

REOPENING BEST PRACTICES FOR COVID-19

POWERED BY INTELLI SHOP



CUSTOMER EDUCATION

- ❑ Post signage at all entrances notifying customers not to enter the location if they are sick as well as informing them of occupancy limits and required PPE.
- ❑ Increase the availability of hand sanitizer, wipes and cleaning of frequently touched surfaces (including carts) for both customers and employees.
- ❑ If you have in-store announcement capability, consider using it to remind employees and customers to follow social distancing and hygiene guidance published by the CDC.
- ❑ Consider offering special shopping hours for patrons over 60, first responders and other high-risk individuals.



EMPLOYEE EDUCATION

- ❑ Post signage in all employee areas about the importance of following CDC guidelines on safe hygiene practices.
- ❑ Prepare shift guides, checklist or surveys to utilize that communicates company best practices relating to cleanliness, hygiene and social distancing.
- ❑ Consider adjusting staffing levels to allow for additional breaks for employees to wash hands for at least 20 seconds and sanitize stations regularly, including registers, hand-held devices, credit card terminals, food service counters, door handles, restrooms, shelves and other surfaces.



SOCIAL DISTANCING

- ❑ Display signage at entrances, and registers to remind customers of social distancing.
- ❑ Promote social distancing where customers may gather by adding floor decals at registers, service counters and placing signage on flooring to suggest shopping directions in aisles.
- ❑ Identify operations for closure, such as salad bars, buffets, and beverage service stations that require customers to use common utensils or dispensers.
- ❑ Close fitting rooms or limit capacity.
- ❑ Consider outsourced resources to decrease labor costs.



REDUCE TOUCHPOINTS & CLEANLINESS

- ❑ Enhance your daily sanitation practices, including registers, hand-held devices, credit card terminals, food service counters, door handles, tables, chairs, menus, restrooms, kitchen areas, bar tops, shelves and other surfaces.
- ❑ Assign dedicated resources to wipe down carts and baskets with sanitizer and paper towels in the lobby during store hours.
- ❑ Clean and stock bathrooms more frequently using CDC or corporate approved cleaning products.
- ❑ Advise employees to wipe down equipment, including pallet jacks, ladders and supply carts, between every use.



EMPLOYEE HEALTH

- ❑ Encourage employees who feel sick to stay home.
- ❑ Consider revising paid time off options to support this behavior.
- ❑ Follow local or federal guidelines for employee wellness checks at the beginning of each shift.
- ❑ Consider adjusting your operating hours to allow for more time to re-stock product and allow for additional breaks for team members.
- ❑ Ensure a trusting and transparent culture.