

Hawaii COVID-19 Community Outreach Effort



Colbert Matsumoto, Chairman
Tradewind Capital Group

Training Plan Outline



Duane Kurisu, Chairman
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This Training Plan outline is a part of our Community Outreach Effort that was created along with the “**Hawaii COVID-19 Retail Re-Opening Guide**”. Local conditions will influence the decisions and directions that we will make regarding our community-level strategies which are reflected in the roadmap phases. This training will utilize both Centers for Disease Control and Prevention (CDC) and the Occupational Safety & Health Administration (OSHA) guidelines for mitigation according to the level of community transmission or impact of COVID-19.



ALEXANDER & BALDWIN

Chris Benjamin, CEO
Alexander and Baldwin

Kit Millan, Sr. Vice President of
Alexander and Baldwin

We are committed to providing the training necessary to retail businesses that contribute to the decrease spread of COVID-19. Our goal for this “Community Outreach Effort” is to help educate retail businesses so they can:



Barbara Campbell, Vice President
Property Management, Outrigger

- a. Reduce transmission among employees during their return back to work
- b. Maintain healthy business operations, and
- c. Maintain a healthy work environment.



David Cianelli, General Manager
Washington Prime

Frances Cofran, Vice President
Operations, Howard Hughes Co

Training will be conducted by various safety professionals across the State of Hawaii who will volunteer their time for this “Community Outreach Effort”. The training will be provided through a number of associations and its members. Training will be developed specifically for this industry and its hazards related to Covid-19.



Doug Johnstone, Hawai'i President
Corporation



Todd Hedrick, Vice President of
Management, The MacNaughton

These training sessions will be coordinated and conducted based on the local conditions which might influence the way training is conducted. Safety Consultants will attempt to do the majority of training virtually (pre-recorded, live webinars, conference calls, etc.).



FCH ENTERPRISES, INC.

Jason Higa, CEO, FCH Enterprises

Sheryl Matsuoka, Executive Director

The coronavirus (COVID-19) outbreak has impacted businesses across a variety of industries, forcing them to rethink their daily operations to ensure the safety of their employees and the general public. This is no different for retail operations, where multiple workers may come into contact with innumerable customers visiting the store throughout the workday. In these instances, just one misstep can lead to the quick spread of COVID-19, jeopardizing the well-being of workers.

To help slow the spread of COVID-19 and safeguard staff, a formal approach is necessary by having a company policy that is influenced by the Centers for Disease Control and Prevention (CDC) and Occupational Safety and Health Administration (OSHA).

TRAINING PLAN OUTLINE

The **Hawaii COVID-19 Retail Re-Opening Guide** reflects “Phased Re-Opening Details” that will be placed in the training program. It will reflect the retail category/phases and its restrictions (Phase 2-4).

I. HAWAII COVID-19 RETAIL RE-OPENING GUIDE – Phase(s)/Restriction Requirements

	Phase One: March 23 – May 15	Phase Two: May 15 - TBD	Phase Three: TBD-TBD	Phase Four: TBD-TBD
<i>Health Metric (s)</i>	<i>Initial Order</i>	<i>Cases flat for 2 weeks</i>	<i>xxxxx</i>	<i>xxxxx</i>
<i>Movement Between Phases</i>		<i>If metrics regress, move back to Phase 1</i>	<i>If metrics regress, move back to Phase 2</i>	<i>If metrics regress, move back to Phase 3</i>
Facial Coverings	Required	Required	Required	Recommended
Essential Retail	Open with Restrictions	Open with Restrictions	Open with Restrictions	Fully Open with Social Distancing
Hard/Soft Good Retailers/Kiosks	Closed	Open with Restrictions	Open with Restrictions	Fully Open with Social Distancing
Restaurants/Food Courts	Pickup/Delivery Only	Pickup/Delivery Only	Open with Restrictions	Fully Open with Social Distancing
Gyms	Closed	Closed	Open with Restrictions	Fully Open with Social Distancing
Salons, Spas, Personal Care, Small Fitness Studios	Closed	Closed	Open with Restrictions	Fully Open with Social Distancing
Theaters	Closed	Closed	Open with Restrictions	Open with Restrictions
Bars/Nightclubs	Closed	Closed	Closed	Open with Restrictions
Gatherings (Common Area)	10 or Fewer	25 or Fewer	100 or Fewer	Fully Open with Social Distancing

II. HOW TO CREATE AND IMPLEMENT A PANDEMIC BACK TO WORK POLICY & PROCEDURE?

Pandemic Back to Work Policy & Procedure will include the Category/Phase Restrictions. It is important for retail businesses to formalize their efforts by creating a “Pandemic Back to

Work Policy & Procedure” which would outline all areas needed to train their employees. Whether you are a large or small employer, this is necessary for your business to stay consistent with your effort and ensure compliance from both employees and customers.

Action: Sample policy template will be provided after the training is completed so the employer can create and make steps specific to their operation.

III. COMPANY STATEMENT OF COMMITMENT

Company’s commitment on their plan to protect employees and customers from COVID-19 in accordance with CDC and OSHA.

IV. IMPORTANCE OF PREVENTION

Importance on spending more time on prevention and less time on COVID-19.

V. RETAIL OWNER/MANAGER’S RESPONSIBILITIES

Leadership, including managers and supervisors, shall familiarize themselves with the details of the restrictions and of the policy. Leadership must be prepared to answer questions from employees and customers setting a good example by adhering to the guidance prescribed in their plan. This involves practicing social distancing and good personal hygiene.

- Following and Enforcing your Policy & Procedure
- Exposure Situations
- Support Best Practices
- Employee Questionnaire
- How to Handle a Sick Employee/Self Quarantine
- Employee Returning to Work
- EAP
- Disaster Preparedness

Owner/Manager’s responsibility in responding to a COVID-19 situation, virus protection, sanitation and communication lead.

VI. EMPLOYEE RESPONSIBILITIES

Employee responsibilities related to COVID-19 and their prevention efforts. Provide safety best practices to follow and adhere to.

VI. RETAIL OPERATION - EMPLOYEE PROTOCOLS FOR COVID-19

- Gloves
- Face masks
- Social Distancing
- Protocols for Workers
- Stagger lunches
- Equipment Handling
- Exchanging Paper and Coin Money:
- Cleaning and Disinfecting
- Proper Hand Hygiene

VIII. RETAIL OPERATION – CUSTOMER PROTOCOLS FOR COVID-19

- Communication
- Social Distancing
- Reusable bags
- Special Hours
- Payment Options
- Cleaning and sanitizing of all high-touch surfaces
- Hand sanitation stations and wipes
- Minimize person-to-person contact
- Educate customers on store precautions, digital orders and store hours
- Distance between the customer and the cashier.
- Signage
- Stocking activities
- Remote shopping alternatives for customers
- Shopping carts and baskets.

IX. CLEANING AND DISINFECTING PROCEDURES

Surfaces and equipment will be disinfected at the end of each shift, before and after use, or— for frequently touched items—multiple times a day. The following items will be cleaned regularly:

- Door handles and push plates
- Restrooms
- Aisles
- Handles on all equipment doors
- Handles on beverage dispensers
- Ice scoops
- Refrigerator and freezer handles
- Plastic curtains on walk-in refrigerators and freezers
- Freezer handles
- Sink handles
- Soap dispenser push plates
- Towel dispenser push plates
- Trash receptacle touch points
- Cleaning tools
- Buckets
- Telephones
- Computers
- Office cabinet handles
- Break room tables and chairs
- Display screens on equipment
- All stainless steel surfaces
- Thresholds and hand railings

- Shopping carts and baskets
- Counters
- Cash registers
- Display cases
- Self-service areas
- Point-of-sale registers
- Kiosks
- refrigerator units
- Sneeze guards
- Baby changing stations in restrooms
- Pens or other writing utensils
- Clipboards
- Electronic signature pads
- Elevator buttons
- Surfaces inside delivery vehicles
- Stocking equipment
- Employee linens

X. THE NEW NORM

- Customer Behaviors
- Retail Environment