RETAIL – Design Implications based upon Operational Implications
Development of Owner's Project Requirements (OPR)

OPERATIONAL IMPLICATIONS	DESIGN IMPLICATIONS	IMPACT ON MATERIALS
1 • Number employees returning to the store • Schedules for all returning to work • Number of shared workspaces • Number of shared customer spaces (fitting rooms, checkout areas, etc.) • Number of customers that can be on the retail floor and maintain social distancing **Review and update existing policies and procedures.** **Develop and implement communications plan for employees, customers, and delivery professionals.**	1. Set up appropriate number of workstations for employees before they arrive. 2. Organize retail floor and shared customers spaces for appropriate social distancing. 3. Remove unnecessary amenities from retail floor (magazines, stuffed chairs and sofas, tables, etc.).	1. Vinyl resilient flooring with vinyl -backed carpet to delineate 6' distancing at checkout, customer service area 2. Thermally fused vinyl countertops at the checkout area
2 • Testing protocols for employees including daily temperature evaluation upon entry and exit of the store • Mask and PPE protocols and availability for employees and customers • Cleaning and disinfection protocols for shared workstations and customer spaces. **Develop policies and procedures for employees' temperature evaluations in accordance with HIPAA.** **Train managers on temperature evaluation process (when to send an employee home or for testing).** **Train cleaning crew on cleaning and disinfection protocols and processes for workstations, fitting rooms and other shared spaces.** **Communicate PPE requirements to employees and customers before they come into the store.**	1. Determine entry setup/surface requirements. 2. Make masks, hand sanitizer, PPE, etc., available to staff and customers, and address storage requirements. **Create and implement entry and exit checklists workstations and shared customer spaces.**	1. Minimize high-touch points 2. 3D laminates – thermally fused storage for fixed and mobile cabinetry
3 • Mask compliance requirements of employees and customers • Shared community spaces—break area, fitting rooms, customer service area, checkout area • Staff needs for respite and individual downtime: "mask-free zone" **Create and implement virtual training and education for managers and employees prior coming to work.** **Communicate PPE and social distancing expectations to customers before they enter the store.**	1. Identify shared work and customer spaces— employee lounge, breakroom, fitting rooms, etc.). 2. Determine break areas, location, and line of sight. 3. Establish individual staff break areas for respite and privacy. 4. Specify high-touch surfaces (light switches, door handles, etc.).	1. Thermally fused counters and tabletops

VINYL SUSTAINABILITY COUNCIL