## **GUIDANCE ON REOPENING BUSINESSES**

September 3, 2020

As stay-at-home orders are being lifted and as pressure mounts to reopen businesses, states should consider the types of regulations they will enforce and guidance they will provide to businesses in order to ensure a safe reopening of the economy. These regulations and guidance should take into account how the unique operations of different industries and companies may require specifically tailored guidance based on the intensity and frequency of human contact between employees and consumers in normal operations. Below is a table with guidance from national industry groups and federal entities that outline practices that should be adopted as businesses in each industry reopen. This guidance broadly falls into four main categories: 1) sanitation measures, 2) social distancing measures, 3) use of personal protective equipment (PPE), and 4) processes to prevent those infected with COVID-19 from entering the work site. This resource can be used by states to inform guidance or regulations that may be applied to specific industries as they reopen and by employers that may be looking to adopt best-practices in their reopening strategy. There are three parts to this compilation of guidance. Part I features reopening guidance by industry sector, based on the guidelines from key trade associations. Part II lists examples of corporate reopening plans, and Part III presents general reopening guidance for industry.

## Reopening Guidance by Industry Sector

This first section focuses on reopening guidelines from key trade associations.

Industry	Entity	Link	Sanitation and Cleanliness	Social Distancing	PPE	Preventing Spread
Manufacturing	OSHA	Guidance for the Manufacturing Industry Workforce	Provide alcohol-based hand rubs if employees do not have access to soap and water cleaning Provide disinfectants and disposable towels workers can use to clean work surfaces	Establish flexible work hours (e.g., staggered shifts), if feasible     Temporarily move or reposition workstations to create more distance or installing barriers between workstations	Train workers on how to properly put on, use/wear, take-off, and maintain protective clothing Allow workers to wear masks over their nose and mouth to prevent spread	Encourage workers to stay home if they are sick     Encourage workers to report any safety and health concerns
*The NJ MEP guidance is presented as an example of the type of guidance that MEP Centers are issuing for their states	New Jersey Manufacturing Extension Partnership (MEP) State Center*	Return to Work and Recovery Guide	Install additional sanitizing dispensers and guidelines     Manage shift changes and stagger lunch breaks to allow time for disinfecting     Conduct deep cleaning by professional service in case of active worker illness	<ul> <li>Promote social distancing in common areas</li> <li>Designate one-way walking paths</li> <li>Use barriers between work-stations</li> <li>Redesign jobs to allow duties to be completed by one person</li> <li>Avoid sharing tools or clean in between use</li> </ul>	Provide employees with mask, face shield and gloves to if working near others	Communicate self- screening procedures to employees     Isolate individuals who appear to be ill
	International Council of Shopping Centers	Reopening Guidance	Create procedures sanitizing fitting rooms between use     Frequently clean high-touch areas such as counters, door handles and product displays.	Display max capacity restrictions     Direct flow of traffic in one direction     Provide social distancing reminders through signage     Provide contactless payment     Consider reducing staffing levels		
Retail	Retail Leaders Industry Association and National Retail Federation	Blueprint for Shopping Safe and Letter to Governors	Ensure operating hours allow for cleaning time     Have a deep cleaning plan in place in case of worker illness     Frequently sanitize high touch areas     Provide staff with sanitation supplies	Minimize in-person meetings and     Minimize contact in inventory receiving process     Adjust seating in common spaces     Reduce store capacity     Use conspicuous signage with capacity and distancing requirements     Minimize contact in purchasing	Require all workers to wear face coverings while on the premises     Require workers to wear gloves     Require customers to wear face coverings	Encourage employees to self-evaluate health status     Require employees who display symptoms to not report to work

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Personal Services	Beauty Professionals Association	Back-to-Work Guidelines	Wipe down soft surfaces with water and a clean towel     Disinfect all hard surfaces     Clean air ducts and filters to improve air quality     Frequently wash hands with soap/water for 30 seconds	Instruct customers to come alone     Have customers wait outside for appointment     Ask customers to wash hair prior to appointment to limit cleaning station traffic     Eliminate unnecessary processes to shorten appointment time     Touchless payment     Stagger Appointments	Require masks to be worn by employees and clients     Wear gloves when providing services	Confirm within 48 hours of their appointment they are healthy and feeling well     Offer to cancel without penalty if they are showing any signs of sickness
	American Hotel and Lodging Association	Safe Stay	Place hand sanitizer stations at entrances and contact locations     Display hygiene and sanitation reminders for customers and staff     Mandate frequent hand washing for employees     Provide detailed cleaning protocols	Only to enter guest rooms during stay if requested by the guest Use contactless payment when possible Arrange common spaces to allow for 6 feet of distance between guests and employees	Display reminder signs if CDC recommends mask wearing     Require employees to wear PPE in accordance with national and local guidelines	Immediately report confirmed cases of COVID-19 with relation to facility to the CDC
Hospitality/ restaurants	International Council of Shopping Centers	Reopening Guidance	<ul> <li>Certify every member in food safety</li> <li>Clean all surfaces frequently</li> <li>Encourage frequent hand washing and provide hand sanitizer</li> </ul>	Display max capacity restrictions     Provide contactless payment if possible		Screen the health of each employee before each shift
	National Restaurant Association	Reopening Guidance	Provide ServSave training for managers and staff Make hand sanitizer readily available to guests. Thoroughly detail-clean and sanitize facility Set strong procedures and practices to clean and sanitize Clean and sanitize surfaces that guests contact between guests	Utilize contactless payments and mobile ordering systems     Design a process to keep guests separate while waiting to be seated     Update floor plans for common dining areas, so seating arrangements ensure at least six feet between table setups     Ensure workstations and break rooms allow for adequate separation of staff	Consider requiring face coverings for staff	Prohibit sick employees in the workplace Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant
Construction	North America's Building Trades Unions and Center for Construction Research and Training	COVID-19 Standards for U.S. Construction Sites	Clean and disinfect high-touch surfaces on job sites and in offices     Provide soap and running water whenever possible on all job sites for frequent handwashing	Create at least 6 feet of space between workers by staging/staggering crews Minimize interactions when picking up or delivering equipment or materials Modify work schedules to have fewer staff on site at one time	Wear a NIOSH-approved respirator if tasks do not allow for social distancing     Provide cloth face coverings in other circumstances when required or recommended by state or local governments	Screen all workers for fever before each shift     Ensure affected workers receive paid sick leave     Place workers with COVID-19 and other workers who have had contact with those workers on sick leave

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Airlines	International Air Transport Association	IATA: Guidance for Cabin Operations During and Post- Pandemic	Block and dedicate at least one laboratory for crew use to ensure it remains available for handwashing     Set and follow detailed cleaning procedure	Consider physical distancing within seating assignments     Board smaller groups of passengers in order to increase space between them while they store carry-on baggage and take their seats     Monitor seat choices if there are not seating assignments     Modify food and beverage service depending on risk level	Undertake a safety risk assessment to determine the impact of required PPE on cabin crew safety duties     Require use of masks only for those handling a suspected case of disease	Relieve symptomatic crew members must be from duties and require them to self-isolate and seek treatment     Do not permit cabin crew who test positive to operate even if they do not show symptoms
	US Travel Association	Travel Confidently Toolkit	Consistent and enhanced cleanliness measures     Provide more sanitation stations     Use advanced cleaning technology	Redesign layouts to accommodate physical distancing     Use contactless check-in, payment and delivery	Wear masks	Use health monitoring     Have procedure in place in case of illness or exposure
Childcare	CDC	Guidance for Child Care Programs that Remain Open	Intensify cleaning and disinfection efforts Provide adequate cleaning supplies Make hand hygiene stations readily available and used frequently Have children and staff wash hands upon arrival and departure Routinely clean, sanitize, and disinfect all surfaces that are frequently touched Use the cleaners typically used	Cancel or postpone special events such as festivals, holiday events, etc. Consider staggering arrival and drop off times and/or have child care providers come outside the facility to pick up the children as they arrive Include the same group each day, and the same child care providers should remain with the same group Create a separate group for the children of healthcare workers and other first responders or serve only the children of healthcare workers and first responders	Consider having staff wear face coverings and other protective gear	Do not admit persons who have a fever of 100.40 (38.00C) or above or other signs of illness to the facility •     Encourage parents to be on the alert for signs of illness in their children and to keep them home when they are sick •Screen children upon arrival
	CDC	Considerations for Aquatic Venues	Encourage all staff and patrons wash their hands often and cover coughs and sneezes     Ensure adequate supplies to support healthy hygiene	Stagger shifts and the use of communal spaces     Ensure adequate equipment for patrons and swimmers, such as kick boards and pool noodles, to minimize sharing	Encourage the use of cloth face coverings as feasible, but NOT in the water	Educate staff, and patrons about when to stay home     Implement flexible and non-punitive sick leave
Gyms and Fitness Centers	International Health, Racquet and Sportsclub Association	18 Safety Considerations for Your Health Club Reopening Plan	Create outline of cleaning protocols and a schedule Remove hard to clean items Consider whether employees can be present during certain procedures like fog cleaning, and if not, how will you time them	Close locker rooms, except for bathrooms Format classes to not share space or equipment Consider virtual services through and beyond reopening Follow local capacity guidance Set time limits for guest visits	Encourage staff and guests to follow state and federal face covering guidance     Determine which staff members will be responsible for cleaning and provide them with proper PPE	

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Outdoor recreation	Outdoor Recreation Roundtable	Reopening Strategy	Map Surfaces Visitors Touch and Identify cleaning strategy     Provide cleaning materials     Provide Hand Sanitizer     Clean and provide extended periods between cabin bookings     Staff one central public restroom and clean rigorously	Schedule entry for visitors     Issue timed day use passes/permits     Use online or mobile payment     Require digital or print at home Permits     Limit Access to Public Restrooms     Create One in and One Out Strategy     Create Plexiglass Barriers     Create clear signage to advise visitors	Require Public Agency Staff wear PPE.	Instruct visitors to stay at home if they are sick or do not feel well
	American Alliance of Museums	Preparing to Reopen	Update cleaning protocols based on CDC recommendations for cleaning and disinfecting facilities	Consider how you will limit person-to-person contact, monitor the number of visitors, and restrict or prohibit access to certain areas of the museum     Give clear guidelines to staff for how to respond if visitors are not following health and safety protocols	Follow state and local guidance and requirements for mask wearing	Update for employee leave, telework, and compensation to protect staff, provide flexibility, and allow sick employees to stay home
Arts & Entertainment	Event Safety Alliance	ESA Reopening Guide	Help create worker training that applies current information about hazards and infection control measures, including social distancing, handwashing, temperature checking, and disinfecting high-touch surfaces	Form "work teams" in which people routinely work together, but they keep their distance from everyone else for tasks which cannot be completed alone	Gloves should be worn when conducting health checks on workers or patrons, handling food, tickets, or any items on which infection can be transmitted, and when using cleaning or disinfecting     Wear physical respiratory protection when people are within six feet of each other	Determine if person may safely enter the event space when there is a health concern     Conduct temperature screening using 'notouch' thermometers     Establish a refund policy and protocols for groups where one is denied entry
	Alliance of Motion Picture and Television Producers	Industry-Wide Labor- Management Safety Committee Task Force	<ul> <li>Provide handwashing stations from the first day of work</li> <li>Train cast and crew on proper handwashing practices</li> <li>Practice heightened disinfecting</li> <li>Wipe down high-touch surfaces</li> </ul>	Limit duration and number of consecutive work days     Stagger cast and crew call and wrap times     Limit visitors     Conduct virtual meetings when possible     Reduce crowding in shared workspaces	Require face coverings to be worn at all times when feasible     Wear gloves only when touching potentially contaminated surfaces	Regularly test cast and crew

Agriculture	CDC and DOL	Agriculture Workers and Employers: Interim Guidance	Encourage workers to wash their hands often with soap and water for at least 20 seconds     Provide workers with reasonable access to hand washing facilities equipped with soap, potable water, and clean, single-use towels     Disinfect tools between each use	Adjust workflow to allow for 6 feet of distance     Assign working cohorts     Install barriers/shields between workers     Add additional clock-in/out stations or time to decrease congestion     Remove some furniture in break spaces     Where possible, do not share tools	Encourage cloth face coverings	Screen prior to entry of worksite or shared transportation, including temperature check     Encourage workers with symptoms to self- isolate and seek medical attention
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**Examples of Corporate Reopening Plans**Below is a table that features reopening plans from several prominent employers across a variety of industries.

Company	Industry	Link	Cleaning and Sanitation	Social Distancing	PPE	Preventing Spread
Walmart	Retail	How We're Responding to COVID-19	Reduce store hours and services for ample cleaning time	Offer express delivery     Place floor decals at both the entrances and checkouts	Require staff to wear face coverings	Implement emergency leave policy     Work towards universal employee temperature checks upon entry, sent home and paid for reporting for work if temperature is over 100
Amazon	Warehousing and Delivery	What we're doing for our employees	Add hand washing stations     Add janitorial staff     Provide access to hand sanitizer, sanitation wipes and spray	Hire social distancing ambassadors     Minimize in-person meetings	Provide masks to work sites     Add over 34 million gloves to resources	Install cameras and thermometers to perform temperature checks     Provide paid-time-off for workers diagnosed with COVID-19 or presumed positive
Target	Retail	Safe Retail Considerations for All Retail Businesses	Rotate use of checkout lanes for deep cleaning     Add payroll hours for cleaning     Staff stationed to clean carts, checkout stations	Install plexiglass at checkout lanes     Monitor and limiting store capacity     Social distancing reminders (retail and distribution)	Provide staff with high- quality, disposable face masks and gloves     Post exterior and in-store signage to request (or require) that customers wear a face covering	Provide staff health checklist Provide staff with thermometer Waive absenteeism policy Offer quarantine pay for 14 days and confirmed illness pay at 100% of their pay for 14 days
Best Buy	Retail and Delivery	Shop Confidently	Clean PIN/signature pads before and after each interaction Restock vehicles with masks, gloves, disinfectant wipes and spray, workspace cones, trash bags Clean and disinfect devices Quarantine and sanitized returned products Properly dispose of all safety supplies and trash Clean and disinfect commonly touched surfaces in our vehicles	Install acrylic shields at all cash registers     Offer contactless curbside pickup     File only the minimum required paperwork for each in-home service     Maintain 6 feet of distance during deliveries and installations     Require scheduled appointments for in-store consultations	Require and provide face coverings for employees and customers in store     Protective gear before entering for home deliveries	Take health assessment online and with manager before making home deliveries     Confirm with customers of home deliveries that they are not ill with phone call 24 hours prior     Conduct in-store employee health checks have been performed prior to every shift

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General Motors	Manufacturing and Office	Returning to the Workplace with Confidence	Increase cleaning and sanitizing throughout all of our operations that remain open for team members performing critical services.     Thoroughly clean all common areas, touchpoints and workspace     Manage airflow to prevent infection	Require employees who can work from home to do so     Manage entrances with health and safety protocol     Encourage physical distancing	Maintain stock of critical safety supplies and equipment     Every person is provided with and required to wear a face mask	Supply instructions on how to communicate potential COVID-19 cases
United Airlines	Airlines	What we're doing to keep customers and employees safe	Use electrostatic spray     Provide employees disinfectant and cleaning supplies	Install social distancing markings and signage Limit available seats Modify boarding process Modify food service Install "Sneeze guards" at ticketing and customer service counters		Provide flexible cancellation options, and encourage customers to rebook if sick
Southwest Airlines	Airlines	Enhanced cleaning, physical-distancing measures, and equipped Employees	Use hospital grade disinfectant throughout aircraft     Use electrostatic spray	Suspend snack and beverage service     Provide hand sanitizer and wipes     Install plexiglass barriers at ticketing gate     Modify boarding process Limiting capacity on planes	Require customer facing employees to wear face masks	
American Airlines	Airlines	Coronavirus Updates	Enhance cleaning: In customer areas, tray tables, seatbelt buckles, armrests, window shades and seatback screens. It also includes wiping door and overhead bin handles.     Enhance galley cleaning, jump seats and crew rest seats, cockpit surfaces		Distribute sanitizing wipes or gels and face masks to customers     Require masks for flight attendants during every mainline and regional flight	
Lilly	Pharmaceutical	Lilly's Return to the Workplace		Limit site capacity     Limit meeting size     Stagger return of employees, those who can work from home will continue to do so	Require on-site employees to wear masks	Testing will be available for all symptomatic employees     No guests or visitors allowed

Company	Industry	Link	Cleaning and Sanitation	Social Distancing	PPE	Preventing Spread
Kroger	Grocery	A Blueprint for Business	Prepare talking points for leaders to use that encourage employees to follow recommended hygiene practices Increase the availability of hand sanitizer, wipes and cleaning of frequently touched surfaces	Install protective plexiglass screens at service counters, including checkouts     Promote physical distancing where customers may linger by adding floor decals at registers and service counters     Close in-store bars or public sitting areas	Encourage employees to use masks or approved facial coverings and gloves while working and provide them if you can	Post signs at entrances notifying customers to STOP if they are sick and ask them not to enter our stores Encourage employees who feel sick to stay home Consider revising paid time off options to support this behavior
DOW	Chemical	Return to Workplace - Playbook	Conduct disinfecting and hygiene especially in common areas	Limit number of employees returning with each phase     Promote social distancing	Wear facial coverings in common areas where social distancing is not possible	Conduct facility entry process with health questions and temperature screening
Magna	Manufacturing	Smart Start Playbook	Replace hand dryers with paper towels     Provide portable hand washing stations     Ensure access to soap and water     Post visual reminders of proper hand washing practices     Review contract and expectations with third party cleaning companies     Manage air circulation to improve air quality	Consider stopping food services  Limit entry points to building  Isolate delivery drivers from other workers and do not allow entrance  Reduce hand contact  Limit gatherings in conference and meeting rooms  Stagger shifts and breaks  Increase space between employees  Install barriers between employees	Establish PPE inventory requirements and designate someone to check and maintain supply     Establish PPE requirements as a precautionary measure     Ensure employees know how to dispose of PPE     Do not allow sharing PPE     Use disposable PPE	Require employees returning from travel to self-isolate and monitor symptoms     Develop a response plan to address employee illness or exposure     Identify who will conduct health risk screenings     Designate isolation room     Provide expanded flexibility for vulnerable workers
Darden	Restaurants	Safely Reopening Our Restaurants	Regularly disinfect all guest and team member touchpoints using CDC-approved disinfectant     Require all team members to practice frequent and effective handwashing	Reconfigure our dining rooms to create more space between tables     Use reservation based seating systems to prevent guests from congregating in lobby and bar area	Require all team members to wear masks	Conduct daily temperature checks before team members are allowed to begin their shift     Implement a Paid Sick Leave policy

General Reopening Guidance for Industry

Below is a table with guidance from a variety of research organizations, federal entities and other key stakeholders that outline practices that should be adopted as businesses reopen.

Entity	Guidance	Overview	Cleaning and Sanitation	Social Distancing	PPE	Preventing Spread
OSHA	Guidance on Preparing Workplaces for COVID- 19 and Guidance on Returning to Work	This guidance includes information about COVID-19 and how it has and is anticipated to affect workplaces in addition to suggestions as to how to safely begin to resume operations	Promote frequent and thorough hand washing, including by providing accessible handwashing stations and/or hand sanitizer Provide customers tissues and trash receptacles Maintain regular housekeeping practices, including cleaning and disinfecting using cleaning chemicals with (EPA)-approved disinfectant labels Install high-efficiency air filters Increase ventilation rates in the work environment	Explore whether your business can establish policies such as flexible worksites (i.e. telecommuting) and hours (staggered shifts)     Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment     Install physical barriers, such as clear plastic guards     Minimize contact by replacing face-to-face meetings with virtual communications	All types of PPE must be:  • Selected based upon the hazard to the worker  • Properly fitted and periodically refitted, as applicable  • Consistently and properly worn when required  • Regularly inspected, maintained, and replaced as necessary  • Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment	Promptly identify and isolate of potentially infectious individuals Inform and encourage employees to selfmonitor for signs and symptoms of COVID-19 if they suspect exposure Develop policies and procedures for employees to report when they are sick or experiencing symptoms of COVID-19 Develop policies and procedures for isolating people who have signs and/or symptoms Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies
Chamber of Commerce	Guidance for Employers to Prepare and Respond to COVID-19	This resource provides guidance on how businesses should operate to prevent illness and in case of illness at their site	Routinely clean all frequently touched surfaces in the workplace	Establish policies and practices, such as flexible worksites and flexible work hours     Plan to minimize exposure between healthy employees and also between those employees and the public		Ensure that your sick leave policies are flexible     Employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately

Entity	Guidance	Overview	Cleaning and Sanitation	Social Distancing	PPE	Preventing Spread
White House	Opening Up America Again	This resource provides high-level guidance for individuals and employers to return to normal operations in phases	Wash hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces     Avoid touching your face     Sneeze or cough into a tissue, or the inside of your elbow     Disinfect frequently used items and surfaces often     Strongly consider using face coverings while in public, especially when on mass transit	Close common areas where personnel are likely to congregate and interact, or enforce moderate social distancing protocols Continue to encourage whenever possible and feasible with business operations		People who feel sick should stay home
Business Roundtable	Principles for Safe Recovery	This resource includes guidelines about factors that businesses should consider as they make decisions about lifting guidelines	Take actions to disinfect public and private areas, maintain personal hygiene	Adjust precautions to ensure people most at risk are protected (e.g., special hours at stores)     Limit the movement of people and goods across/within regions     Limit physical proximity to other individuals (including occupancy)	Use of protective gear (e.g., face masks) outside of the home / at workplaces	Set entry conditions for access to workplaces, stores, and public venues (e.g., health checks)     Set criteria for application and extent of testing, tracing, and monitoring to guide appropriate actions     Set communicate protocols for reporting on testing measures and ensuring adherence by stakeholders to established guidelines

Entity	Guidance	Overview	Cleaning and Sanitation	Social Distancing	PPE	Preventing Spread
CDC	Community Mitigation Framework	This resource outlines factors that should be considered in making decisions about reopening and necessary precautions for a variety of social settings	Encourage personal protective measures among staff (e.g., stay home when sick, handwashing, respiratory etiquette)     Clean and disinfect frequently touched surfaces daily     Ensure hand hygiene supplies are readily available in building	Consider alternate team approaches for work schedules Encourage staff to telework Increase physical space between workers at the worksite Stagger work schedules Decrease social contacts in the workplace (e.g., limit in-person meetings, meeting for lunch in a break room, etc.) Limit large work-related gatherings (e.g., staff meetings, after-work functions) Limit non-essential work travel		Provide liberal leave and telework policies Consider 7-day leave policies for people with COVID-19 symptoms Consider regular health checks (e.g., temperature and respiratory symptom screening)
Johns Hopkins	Public Health Principles for a Phased Reopening	This resource outlines the level of risk and potential for accommodations by industry		Incorporate engineering controls such as physical barriers where possible     Reconfigure space to enable people to be located apart (ideally, at least 6 feet)	Use of nonmedical cloth masks	Support and enabling employees to remain at home if they are unwell or have been in close contact with someone who is sick
Society for Human Resource Management	COVID-19 Back to Work Checklist	This resource outlines 10 key issues that employers should consider as they plan to reopen	Detail cleaning procedures and procuring ongoing supplies	Stagger shifts and lunch/rest breaks Rotate weeks in the office and working remotely Move workstations to increase separation distance Implement one-way traffic patterns throughout workplace Direct customer traffic Limit the number of customers Use video or telephone conferencing Provide contactless pickup and delivery of products	Provide masks, gloves, face shields	Implement employee health screening procedures     Develop an exposure-response plan that addresses, isolation, containment and contact tracking procedure, stay-at-home requirements and exposure communications to affected staff

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