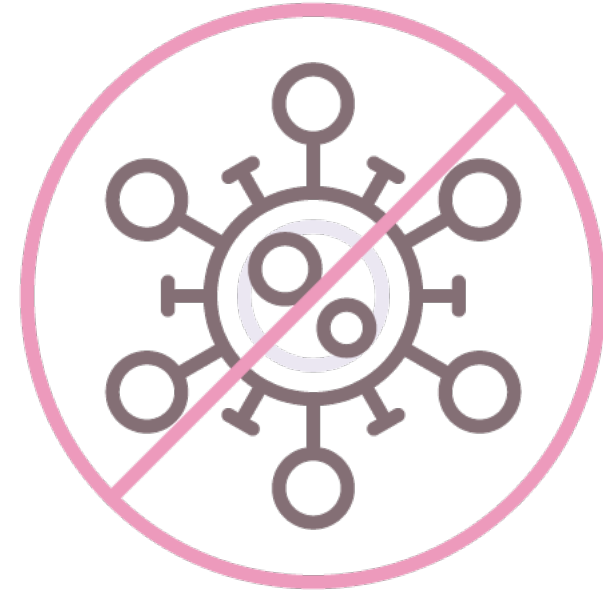
Assisting Customers

- ☑ To reduce contact, offer delivery or pick up alternatives for customers.
- ☑ Encourage customers to consult product catalogues on your website or a virtual catalogue to find product information.
- ☑ Consider stopping, reducing, or modifying customer interaction, demonstrations, and assistance practices.

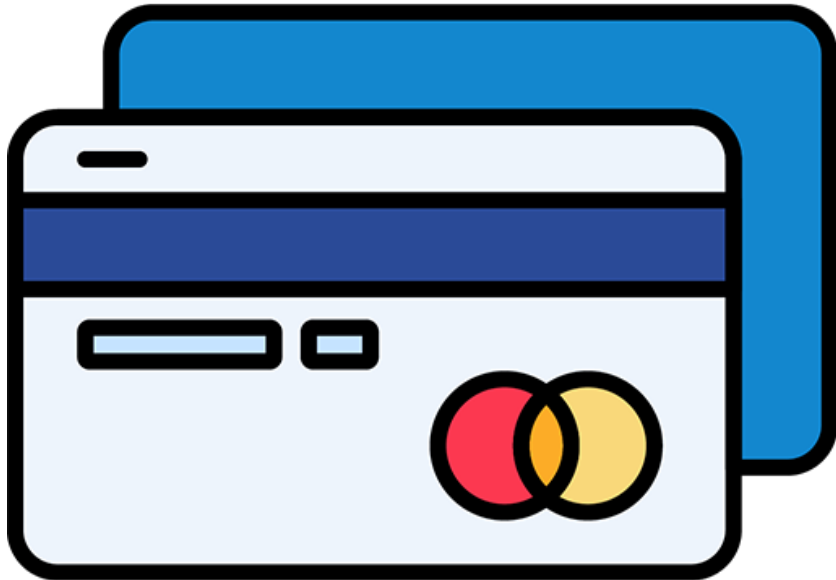
Retail Protocols

Fitting Rooms

- ☑ Remove all unnecessary objects from inside the fitting rooms.
- ☑ Consider closing every other fitting room to reduce the total number of people in the area at any time.
- ☑ If not already in practice, consider writing the number of items on a whiteboard on fitting room doors instead of handing out tokens or placards.
- ☑ Ask customers to leave unwanted items and hangers in a designated area.



Retail Protocols



Payment and Till Areas

- ☑ Install physical barriers where physical distancing cannot be kept.
- ☑ Encourage tap and card use over cash payments. Where cash is necessary, ensure employees wash or sanitize their hands after handling cash.
- ☑ If reusable bags are accepted, ask customers to pack their own bags.
- ☑ Have customers hold their ID visibly for inspection for controlled products.

Product Delivery

- ☑ If possible, drop packages at the door or outside buildings to avoid contact with other people.
- ☑ Where possible, adjust practices so that in-person signatures can be avoided.
- ☑ Clean and disinfect high touch surfaces in vehicles between deliveries.
- ☑ If possible, assign a vehicle to one delivery driver only.

Retail Protocols

Recycling Facilities and Depots

- ☑ Develop control procedures to reduce customer contact intensity and keep physical distancing.
- ☑ Supply sufficient PPE anywhere splashing may occur.
- ☑ After each task, workers should wash their hands after handling recycled items.

Travelling Sales Representatives or Service Providers

- ☑ If possible, stop or reduce salesperson and service providers' travel by utilizing virtual sales or service meetings.
- ☑ Train workers on safe practices for hand hygiene and surface cleaning while travelling, visiting clients, and around meals.
- ☑ When travelling cannot be avoided, consult recommendations from your regional authorities.



Additional Information

Retail businesses come in a variety of forms, ranging from kiosks to large supermarkets. With each form, there are different exposure risks calling for different protocols and policies. Consult your regional governing authorities for resources and suggestions on how to manage customers and staff safely in your environment.



