



RECOMMENDED REOPENING PROCEDURES



NEST

CLARITY THAT INFORMS.
CONTROL THAT TRANSFORMS.

RECOMMENDED REOPENING PROCEDURES

Closing store locations and offices was unexpected. Managers called and we all responded to help prepare as quickly as possible. But now our attention has shifted, employees have been at home with families, and we will reopen our locations one day to a new normal. When the call comes in from corporate with the reopening date, is your location ready? Are you prepared for what must take place before your location is operational?

This store reopening document will help guide you through the steps to getting your locations' doors open. It may not be easy, but we are all here to get through it together.

SALES. SAFETY. SECURITY.

There are many fundamental pieces to be checked before you can tackle bigger tasks when getting ready to reopen. It's best to divide and conquer with another team member and document your progress. Some examples include:

SALES

- Finding live bed bugs or other rodents
- Power outage
- Flooding or pipe bursting
- Electrical issue at the register, or any other direct sales related issue

SAFETY

- Fire in the store or smoke or fire from a nearby building
- Civil disturbance
- Natural disaster pending or has occurred

SECURITY

- Obstruction causing damage to the store (i.e. car crashed in front of store)
- Perimeter doors are unable to be properly locked

OTHER CONSIDERATIONS:

COMPANY – BUSINESS CONTINUITY

EMPLOYEES – STORE TEAMS

FIELD MANAGEMENT – LOCAL/REGIONAL OPERATIONS

CUSTOMERS

GENERAL PUBLIC

PROPERTY

COMMUNITY

RESOURCES – SUPPORT CRITICAL SERVICES / FIRST RESPONDERS, IF POSSIBLE

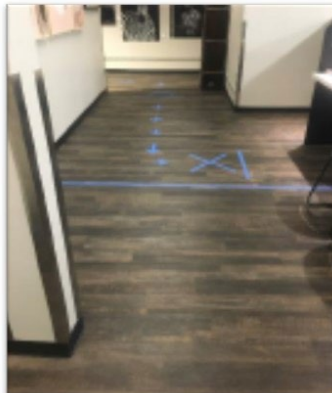
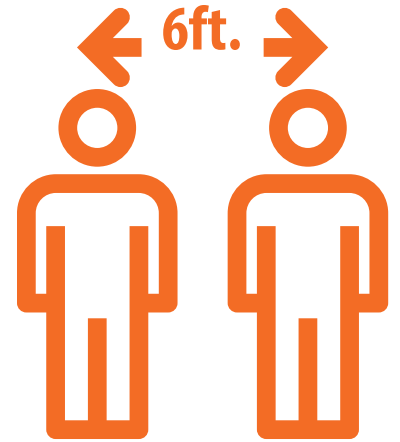
UTILITIES & INFRASTRUCTURE

SOCIAL / PHYSICAL DISTANCING

Social / Physical distancing is critical and must take place in your stores whether it's between team member to team member interaction or team member to customer interaction.

Performing social distancing in your stores will help reduce contact with others and keep safety and well-being top of mind.

1. At any given time, limit the total number of people in the store to the amount dictated by your state and/or local authorities. This includes team members and customers. If total headcount exceeds above amount, leverage the size of your store and spread people accordingly.
2. Identify and mark areas that are 6ft apart. Reference pictures below.
3. May want to redesign fixtures intended to "herd" shoppers to the POS or allow for appropriate distancing / traffic direction in aisles.



BASICS

There are many fundamental pieces to be checked before you can tackle bigger tasks when getting ready to reopen. It's best to divide and conquer with another team member and document your progress.

1. Will normal common area and landlord supported services be maintained or are contingency options needed?
2. Will social distancing requirements be enacted by the authorities / landlords as part of reopening?
 - See Social Distancing
 - Are employees being provided with PPE?
 - Should “sneeze shields” be installed at the POS to protect employees?
3. Check for damages / burglary
4. Check the cleanliness of the sales floor and restrooms & make sure soaps, sanitizers and paper towels are stocked
 - There is a possibility of dust on the counters and fixtures
5. Discard old / expired food in refrigerators
6. Check retail food items for expiration dates – discard expired items following appropriate procedures
7. Replace trash liners as necessary
8. If possible, put hand sanitizer at the store entrance - make sure it's monitored and doesn't run out
9. Ensure fire extinguishers / suppression system (including sprinklers) are up to date (including LL supported & shared systems)
10. Ensure camera and security systems operational including Check Point software
11. Ensure TV and sound system are operational if applicable. Are PA announcements needed? By whom?



Check with your property owners or landlord first for any pre-opening or site access requirements .

CLEANING / JANITORIAL

Customer experience is especially of importance, now more than ever. And you want to ensure they walk into a store that is clean, safe, and ready for them.

1. Check the cleanliness of the sales floor & all public access areas.
 - There is a possibility of dust on the counters and fixtures (Store staff should follow cleaning procedures or contact NEST).
 - Inspect higher shelves or empty spaces where dust is more likely to settle.
 - Check on corners and edges of the floors as dust/debris can settle there.
 - Check on any food products available for customer sales to ensure no signs of pests/rodents or passed expiration dates.
2. If your store was in the middle of a floor care event or has unfinished wet work services.
 - Inspect the areas being serviced and note any potential slip/fall conditions – maintain customer & associate safety.
 - Take a full inventory of your floor finish and stripping solution counts .
 - Alert your corporate office or NEST if you have an event that needs to be completed to coordinate scheduling.
3. Review your storefront windows and door glass.
 - Check for any smudges or fingerprints that can be wiped away.
 - Wipe down the interior ledges to remove any settled dust or debris using Windex or appropriate cleaner.

CLEANING / JANITORIAL CONTINUED

4. Ensure all your carts are in the designated spots/cart corral.
 - Collect carts from outside if any were left in the parking lot.
 - Wipe down the grab bars to ensure they are cleaned and disinfected using a sanitizing solution that is at least 65% alcohol.
 - If possible, put sanitizing wipes at the cart corral for customer use accompanied by a trash can for disposal.
5. Review current sales/merchandising signs and price tags.
 - Take down any outdated signage.
 - Clean around where old signs were if necessary.
 - Put up new signage.
6. Walk through your fitting rooms.
 - Ensure they are clean, mirrors are wiped down, and hard surfaces are sanitized.
7. Check the cleanliness of the restrooms.
 - Restock any consumables that are needed.
8. Check the break room.
 - Discard old / expired food in refrigerators .
 - Wipe down the refrigerator with a sanitizing cleaner.
 - Check the microwave and wipe down interior/exterior if needed with a sanitizing cleaner.
9. Discard trash and replace with new trash liners.
 - Check the trash receptacle and wipe down if necessary.



CLEANING / JANITORIAL CONTINUED

10. Check the stockroom.

- Check on any food products available for customer sales to ensure no signs of pests/rodents or passed expiration dates.
- Look for any potential water damage from leaks - check walls, doors and floors for standing water or evidence of water. Check ceilings for stains, bulges or damage to sheetrock or ceiling tiles. Mark off safety zone if needed.
- Check on the shipping doors, ensure they open and close well.
- Check the bay area or outside the shipping area to ensure no signs of damage or possible trash that needs to be removed.
 - This may include looking for signs of vagrants and/or drifters taking shelter around your location.
 - Also be sure to check your dumpsters to make sure they are empty and ready for store operations.
 - Coordinate with Operations, landlord/property management or neighboring tenants as needed.

11. Check janitorial/mop sink area or closet.

- Ensure your mop head is clean and dry (remember, a dirty mop is spreading dirt back onto the floor). Order new mop heads or brooms if needed.
- Empty any standing water in the mop bucket or inside the auto scrubber. Ensure the auto scrubber is properly maintained and charged.
- If your store has an auto scrubber, turn it on and check that it is working properly.
- Order new auto scrubber parts if needed or open a ticket for repairs with your facilities .
- Take inventory of your cleaning chemicals or miscellaneous supplies and place an order for more if needed.

SANITIZING PROCEDURES

In this new normal we are now facing, we must ensure you are keeping your stores clean and safe for everyone's health. It may seem tedious to perform these extra steps, but they are imperative.

In between customers, utilize sanitary wipes to clean office counter, computer accessories, office supplies I.e. pens and phones to promote a clinically clean environment.

- Door handles entering and exiting the office area and cash office should be sanitized as well.

Store Sanitization Supplies:

- Hand Sanitizer
- Disinfectant Wipes
- Aerosol Disinfectant spray for back up
 - Spray area and wipe clean with a paper towel and dispose of properly



- Observe team members cleaning their assigned area during opening and closing routine and throughout their shift - Coach accordingly.
- Identify a place, close to the entrance door and setup w/hand sanitizer and wipes for customer use. Include a trash can for disposal of used wipes so they do not end up on the floor or left in carts.
- When unlocking the entrance doors for business, prop at least 1 of the doors open if Corporate protocols allow. This allows customers to enter and exit the store without having to touch door handles.
- Throughout the day, ensure team members are owning their assigned area and cleaning, as necessary.

SANITIZING PROCEDURES CONTINUED

THE CUSTOMER MINDSET

1. Place disinfectant wipes outside the front entry for customer use on manual-pull storefront entry doors.
 - Make sure a trash can or appropriate receptacle is placed nearby so that customers can dispose of wipes upon entry/exit.
2. Provide a hands-free sanitizer dispenser/stand and disinfectant wipes inside entry area for customers entering and leaving store.
3. Post signage to highlight expanded cleaning services.
4. Provide a hands-free sanitizer dispenser/stand and disinfectant wipes at customer service area.
5. Post bathroom signage indicating they are fully disinfected and post cleaning chart with times. Managers should verify cleaning more frequently while expanded measures are active.
6. Post proper handwashing procedures & supplies in restrooms and at lounge sink. & classroom or other sink locations
7. Install hand sanitizing dispensers in restrooms.



REACTIVE

It's very likely there were work orders submitted prior to closing that were never completed. Take the time to review what's open and what supplies may be needed.

Check NEST Facilitate and/or Third-Party system for any open work orders:

1. Do you have any open/deferred work orders?

- Identify whether the repairs are still needed Do they impact Safety, Security and/or Sales for employees and/or customers?
 - If they are no longer needed, notify the vendor to complete/cancel and confirm if any amount will be invoiced.
- Prioritize the order in which work orders should be dispatched and completed. Confirm if emergency rates or extra charges may apply.
- Keep track of work dispatched related to the event so that Risk Management / Loss Prevention can pursue reimbursement or claims under insurance or other sources. The more organized detail you can provide the better.
- Contact NEST to schedule via NEST Facilitate or phone line.
 - *Keep in mind that NEST may not be able to dispatch immediately and will need to obtain approval from the Corporate office. Store will be notified of any service delays.*

COVID-19 TIP: Take advantage of unexpected downtime to take care of intrusive repairs that may be messy, noisy, or may require parts of the location to be closed off. **Fewer employees and customers** in your stores allows for this space.

- If none, review with Operations Leadership, Risk Management/Loss Prevention and your team so that everyone knows how to respond when requests come up – they will come up. Then make sure your team and NEST are aware in advance of any additional response criteria or documentation requirements.
- Pull reporting to show where you have saved by closing or not dispatching some work orders and prioritize to best utilize or allocate your available budget.

REACTIVE CONTINUED

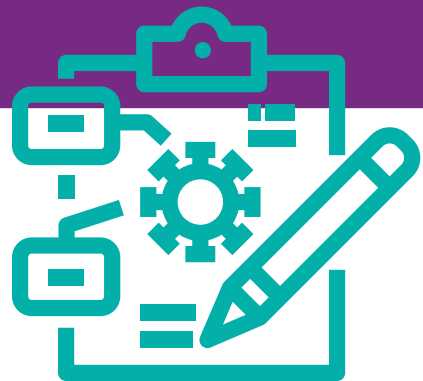
Check Supply Inventory:

Check around the store to determine that you have all the necessary supplies for cleaning the store, washing hands, and to continue social distancing.

Recommendations of items that you should always have on hand are listed below:

- Hand Sanitizer
- Cleaning Supplies
- Lysol/Clorox Wipes
- Paper Towels
- Tissues
- Toilet Paper
- Signage – Social Distancing and COVID-19 Awareness Signage

If you are low or out of stock of any items, place an order with your supplier ASAP.



MECHANICAL

You don't need a professional to help you check that mechanics are operational. This list will help ensure emergencies can be tackled before you reopen and your customer experience is at brand standard.

Ensure your HVAC system is operational and in the proper mode.

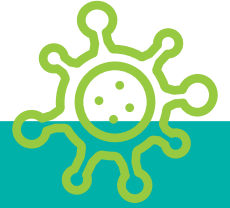
- This will be critical for mall supplied HVAC since more than one store in the mall could be impacted.
- Use your EMS to monitor for changes more frequently.



1. Operate all plumbing fixtures.
 - Flush toilets several times to verify drains are not clogged.
 - Check water fountains, floor drains, sinks (restrooms, breakrooms, classrooms).
Consider installing touchless devices such as faucets, auto flush, and dispensers.
2. Pipes in any building that go more than one week with low or no occupancy should be thoroughly flushed for at least 30 minutes.
 - The lack of chlorinated water flowing through pipes, combined with irregular temperature changes, have created conditions ripe for bacteria.
3. Ensure hot water heater is working.
4. Check lighting and signage for proper operations.
5. Pour water down floor drains to ensure sewer gas odors are not an issue.
6. Check for any tripped circuit breakers if power is an issue.
7. Check with landlord and neighboring tenants to find out if they are having any power, plumbing or mechanical issues – these could impact your store too. If yes, make sure NEST and Operations Leadership are aware.

SYSTEMS / PREVENTATIVE MAINTENANCE

Preventative maintenance is a type of maintenance that is done at a regular interval to keep the equipment functioning as designed.



The COVID-19 crisis has made most people hypervigilant to their surroundings

Now more than ever, nothing less than Clean, Fresh and Safe will be the shopper's expectations.

If the indoor air quality including the temperature / humidity is not up to standards customers will notice and likely not shop.

1. Most preventative maintenance is time and condition based. Have condition changes created a need for additional service? NEST can help advise recommendations based on environmental conditions and impact on your systems.
2. EMS systems - Are adjustments needed based on local conditions other than schedule changes (air quality, weather)?
3. Timers for signage and lighting – check to make sure the schedule is still intact. Or adjust as needed so that customers know when you're open and when you're not.
4. Is the lighting signaling the store is fully operational?
 - Dark / poorly lit stores may indicate "Closed for Business" to shoppers
 - Or once in the store, "I can't see the sizes, I can't see the prices, I'm out of here."
5. Don't forget about ADA and egress requirements.
 - Hastily closed stores may have items misplaced that could affect the basic requirements and you are still responsible for compliance.
6. Expect unannounced visits from the Fire Marshall or health departments for safety checks.
 - Keep access to the electrical panels clear, & ingress/egress paths, emergency exits, emergency equipment.
7. Have you communicated with your suppliers affected by the disaster, and if so, how will this impact your business?

LANDLORD

It's best to communicate with your location's landlord should your store have one. They can be a valuable resource in helping you be operational again.

Field Checklist:

1. Coordinate with Real Estate/Landlord/Property Management, LP and Operations leadership for access requirements and contacts.
2. Verify Center, Mall, and or Landlord Requirements (for any of the below that apply):
 - Temperature Checks of Employees, Vendors, Customers, etc.
 - Deliveries
 - Security
 - Returns & Outside Items Brought into Location
 - Mask Requirements, Glove Requirements, Protective Gear, etc.
 - Protection for Merchandise
 - Cleaning Prior to Reopening
 - Adjusted Hours due to Curfews
 - Safety Stations for Customers
 - Enhanced Store Sanitizing Protocols
 - Contactless Ordering
 - Safe Distancing Between Guests at Checkout and or Seating, Fitting Rooms, etc.
 - Food Handling & Serving Protocols
 - Maximum Number of Guests allowed in space at any given time?
 - Do some spaces need to remain shuttered (i.e. Retailer may need to choose between two spaces)?
 - Confirmed COVID-19 Cases
3. Arrive a few days early, if possible, prior to reopening and survey space.
4. Report all issues to Management Company, District Manager, and or previous protocol in place prior to shut down.

LANDLORD CONTINUED

Corporate Checklist:

1. Review Lease Terms, Responsibilities, and look for gray areas. Partner with your Real Estate/Lease Administration.
2. Need to confirm if addendums need to be added into contracts.
 - Who is responsible if there is a confirmed COVID-19 case in center resulting in cleaning your retail space?
 - If any of the above items are being mandated by the center as a safety precaution, who is financially responsible?
3. If only a percentage of the retailer spaces can open, will need to look at the past revenue and profitability to determine, which locations will need to open verses, which locations will remain closed.
4. Review work orders entered from the site survey performed by the store manager and compare with the lease terms to see which are Landlord responsibility.
5. Determine what items are sales, safety, and security that must be run immediately and prioritize from there.

CORPORATE

Communication with your Corporate team is just as important. Ensure you're following protocol where necessary.

1. Coordinate with all service providers to be sure they are fully operational. In relationship to NEST clients – Preferred/Catalog.
2. Review payment terms with providers and adjust back, when appropriate, to standard terms.
3. Investigate additional supply channels for cleaning and sanitization products and equipment.
4. Reviewing impact of store closing to budget
 - Including any additional record keeping requirements
 - Reallocation opportunities
 - If accessible, review your spend data so approved work can be maximized while staying inline with available funds.
5. Capex and projects
 - Review budgets and project priorities
6. Reconfirm new points of contact on both the NEST and Client side



Do you need to fill any gaps for non-returning Corporate personnel?

For temporary assistance, NEST may be able to provide additional contract resources

INSURANCE

Field Checklist:

1. Coordinate with Real Estate/Landlord/Property Management, LP and Operations leadership for access requirements and contacts.
2. Arrive a few days early, if possible, prior to reopening and survey space.
3. Report all issues to Management Company, District Manager, and or previous protocol in place prior to shut down.

Corporate Checklist:

1. Check with Insurance agent and or broker to review policy.
2. Can any of the services, pre, during, post pandemic be considered for insurance reimbursable or non-reimbursable?
3. Identify the orders and work with representative and insurance agent to ensure they are coded properly in system, invoiced, and claim is submitted.
4. Work with insurance adjusters at the start of claim to verify invoicing requirements to avoid any hold ups on reimbursements. Every adjuster is different and requires a different format.
5. Continue to keep track of work dispatched related to the event so that Risk Management / Loss Prevention can pursue reimbursement or claims under insurance or other sources. The more organized detail you can provide the better.

Continue to keep track of work dispatched related to the event so that Risk Management / Loss Prevention can pursue reimbursement or claims under insurance or other sources.

The more organized detail you can provide the better.

STORE OPERATIONS

Before the doors can open again you need to ensure you have the proper team in place and follow mandated procedures.

1. Contact affected employees (store & support staff).
 - Are they returning?
 - Review with Risk Management / LP / HR and leadership to make sure you understand the requirements to return and who to direct questions to.
 - Did anyone accept another job?
 - Is there resentment because they were laid off? Partner with HR.
 - Illness – Who is sick or caring for a family member?
 - Direct them to HR or the appropriate contact to review any available support benefits and resources.
 - If new employees are needed, think about training and mentoring.
2. What hours will the store be operating during? Are they modified?
 - Update programming in the Energy Management, Building Management and other systems that control the buildings' interior and exterior operations (HVAC, lighting, signage, doors, vertical transportation).
 - Review planned changes with NEST and other vendor partners so that they are informed to best support you and meet changing schedule and access requirements.
 - Coordinate with Real Estate/landlord, LP and Operations leadership for access requirements and contacts
3. If employee turnover is an issue will lock and alarm codes need to be changed?
4. Will the safe codes need to be changed?
5. Will taking employee temperatures and/or ISP temperatures be a requirement?
6. Is getting staff into the building one day or more before opening the store to the public possible, to go through these procedures?

CONCLUSION

There are many checklists to review and things to do, but with proper procedures in place it will all get done. Teamwork is most important!

- Welfare to your employees and customers should always be #1 priority.
- Make the shopping experience safe and enjoyable for all.

To see the CDC's recommendations on cleaning your facilities, visit their [website](#).

The information provided by NEST is for general informational purposes only. All information is provided in good faith and with your company's best interests in mind, however we make no representation or warranty of any kind, express or implied, regarding accuracy, adequacy, validity, reliability or completeness of the information provided.



CLARITY THAT INFORMS.
CONTROL THAT TRANSFORMS.