

Safe Re-opening Tips and Best Practices

**Practical
Tips**



**Compliance
Best Practices**



WASHINGTON RETAIL
ASSOCIATION

Safety Operational Plan (SOP)

Prepare for Re-opening Checklist

Visit [Retail Re-opening Resources](#) for the SOP checklist

- ❑ Use SOP checklist to start and everyday
- ❑ PPE and hygiene supplies – buy early & secure sources
- ❑ [Posters/signage](#)
- ❑ Pre-Cleaning completely – water, HVAC
- ❑ Handling Returns and Exchanges
- ❑ Fitting rooms -open or closed for now



Instruction to Employees

- ❑ Role play scenarios to show expectations clear
- ❑ Transactions (bank card vs. cash)
- ❑ Face covering issuing policy
 - [Face covering guidance](#)
 - [Health and/or disability accommodation](#)
- ❑ Un-cooperative customer
- ❑ Employee health screening
- ❑ Instructions in the language they understand best



Phase I Re-opening – Curbside/Delivery

- ❑ Overseer: Supervisor/lead/manager (must have)
- ❑ Review SOP checklist throughout the day
- ❑ Ensure curbside/delivery protocol implementation
- ❑ Host team meetings
- ❑ Train on transaction protocol
- ❑ Try to think through what if's



Phase II Re-opening - Customers in Store

- ❑ Continue training employees
- ❑ Review checklist throughout the day
- ❑ Cleaning anything touchable
- ❑ Customer traffic management
 - Store capacity 30% monitoring
 - Waiting line outside store
- ❑ Check out: payment and merchandise bagging
- ❑ Storewide: signage, visible hand sanitizer, 6-foot markers
- ❑ Management practice what you preach

