



### 1. DEVELOP A CLEANING AND SANITATION PLAN

In order to protect your employees and customers, every business will need an enhanced and frequent cleaning plan based on "CDC Guidance For Cleaning and Disinfection". As part of this plan, consider designating one employee during each shift to oversee and enforce your company's cleaning and sanitation policy.



### 2. DEVELOP A NEW COVID-19 OPERATIONAL PLAN

Maintaining a safe environment and preventing a rise in infections as we reopen will mean doing business differently. Identify any necessary changes in your office layout or the work plans for each employee, avoid face-to-face meetings, maintain virtual meeting and work-from-home options, limit travel, perform daily wellness checks on employees. Identify customers showing signs of infection, have a plan for infected employees, consider limiting entrance points so you can monitor occupancy and customers coming in (wearing mask, signs of illness, etc.).



### 3. REORGANIZE YOUR WORKSPACE TO SUPPORT COVID-19 SAFETY AND DISTANCING MEASURES AND INSTALL SIGNAGE AND PROTECTIVE BARRIERS

Design the optimal layout of your business based on your new operational and sanitation plans such as sneeze guards in front of cashiers or front-line workers, barriers between workstations, floor decals to maintain distancing, hand sanitizer stations, and installation of health signage throughout the store on COVID-19 safety practices. The CDC has free materials you can download, and many local office supply chains and sign stores offer pre-made resources to buy.



### 4. PURCHASE YOUR PROTECTIVE GEAR (PPE) AND CLEANING SUPPLIES

Do not wait to get the PPE and cleaning supplies you need to reopen. These items continue to be in limited supply. Popular items include masks, gloves, face shields, hand sanitizers, and sanitizer wipes.



### 5. ADEQUATELY TRAIN ALL STAFF ON NEW OPERATIONS AND SAFETY PROCEDURES

Do not wait to train your staff until they return to work. Share your COVID-19 plans with them ahead of time. Consider hosting virtual webinars with your team, ask for their feedback, and answer any questions or concerns. Once they return to work, be sure all staff go through a formal training process and document that training for your records.



### 6. COMMUNICATE REGULARLY WITH YOUR EMPLOYEES

Reach out to your employees now. Keep them updated on new workplace policies and your plans for reopening. Learn about their concerns and hurdles in returning to work (childcare, health issues that make them high risk, etc.). Identify how many former employees will be returning and how many more you may need. Share your expectations for the future and how they fit into your plans.



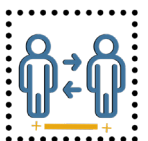
### 7. COMMUNICATE WITH YOUR CUSTOMERS AND BEGIN TO MARKET YOUR BUSINESS

The businesses that will do the best are the ones that will be able to show their customers and employees that they are doing all they can to create a safe environment for them to work and shop. Let customers know about your new cleaning and sanitation policies as well as your expectations for customers to do their part to keep our community safe. Begin developing your advertising campaign. Use social media as an inexpensive way to communicate with your customers. Contact your marketing and advertising vendors and begin pricing advertising packages.



### 8. PREPARE FOR EMPLOYEE REHIRING AND A RETURN TO WORK

Update your H.R. Policies and job descriptions based on your new COVID-19 operational plan. Educate yourself on new federal and state guidelines for unemployment and COVID-19 family leave policies.



### 9. IDENTIFY YOUR MAXIMUM OCCUPANCY & NEW OCCUPANCY BASED ON SOCIAL DISTANCING GUIDANCE

Depending on the type of business, we expect future state operating guidelines for each stage of the reopening process may include partial allowable occupancy rates for various industries (i.e. – XYZ businesses must operate at 50% occupancy). Identify your maximum occupancy so you are prepared to quickly adapt to any mandated occupancy restrictions.



### 10. REVISE YOUR BUSINESS PLAN AROUND YOUR EXPECTATIONS FOR A COVID-19 IMPACTED WORLD

Data from other states that have reopened shows that customers are taking their time coming back. We are also expecting businesses may be restricted to partial occupancy in the early stages of the reopening process. Do not expect your business to quickly return to pre-pandemic levels. Build a new business plan around conservative estimates on cash flow, identify ways you can control expenses, identify new and creative ways to increase revenue, and plan accordingly. MID Maryland SCORE offers free business mentoring and can provide assistance if needed.

#### HELPFUL REOPENING RESOURCES:

[www.uschamber.com/co/start/strategy/small-business-coronavirus-reopening-guide](http://www.uschamber.com/co/start/strategy/small-business-coronavirus-reopening-guide)  
[www.osha.gov/Publications/OSHA3990.pdf](http://www.osha.gov/Publications/OSHA3990.pdf)

[www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html](http://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html)  
[www.dllr.state.md.us/finance/consumers/frfinancialreliefguidecovid.pdf](http://www.dllr.state.md.us/finance/consumers/frfinancialreliefguidecovid.pdf)