

PART 3: Reopening Action Checklist

Retail

OVERVIEW

This portion of your SMART Business Reopening Toolkit provides an industry-specific Re-Opening Action Checklist, broken down as follows:

- [Prior to Re-Opening](#)
 - [For Your Establishment](#)
 - [For Restrooms](#)
 - [For Malls & Shopping Centers](#)
 - [For Your Employees](#)
 - [For Your Customers, Vendors, & Suppliers](#)
- [Operational Checklists](#)
 - [Before Open Hours](#)
 - [During Open Hours](#)
 - [For Fitting Rooms](#)
- [IEQ \(Indoor Environmental Quality\) Considerations](#)
- [Tips & Best Practices](#)
- [Additional Sources](#)



PRIOR TO RE-OPENING

For Your Establishment

- Gather items on the recommended Equipment Checklist
Note: See Part 4 of the Reopening Toolkit
- Calculate your building's occupancy: $Fire\ code \times 0.5$
Note: This limit does NOT include employees
- Thoroughly inspect facilities for any damage or issues caused by vacancy including mechanical, air, and water systems
Note: For leased properties, work with your landlord and your local jurisdiction to obtain early access
- Place distance markers outside of the facility in order to maintain six-foot physical distancing requirements for customers waiting to enter as well as assign employees to assist and monitor customers waiting to enter
- Check filters to ensure they are within service life and appropriately installed
- Arrange the indoor flow of customers with arrows and other floor-markers to eliminate chokepoints and reduce crowding
- Place distance markers spaced 6-feet apart in high-traffic or gathering areas, such as check-out lines, customer service desks, restrooms, and dressing rooms, to maintain physical distancing requirements
- Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six-foot physical distancing guidance, and policy on face coverings
- Install physical barriers, such as clear plastic sneeze guards, throughout the retail establishment at all fixed places of potential interaction between employees that could be less than 6 feet
- Reconfigure break rooms and other employee areas to eliminate tables, chairs, and/or other forms of density
- Provide cleaning “kits”—including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizer, and other cleaning supplies—that are readily accessible throughout the store, including point-of-sale terminals and other stations that will be cleaned periodically throughout the day
- If offering in-store sit-down food and beverage services, ensure that you are following all [Phase 2 restaurant requirements](#)



For Restrooms

- Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible and, if the door cannot be opened without touching the handle, place a trash can by the door
- For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled
- Provide paper towels in restrooms and disconnect or tape-off hand air dryers
- Post handwashing signs in restrooms
- Place signs indicating that toilet lids (if present) should be closed before flushing

For Your Malls and Shopping Centers

- Apply aforementioned in-store customer traffic management and sanitation guidance as it relates to additional customer common areas in all facilities
- Ensure all tenants adhere to curbside and/or in-store retail guidance

For Your Employees

- Send clear communication to all employees on new COVID-19 safety protocols for the workplace
- Send employees a copy of the Screening Questionnaire (found in Part 6: Required Forms & Signage) so that they can self-report symptoms
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instructions to avoid touching hands to face
- Stagger employees workstations to avoid standing directly opposite one another or next to each other as well as, where six feet of separation is not possible, consider other options (e.g. face coverings) and increase the frequency of surface cleaning and sanitizing
- Test employee self-reporting communication systems
- Post signage of new Employee guidelines and best practices



For Your Customers, Vendors, and Suppliers

- Implement Policies and Procedures (See Part 5: Safe Work Plan & Procedures)
- Move the electronic payment terminal/credit card reader farther away from the cashier, if possible, to increase the distance between the customer and the cashier
- If customer or employee screening is to occur within your store, identify an appropriate location for such screening (such that privacy and social distancing protocols are respected)
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the establishment.
- Post signage of new customer guidelines and best practices
- Encourage customers to use hand sanitizer/wipes before trying on items and to keep a protective mask on during fitting
- Establish procedures for processing, handling, and disinfecting returns and exchanges. Consider requiring returned items to be sealed and stored separately, requiring employees to use PPE to process, handle and disinfect returns, and storing returns in isolation for at least 24 hours before returning them to sales floor (or consider suspending return & exchange policies altogether)
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements
- Consider transitioning to contactless signatures/e-signatures for deliveries
- Adjust store delivery windows to spread out deliveries



OPERATIONAL CHECKLISTS

Before Open Hours

- Deep clean all surfaces and high-touch objects such as door handles, phones, registers, remotes, writing utensils, and customer-facing electronics
- Clean high-touch areas and surfaces after each customer

During Open Hours

- Routinely clean all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs
- Before and after each employee shift, ensure that all employee handhelds/wearables (such as scanners, radios, or other work tools and equipment) are properly cleaned
- Routinely ensure hand sanitizers and cleaning supplies are frequently replenished
- Monitor tissue supply and no-touch trash receptacles
- Check restrooms regularly and clean and sanitize them based on the frequency of use

For Fitting Rooms

- Have an employee using proper protective equipment clean fitting rooms with appropriate disinfecting supplies after each new customer use
- Remove any items used, but not purchased, from active inventory on the sales floor and stored for no less than 24 hours



IEQ CONSIDERATIONS

Employers and business owners may find that they are having to deal with **IEQ (Indoor Environmental Quality)** issues because workplaces have not been occupied or maintained in response to stay-at-home orders.

Common IEQ issues include:

- Water damage
- Odors
- Pests and rodents
- Irritation from cleaners and disinfectants
- Employees feeling ill while at work
- Ensuring proper ventilation during the pandemic
- Varying pressures across workplace
- Humidity and temperature at an uncomfortable setting

The American Industrial Hygiene Association (AIHA) has previously developed guidance for COVID-19-related building closures. For more information, please visit: https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Public-Resources/RecoveringFromCOVID-19BuildingClosures_GuidanceDocument.FINAL.pdf



TIPS & BEST PRACTICES

- Arrange contactless pay options, pickup, and/or delivery of goods wherever possible.
- Adjust store hours of operation, as necessary, to support social distancing efforts by limiting store traffic.
- When possible, establish hours of operation that permit access solely to high-risk individuals as defined by the CDC.
- Ensure staff has sufficient time to rest, sanitize, and restock inventory.
- Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Consider self-pickup or curbside pickup
 - Encourage customers to use “no touch” deliveries
 - Notify customers as the delivery arrives via text message or phone call

ADDITIONAL SOURCES

- [National Retail Federation](#)

