In developing an operations plan, it should address the following:

- Create sitemap (including location of business staff, proposed signage of requirements, queue spacing among customers, entry and exits to the line, hand-sanitizer stations (if applicable)).
- Ensure proper sanitization protocols and supplies to:
  - Sanitize carts, pens, and other common use shopping materials between customers;
  - Provide hand sanitizer in areas of high contact (e.g. at checkout counters);
  - Ensure mask and glove use by employees and customers;
  - Allow multiple ways to pay, including mobile applications
- Prepare online ordering or reservations systems whenever possible to keep customer logs to facilitate contact tracing.
- Speak with your staff to assess who is ready and willing to return and inform them of your plan operations.

In developing an enforcement plan, it should address the following:

- Communication strategy, both before and during hours of operation, to inform the public and staff of the safety requirements;
- Communication strategy regarding safety requirements for customers both before and during hours of operation;
- Method for monitoring and ensuring compliance with safety requirements for employees;
- Proposed enforcement measures should an employee or employer fail to comply with safety requirements; and
- Staffing needed to address concerns or potential violations - show location on-

In the event retail operations must modify due to a health incident or executive order, the business should be prepared to initiate a closure plan. The closure plan should address the following:

- Proposed steps to close;
- If closure or modified operations is mandated through an executive order, ensure full steps are taken to comply with the order;
- Communications to employees and customers about the modified operations or closure; and
- Continue to monitor guidance from DC Government at coronavirus.dc.gov.

Before you open: Retailers

Business owners should assess if they are ready to open in a modified posture, while adhering to public health guidance.