

RETAIL READINESS GUIDE

Operating a retail location will look very different over the coming months. You need the right plan to adapt your business to the new retail landscape and ensure the safety of your customers and employees. Staples Business Advantage has a team of experts ready to help you get back to business—from furniture and technology specialists to help you adapt to new in-store experience requirements, to facility and print specialists for your cleaning and communication needs.



FRONT ENTRANCE

- How will you be approaching hand sanitizer? Greeter, hands-free dispenser, table/bottle?
- Have you considered temperature checks for customers before entering the store?
- Will you be requiring or providing customers with gloves and masks upon entry?
- Do you know how you will be controlling the flow of foot traffic into your store?
- Will you need signage outside of your store to convey information to customers before entering?
- Have you considered how you will keep baskets and carts safe, and what products will be required?

DISPLAY AREAS / RETAIL FLOOR

- How will you be controlling the flow of traffic through your store? Consider digital or print signage.
- How will you remind customers of physical distancing requirements throughout their shopping experience?
- Have you considered using floor decals or tape to indicate where customers should stand or walk?
- How will you minimize touching or provide safe touching in your display areas and keep them clean?
- Have you considered changing any in-store furniture to easily cleanable fabrics?
- Have you considered switching shared seating to individual seating?

EMPLOYEE ENTRANCES & PERSONAL PROTECTION

- What types of personal protective equipment will your associates require? Will it differ based on job role?
- Have you considered providing face shields to associates to protect from aerosol particulates and deter face touching?
- Have you considered a mobile phone UVC sanitizing station?
- Would your associates benefit from using 2-way radios to help maintain physical distancing?
- Do you have separate entrances for your associates that will require new entry procedures?
- Will you need to make any changes to your associate clock-in procedures?

WASHROOMS

- Are you stocked up on washroom essentials like hand soap cartridges?
- Are you already using hands-free towel & soap dispensers and automatic flushers & faucets?
- Will you be placing hand sanitizing stations outside all washrooms?
- Have you started planning how you will clean employee washrooms at an increased frequency? Have you reviewed the appropriateness of cleaners and disinfectants?
- What type of personal hygiene protocol signage will you be including in your employee washrooms?

BACK ROOM AND CLEANING

- Do you have a plan in place to ensure proper physical distancing in your lunchroom?
- Have you considered the addition of protective screens and dividers on tables?
- Have you considered using a hands-free waste receptacle to minimize the need to touch?
- How are you planning to increase your store cleaning and disinfecting procedures?
- Do you have a cleaning service or do your associates handle cleaning during their shifts?
- Have you considered an electrostatic backpack sprayer for faster cleaning and disinfecting?

POINT OF SALE / CHECKOUT

- What type of sneeze guards best suit your point of sale?
- How will you ensure the hygiene of your payment terminal? Consider the use of protective pin pad covers.
- What type of hand sanitizer will you make available at your point of sale?
- How are you planning to control the flow of customers while in line for checkout?
- Do you currently use self-checkout terminals? If so, how do you keep them secure and clean?
- Will your associates have easy access to disinfectants to clean checkout surfaces regularly?
- Do you have a plan to make sanitizing products easily accessible to your associates, including hand sanitizer and wipes?

