

**Reopening the Doors:** As you look to open your doors to the public after closing, either voluntarily or under government order, there are some important considerations to be made. This worksheet should be started once you've determined when you're allowed to open your store and completed once you're allowed to have staff return to the facilities to prepare for a reopening. These tasks may also serve as inspiration for facility modifications if you've remained open or have already reopened.

- Make sure that current laws, regulations and orders allow for staff to be inside the store to begin preparations for reopening. In some areas, this may fall under the designations around minimum staffing for essential operations while remaining closed to the public.
- For leased properties, evaluate the landlord/tenant relationship. Is this a location where you didn't pay (or short-paid) rent in April or May? If so, has a strategy been devised to restore that relationship, or were the deferment(s) or abatement(s) consensual? It may be necessary to resolve any issues here prior to reopening, per your lease agreement and local laws and regulations.
- If necessary, work with local jurisdictions to obtain legal early-access to the store (if needed) to ready it for return-to-work. This could include:
  - Deep cleaning and sanitizing
  - Installation of new signage (see below)
  - Retrofitting as necessary for new regulations
  - Remerchandising to allow for social distancing
- Thoroughly inspect facilities for damage or issues caused by vacancy, including mechanical, air and water systems.
- Clean and prepare equipment for startup; consider installing sneeze guards at the cash wrap or other protective measures, as necessary and/or required.
- Consider facility enhancements such as increased fresh air circulation or installing the highest efficiency rated filter recommended or allowed by the manufacturer.
- Establish a protocol for monitoring store occupancy (metering) in compliance with any local or state laws or regulations.
- If applicable, establish a procedure for the use of escalators and elevators (including freight elevators) to avoid crowding (e.g., monitoring personnel, queue management for waiting passengers, etc.).

**Signage:** Familiarize yourself with new signage regulations, if applicable, and needs. These could include:

- Social distancing
- Occupancy limits
- Customer flows (to separate entry and exit)
- BOPIS (buy online, pickup in-store)

