

Business Energy Savings Program



COVID-19 Modified Operations Recommendations for Retail

General Recommendations for Retail

- Ensure emergency and security systems are operating as intended
- Clean and disinfect surfaces and objects that are frequently touched (e.g., doorknobs, light switches, sink handles, countertops)
- Provide disposable wipes to anyone entering your facility so that surfaces can be wiped down before and after use
- Limit occupancy to reduce person-to-person contact
- Supply hand sanitizer for both employee and customer use
- Provide guidance, such as floor-markings with tape, to encourage customers to maintain six feet of separation
- Install plastic shielding if employees must interact face-to-face with customers
- Maintain appropriate thermal conditions and indoor air quality for occupied spaces

Reopening Procedures

- Signage to ensure social distancing should be posted in high-traffic areas. In small congregation areas, signage should prohibit occupation of the space by more than one customer or employee at a time.
- Stores should be posted with a maximum occupancy that allows for sufficient social distancing based on the size of the store.
- Floor markers should be placed in areas where customers may queue up, such as at registers, fitting rooms, customer service counters, etc.
- Where possible, allow only one person at a time in restrooms. Post signs in the restrooms reminding customers and employees about hand-washing protocols.

If it is not possible or practical to limit occupation of the restroom, place floor markers that indicate six-foot boundaries. In situations where controls aren't possible, abide by social distancing protocols to the extent possible.

- Place hand sanitizer stations strategically around the store, especially at entrances.
- Place sanitizing wipes where they can be used to open doors that cannot be left open.

Deep Cleaning: 7-Day Rule

If the facility has been **unoccupied** for seven days or more prior to the anticipated reopening, there is no COVID-19 related cleaning necessary.

For facilities that have been **occupied** within the seven days prior to opening, a COVID-19 specific cleaning and sanitization process will need to be undertaken. This cleaning and sanitization process should include the following:

- All common and high-traffic areas should be deep cleaned using EPA approved cleaners known to kill viruses. It is strongly recommended that a third-party service be used to perform this task.

Additional Resources

View more in-depth guidelines from the CDC: [CDC Coronavirus Guidance for Business](#)

If you'd like to learn more about how switching to energy-efficient technology can save money for your business in the short term and long term, check out [Evergy's Business Energy Savings Program](#).

The recommendations contained in this document are guidelines provided by the CDC and should not be considered guidance directly from Evergy. This document is intended to help both businesses and employers inform their decision making. Decisions businesses, employers and local public health officials make should be determined by the specific circumstances in local jurisdictions. Check and follow all CDC, local city, and state guidelines about reopening.