

**EMERGING  
STRONGER  
POST  
COVID**

**A RETAILER'S  
GUIDE TO  
REOPENING**

**acceo  
retail-1**

**IN-STORE  
PROCEDURES AND  
MODIFICATIONS  
CONSIDERATION  
CHECKLIST**

**ENSURING A SAFE WORK ENVIRONMENT FOR  
EMPLOYEES AND CUSTOMERS**

## IN-STORE PROCEDURES AND MODIFICATIONS CONSIDERATION CHECKLIST

- Review municipal regulations regarding store design and construction to facilitate required changes to properties
- Coordinate retail recovery guidelines and rules with all levels of government
- Ensure department heads are up to date with new rules and requirements
- Plan for a gradual re-opening of stores or all stores at once accordingly
- Reduced store hours & shorter work weeks (Sunday closing)?
- Monitor and support employee health
  - Protocol, process and safety list – temperature check
  - Encourage employees who feel sick to stay home
  - Consider revising paid time off options to support sick leave
  - Have a well-defined protocol for employees who may be ill or who have been exposed to COVID-19
  - Prioritize the emotional and well-being of staff – offer stress management
- Implement social distancing rules (inside/outside stores)
  - Occupancy limits
  - Place 6ft social distancing lines in the queue at the checkout
  - Plan for store traffic flow or one-way aisles
  - Place 6ft social distancing lines in the queue outside the store for entry
- Modification of cash wrap – install special equipment such as plexiglass screens, shielded POS areas
- Respace aisles and merchandise and displays (wider paths)
- Incorporate hand sanitizing stations throughout the store
- Implement daily, hourly, and each uses in-store cleaning procedures to enhance your daily sanitation practices
- Have a diagram of the store to determine where employees should always be located
- Add signage for safety reminders outside and inside stores
- Implement rules for change rooms and sitting areas
- Consider switching out changeroom curtains for doors (easier to maintain cleanliness)
- Rules for touching, trying, or sampling products?
- Do we use bags – what kind of bags?
- Offer exclusive hours for seniors (60+) and other higher-risk individuals
- Ensure easy Access to Information
- Protocols for employee rule breakers
- Employees training on how to deal with emergency situations
- How to deal with employee/customer showing symptoms
- Protocol for customers who ignore social distancing rules and related measures