

RETAIL AND BUSINESS SERVICES



The retail and business service industries within Greater Louisville have a tremendous impact on both the economy and our region's quality of life. It is imperative that these businesses and their workforce can operate in a safe and effective manner. To this end, GLI and the Renewal Task Force have engaged with industry leaders to identify and recommend the below operational standards and best practices for your administrations to consider as formal policy is developed. *Please note this guidance is to build on the already established best practices and requirements available that address specific health and safety concerns related to the spread of COVID-19.

PHASE 1 – RECOMMENDED OPERATIONAL STANDARDS

- Limit the number of customers in a facility to better utilize best practices for social distancing (consider appropriate ratio of individuals per square foot or occupancy level recommended by fire marshal).
- Restrict entry once the safe social distancing capacity is reached.
- Reduce on-site work hours to minimum needed to sustain operations.
- Establish an adequate supply and determine necessary allocation of PPE for employees:
 - Masks
 - Gloves
 - Glasses/face-shields
- Limit in-person meetings to fewer than 10 employees.
- Limit non-essential incoming deliveries and visitors.
- Implement social distancing strategy.
 - based on the layout and workflow of the facility.
- Close congregation areas such as breakrooms.
- Recognizing this will not exclusively identify or prevent the spread of the virus from asymptomatic individuals, conduct on-site temperature screening for employees to detect temperatures of 100.4+ degree Fahrenheit.
- Require employees to report symptoms or known contact with someone who tests positive for COVID-19 to their manager.
- Maintain adequate supply of preventative materials (soap, sanitizer, thermometers, etc.) and ensure accessibility to employees, customers and visitors.

PHASE 1 – RECOMMENDED OPERATIONAL BEST PRACTICES



- As possible, remain available to and transparent with your employees regarding your plan and their professional and personal concerns.
- Consider cyber readiness training.
- Consider proper signage to reinforce distancing measures, hygiene protocols, etc.
- Consider providing customers and visitors appropriate PPE.
- Consider disinfection processes to clean/disinfect entire facility on a recurring schedule.
- Consider developing protocols in case an infected employee contaminates facility.
- Assign a COVID-19 protocol coordinator and training strategy if feasible.
- Consider staggered facility entry/exit procedures to maintain 6 ft. distancing.
- When possible open or remove all non essential doors to reduce contact.

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PHASE 1 – RECOMMENDED OPERATIONAL BEST PRACTICES – CONTINUED



- Consider workflow audit to assess and alter functions requiring staff within 6 ft. of others.
- Ban on non-essential visitors (including suppliers and customers) except those approved by senior management as feasible.
- When possible, engage with companies that provide your business with contract or temporary employees about their plans and coordinate.



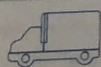
- Consider a four day work week.
- Consider telework for non-essential employees.
- High traffic operations should consider 6 feet markers at registers and entrances.
- Consider eliminating waiting areas.
- Limit face-to-face interaction with students and staff when possible.
- Limit in-person meetings of any size (internal or external) and employee gatherings to those deemed essential and communicate virtually wherever possible.
- When possible, open all non-essential doors to reduce the need for direct contact.
- Position sales registers at least six feet apart as possible.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.
- Consider staggered use of all shared spaces, including bathrooms, breakrooms and lunchrooms, and frequent, safe cleaning of those facilities.
- Employees are discouraged to share food.
- Give special consideration to employees in vulnerable populations as feasible.



- Post sign advising individuals with fever, cough or sign of sickness not to enter if feasible.
- Consider providing hand sanitizer and disinfectant wipes at register locations.
- Sanitize point of sale equipment after each use, including pens, as feasible.
- Any equipment used will be cleaned and disinfected after each use as possible.
- Expedited shipment may be sanitized (only by appropriately trained personnel) with a 10% bleach solution or a hospital grade disinfectant as feasible.
- Consider touchless hand soap and sanitizer dispensers.



- Limit cash handling as feasible by encouraging cards, Venmo, PayPal, etc.
- Consider offering and encouraging curbside pick-up for purchased items.
- Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.



- Ban on non-essential deliveries as feasible.
- As possible, establish an inbound delivery disinfection strategy.
- Expedited shipments (transit time less than 48 hours) should be handled utilizing PPE and personal sanitization practices when possible.
- When possible, leave incoming materials untouched for 48 hours.

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PHASE 2 – RECOMMENDED OPERATIONAL STANDARDS

- Limit the number of customers in a facility to better utilize best practices for social distancing (consider appropriate ratio of individuals per square foot or occupancy level recommended by fire marshal).
 - Restrict entry once the safe social distancing capacity is reached.
- Establish an adequate supply and determine necessary allocation of PPE for employees:
 - Masks
 - Gloves
 - Glasses/face-shields
- Establish a social distancing strategy based on the layout and workflow of the facility, including break areas.
- Recognizing this will not exclusively identify or prevent the spread of the virus from asymptomatic individuals, conduct on-site temperature screening for employees to detect temperatures of 100.4+ degrees Fahrenheit.
- Require employees to report symptoms or known contact with someone who tests positive for COVID-19 to their manager.
- Reconfigure congregation areas (breakroom, study halls, etc.) to ensure social distancing.
- Maintain adequate supply of preventative materials (soap, sanitizer, thermometers, etc.) and ensure accessibility to employees, customers and visitors.

PHASE 2 – RECOMMENDED OPERATIONAL BEST PRACTICES



- As possible, remain available to and transparent with your employees regarding your plan and their professional and personal concerns.
- Consider proper signage to reinforce distancing measures, hygiene protocols, merchandise handling courtesy, etc.
- Consider providing customers and visitors appropriate PPE.
- Consider staggered facility entry/exit procedures to maintain at least 6 ft. distancing.
- When possible open or remove all non-essential doors to reduce the need of direct contact.
- Assign a COVID-19 protocol coordinator and training strategy if feasible.
- Consider workflow audit to assess and alter functions requiring staff within 6 ft. of others.
- Consider developing protocols in case an infected employee contaminates facility.
- Ban on non-essential visitors (including suppliers and customers) except those approved by senior management as feasible.
- When possible, engage with companies that provide your business with contract or temporary employees about their plans and coordinate.



- Consider visitor capacity in waiting areas to ensure social distancing.
- Ask visitors to call upon arrival to ensure distancing is feasible in waiting area.
- Limit face-to-face interaction with students and staff when possible.
- Encourage telework where possible.



PHASE 2 – RECOMMENDED OPERATIONAL BEST PRACTICES – CONTINUED



- Limit in-person meetings of any size (internal or external) and employee gatherings to those deemed essential and communicate virtually wherever possible.
- When possible, open all non-essential doors to reduce the need for direct contact.
- High traffic operations should consider 6 feet markers at registers and entrances.
- Position sales registers at least six feet apart as possible.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.
- Consider staggered use of all shared spaces, including bathrooms, breakrooms and lunchrooms, and frequent, safe cleaning of those facilities.
- Employees are discouraged to share food.
Give special consideration to employees in vulnerable populations as feasible.



- Consider touchless hand soap and sanitizer dispensers.
- Post sign advising individuals with fever, cough or sign of sickness not to enter if feasible.
- Consider disinfection processes to clean/disinfect entire facility on a recurring schedule
- Any equipment used will be cleaned and disinfected after each use as possible
- Frequently contacted surfaces should be disinfected multiple times a day as feasible.
- Sanitize point of sale equipment after each use, including pens, as feasible.
- Consider providing hand sanitizer and disinfectant wipes at register locations.
- Limit cash handling as feasible by encouraging cards, Venmo, PayPal, etc.
- Expedited shipment may be sanitized (only by appropriately trained personnel) with a 10% bleach solution or a hospital grade disinfectant as feasible.



- Ban on non-essential deliveries as feasible.
- As possible, establish an inbound delivery disinfection strategy.
- Expedited shipments (transit time less than 48 hours) should be handled utilizing PPE and personal sanitization practices when possible.
- When possible, leave incoming materials untouched for 48 hrs when received.



- Establish policy that minimizes domestic and international travel as feasible.
- Require employees returning from a Level 2 or 3 CDC travel country to self-quarantine for 14 days and be symptom-free before returning to work if possible.



- To the best of your ability, make sure employees, students, and their families are aware of mental health services your company provides. If an employee asks for help, direct to a healthcare provider and/or call the Disaster Distress Helpline: 1-800-985-5990.