Working to Help You Get Back to Work

Recommendations for Safely Reopening Businesses & Gaining Consumers' Trust

www.ftlchamber.com/backinbusiness

BACK TO WORK; FLATTEN THE CURVE

As a voice of business in South Florida, the Greater Fort Lauderdale Chamber of Commerce advocates for a return to economic activity in accordance with public health and safety and in conjunction with the state's plan. Any business that can have employees work remotely is still encouraged to do so. The purpose of this guide is to help business owners get the information needed to help reopen, what steps should be taken to be on the best path of success, and how to assess your individual business needs.

We are all eager to open our doors and return to work, but it is imperative that we listen to our local and state lawmakers and health authorities, and take necessary precautions during this time. Reopening must be balanced with careful planning and diligent follow through to help protect those depending on you for employment and those relying on your goods and services. Remember, we only have one shot at opening the right way; let's all pitch in to help each other and do it right. We all have a responsibility to ensure the safety of our employees, our customers and our community.

The following recommendations are drawn from conversations with business owners and public health officials.

Business practices should be implemented in parallel with CDC and local and state Department of Health guidelines.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus.

These recommendations are not exhaustive, nor do they encompass every industry, but rather represent a robust starting point for how general businesses can operate again safely, while aiming to protect employ-ees and customers.

WORKPLACE CLEANLINESS

Preparing your Space for Opening

- Sanitize your business prior to opening to limit the spread of germs to your employees and customers. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.
- Replace HVAC air filters or clean/ disinfect existing filters. Increase ventilation by open-ing windows or adjusting air conditioning.
- Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.
- Review the OSHA Guidance on Preparing Workplaces for COVID-19.

Cleaning & Disinfecting After Opening

- Establish routine cleaning procedures during operating hours as well as daily cleaning expectations. Ensure that your em-ployees are clear on what is expected and keep up with the schedule.
- Practice routine cleaning of frequently touched surfaces. High touch surfaces in-clude: Tables, doorknobs, light switches, countertops, handles, desks, phones, key-boards, toilets, faucets, sinks, etc.
- We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product.

Stay Prepared

- Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues.
- Confirm stock of Personal Protective Equip-ment (PPE).
- Businesses should keep a minimum quantity of 21-day supply of disinfectant supplies. Be prepared for shortages as items will be in high demand.

GET PREPARED - UPDATE YOUR POLICIES

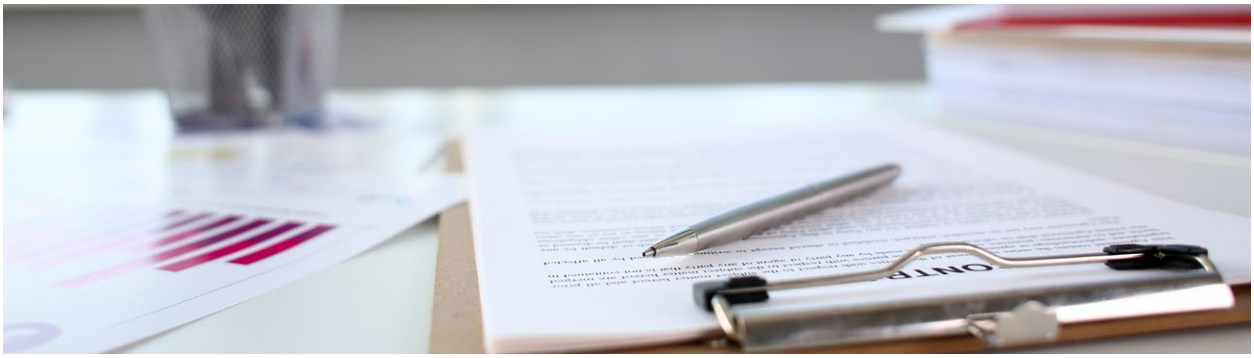
As you prepare to welcome back employees and customers, it's important to have established policies in place for you to reference and communicate with your team and customers.

HR Policies

- Review human resources policies to make sure that policies and practices are consis-tent with public health recommendations and are consistent with existing state and federal workplace laws.

Employee Screening & Sick Leave

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and under-stand these policies. Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive "emergency sick leave" policies.
- Maintain flexible policies that permit em-ployees to stay home to care for a sick family member or take care of children due to school and childcare closures. Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.



- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify Human Resources and stay home. Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.

- Employers should not require a positive COVID-19 test result or a healthcare provider's note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.

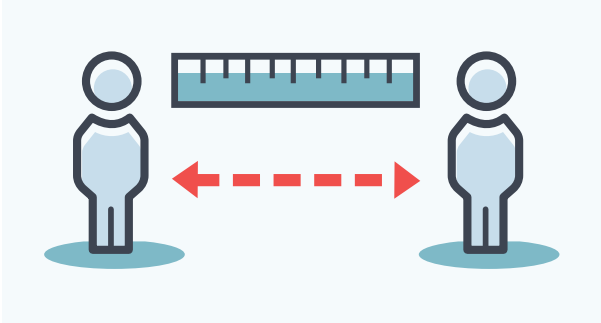
- Employees who are well but who have a sick family member at home with COVID-19 should notify Human Resources and follow CDC recommended precautions.

- Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.

Physical Distancing Policies

- Discourage workers from using other workers' phones, desks, offices, cashier stations or other work tools and equipment, when possible. Clean and disinfect them before and after each use.

- Physical distancing should be implemented, as recommended by state and local health authorities. Think about what this means for breakrooms, cafeterias, shift meetings, group tasks, client meetings, etc.



- Review your policies or create new ones for telecommuting from home, flexible work hours, staggering shifts, meeting requirements, and travel options where applicable. FAQs, toolkits and templates are available on CompletePayroll.com and SHRM.org.

EMPLOYEE SAFETY & COMMUNICATION

Communicating with Your Team

Communication during this time is incredibly important. Remain available and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.

- Provide education and training materials in an easy to understand format, like fact sheets and posters. Train workers in proper hygiene practices. Ensure that your employees are familiar and comfortable with your updated policies and procedures regarding cleanliness. Ensure new safety requirements can be easily communicated by your employees to patrons and the public in case they are asked.

- Educate workers performing cleaning, laundry, and trash pick-up to recognize the

symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to assigning cleaning tasks.

- Plan to implement practices to minimize face-to-face contact between employees. Actively encourage flexible work arrangements such as teleworking or staggered shifts. Large meetings should be held virtually whenever possible.

Review Sick Policies/Expectations & Screening Procedures

- Screen and evaluate workers who exhibit signs of illness, such as a fever over 100.4°F, cough, or shortness of breath.

- It is highly recommended that all on-site workers should have their temperatures taken each day prior to entering the building. Anyone with a fever should be required to self-isolate at home for 14 days.

- Actively encourage sick employees to stay home and enforce that employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work. Communicate your updated policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of/have copies of these policies.

Mental Well-Being & Family Considerations

The outbreak of COVID-19 may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company offers through your insurance provider or encourage them to learn more about the County of Orange's Health Care Agency Mental Health Resources. Encourage mindfulness, meditation and other healthy activities for your team.

If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and/or call the Disaster Distress Helpline: 1-800-985-5990.

Safety on the Job

- While working, employees should wear face coverings and should consider wearing gloves if coming into contact with common surfaces, whenever possible. Employees should avoid touching their eyes, nose and mouth.

- Prohibit hand shaking and other unnecessary person-to-person contact in the workplace.

- Encourage workers to report any safety and health concerns to the employer.

- Every two hours, employees should stop working and wipe down their work areas with sanitizing/disinfecting cleaning supplies, and wash hands with soap and water for at least 20 seconds.

- Employees are to avoid shared use of each other's phones, desks, offices or other work tools and equipment.

- Breaks and lunches should be staggered in groups of 10 or less; and break rooms or common areas arranged so individuals are all at least six feet apart. Also consider breaks outdoors.

- Create staggered or rolling employee work groups that work on different days, with no "cross-pollination" between groups.

CUSTOMER SAFETY

Communicating with Your Customers & the Public

Your customers are trying their best to adapt to strange times without a lot of footholds and shifting their behavior as a result. As a business owner, you are facing much of the same uncertainty, while trying to support your customers' needs and your own. Just like you, they want direction. We encourage you to reach out to your customers and proactively inform them about what you're doing now to keep them safe in the future.

Tell them about the additional measures you're implementing in response to the coronavirus pandemic, and reassure shoppers that their health and safety is your top priority. Anticipate that not all of your shoppers are going to feel comfortable shopping in a traditional way right now, and communicate what options are available for them to still procure your goods and services, even if that means shifting to virtual ordering and no-touch pick-up and delivery. Get creative in how you market to your customers - reach out to staff at the Dana Point Chamber of Commerce for ideas and guidance.

BEST PRACTICES

General Recommendations For All Businesses To Protect Employees and Customers

- Post signage at store entrance directing individuals who have a fever, cough or any sign of sickness not to enter.

- Consider requiring customers to use hand sanitizer upon entering the store. Provide a place to wash hands or alcohol-based washing cloths containing at least 60% alcohol. Install more hand sanitation dispensers, assuming they can be procured.

- Consider requiring customers to wear face coverings while in your workplace/store or while interacting with you and your staff. Ensure that you have a dedicated employee who will convey this messaging to anyone entering your storefront. Be consistent, but make allowances for those with health conditions

that do not allow for them to cover their face (avoid any HIPAA violations).

- Consider purchasing additional face coverings and gloves for your patrons if you will be requiring them to wear them.
- Remember, you have the right to refuse service to anyone who does not comply with your guidelines.

- All persons in your workplace will be required to maintain a social distance of at least six feet between each other.
  - Rework existing workstations to allow for safe distancing.
  - Add signage or floor decals to demonstrate 6' spacing .
  - If possible, use an exit from the facility separate from the entrance.
  - Consider creating or marking aisleways that allow for one way traffic.
  - Sales registers must be at least six feet apart.
- Identify risk points in the workplace and think of solutions that will proactively reduce the risk of spreading infection.
  - Consider foregoing physical files and digitize your information.
  - When considering upgrades or new construction, install automatic doors instead of doors with handles.
  - Install plastic shields in areas that conduct business with members of the general public.
  - Install additional hand sanitizing stations near highly trafficked and touched areas (door knobs, elevator buttons, mailboxes, etc.).
  - Sanitize point of sale equipment after each use, including pens .
- Prohibit hand shaking and other unnecessary person-to-person contact in the workplace.
- Mark ingress/egress to and from restrooms to establish paths that mitigate proximity for patrons and staff.
- Provide hand sanitizer and disinfectant wipes at register locations.
- Limit cash handling. Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, ApplePay or another form of contactless payment .

- Provide alternative point of sale opportunities outside of the building, including curbside pick-up or delivery of products and/or services.

ADDITIONAL PRACTICES - FOOD/BEVERAGE SERVICE INDUSTRY

Restaurants and food establishments already comply with many sanitation and hygiene regulations. Simple additions to current practices will protect both employees and patrons, while instilling confidence in the protection of public health.

Individual establishments should review and make decisions in accordance with their needs and in consultation with local and state health department guidelines.

- When possible, we highly recommend that servers and service staff should submit to COVID-19 testing before being allowed back to work. In the case of a positive test, service staff should follow instructions given by the local health department before being cleared to return to work.

- Limit your occupancy capacities to allow for recommended social distancing of 6'. It is your responsibility to monitor and enforce proper distancing.

- Ensure patrons not in the same party are more than six feet apart from one another. This can be accomplished by spacing tables out or by placing patrons at every other table, with the minimum required distance. In restaurants where customers seat themselves, tape or signage should be placed at tables not to be used. Utilize physical barriers on booth seating when available.

- Use technological solutions where possible to reduce person-to-person interaction: mobile ordering, mobile access to menus to

plan in advance, text on arrival for seating, and contactless payment options.

- Restaurants with queues or lines should ensure social distancing procedures with visual or physical markers, and limit the number of people permitted in the waiting area at a time. A list should be kept, and names and numbers taken. Customers should be asked to wait outside or in their cars. Text messages should be sent when tables are available.
    - Where practical, consider a reservations-only business model or call-ahead seating
- Tables will be limited to no more than 6 guests per table.
- Dining rooms should be sanitized with a QUAT sanitizer, bleach water mixture, or other commercial grade sanitizer before service, through-out service by a dedicated employee, and at the end of service. This includes all tables, chairs, door handles and any hard surface touched by the public.
- Gloves should be provided upon request of the customer. It is not required for customers to wear gloves, but is strongly encouraged.
- Masks and gloves shall be worn by all service staff. Gloves must be changed at the time limits set by the local and state health departments. Every 30 minutes is recommended.
- Credit cards should be handled as little as possible. Gloves should be changed frequently by staff handling the payment method. Cards and payment stations shall be sanitized after each use.
    - Non signature methods of payment are highly encouraged. Consider installing tap to pay equipment and accepting payment via Apple Pay, Venmo, PayPal, etc.
- Kitchen and Service staff shall use gloves when handling ready-to-eat foods, and must wash hands frequently and consistently. Guidelines from local and state health departments for safe food handling shall be followed at all times.

- Gloves should be available inside and outside bathroom doors, so patrons can put on a fresh set of gloves going into the bathroom and coming out of the bathroom. This will help maintain safe hard surface contact.

- Where practicable, take-out and curbside pick-up services should be prioritized over dine-in services.

- Cups, lids and straws will be available for drinks, but must not be out for the public to take. Paper products must be provided by the restaurant upon request and be kept where the public cannot have access to them. Communal type dispensers (i.e. napkin dispensers) cannot be available to the public. Single use dispensers are acceptable.

- Plastic flatware must come pre-wrapped. Loose plastic flatware is unacceptable for those dining at the restaurant.

- To go boxes, pizza boxes, paper cups, and any other paper product that touches food, must be treated as food. Any time they are handled, gloves should be worn to prevent bare hand touching, especially in regards to folding pizza boxes or other assembly of food containers.

- Ice is a ready-to-eat food and must be treated as such. Hands must be gloved when filling ice machines, and masks must be worn.

- Playgrounds in restaurants should remain closed.

- Between diners, clean and sanitize tables, digital ordering devices, check presenters, self-service areas, tabletops and commonly touched areas, and discarding single-use items.

- The use of disposable paper menus is strongly encouraged, which should be discarded after each patron use. Otherwise, businesses subject to this section shall clean and sanitize reusable menus between each use by a patron. Non-touch menus are also acceptable for use.

- Use rolled silverware and eliminate table presets.

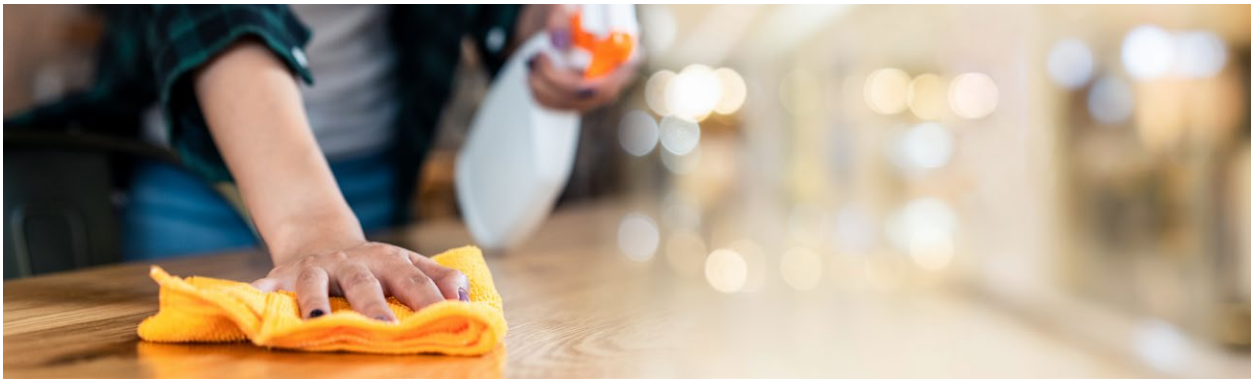
- Condiments are not to be left on tables. Provide by request and sanitize after usage, or disposable packets should be used.

- Employees are encouraged to take ServSafe Food Handler class to learn more about food safety as it relates to COVID-19.

- Discontinue the use of salad bars and buffets for the time being.

- Remind third-party delivery drivers and any suppliers of your internal distancing requirements.

- And follow general guidelines outlined under the Best Practices section.



SHOPPING SAFE: REOPENING RETAIL

Retail establishments should plan for phased reopening. Retailers' primary objective remains the health and safety of employees and customers, from distribution centers to stores. We envision an approach that relies on the protocols employed by those businesses which have remained open to the public since the beginning of this crisis.

Retailers will follow guidelines recommended by the CDC and establish and implement safety protocols to allow contactless pickup and in-home deliveries. In these operations, a limited number of employees are allowed in stores that are closed to the public to fulfill online orders and deliver purchases to customers who drive or walk up, observing appropriate social distancing.

- Host virtual shopping parties and styling/design sessions in lieu of allowing customers inside of your store. Current guidelines direct retailers to operate online sales and/or curbside pick-ups.
- Establish a firm return/exchange policy and be transparent about this policy to avoid confusion and anger later. A "no return" policy is highly encouraged at this time.
- Consider how you display your merchandise and the amount of inventory you allow on the sales floor to limit customer touch points. Consider asking customers to wear gloves while perusing your items.
- Maintain social distancing in fitting room areas and clean them between each use.
- Merchandise that has been tried on or returned should be put on hold for a period of time before it is put back on the sales floor.
- Restrict interaction between employees and outside visitors or truck drivers; implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Wear protective face coverings and gloves during in-home delivery and/or installation services. Ensure proper social distancing between employee and customer.
- Clean and disinfect any surfaces which will be regularly contacted throughout the duration of any installation.
- When delivery/installation is complete, clean and disinfect all surfaces which were contacted throughout installation and any tools or supplies used throughout delivery/installation upon leaving the home.
- And follow general guidelines outlined under the Best Practices section.

LOOKING FORWARD: STAYING PREPARED FOR THE FUTURE

No one knows what the future will bring - the actions we take as a business community and the safeguards we put in place now are our ways of contributing to the flattening of the curve and preventing future outbreaks and disturbances. As restrictions start to loosen and we slowly return to normalcy, we implore you to stay diligent about your cleaning and preventative measures, as things can change overnight and we don't want to be unprepared to deal with another wave of this pandemic.

Understand that consumers will continue to be cautious even as time goes by, and will be watchful of everything you do. Customers are eager to support, but will also be closely mon-itoring what you and your team's actions are, and whether you are adhering to and enforcing guidelines you're promising to uphold. In the world of social media, Yelp and other neigh-borhood sites people turn to for communica-tion and recommendations, please be mindful of what you are putting out to your customers through your marketing, what they see at your storefront, and beyond. This is our new normal, and it's important that we don't become lax as time goes on.

The faster we adhere to and maintain consistent safety protocols, the quicker we will all get back to business as usual.

DISCLAIMER

Please be advised that some or all of the in-formation contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety and other work-place requirements in place prior to the age of COVID-19. Additionally, this guide does not permit businesses to reopen, but rather our aim is to provide recommendations so that you can prepare for a successful reopening.

As COVID-19 circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current govern-mental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

The Greater Fort Lauderdale Chamber of Commerce bears no responsibility for any circumstances arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.

We're always looking for feedback from our community and encourage you to send any additional best practices or to info@ftlchamber.com. We will continue to update the recommendations and best practices provided in this guide as we move through the stages of reopening.