



## HEALTHY SPACES RETAIL CHECKLIST

As the world re-opens to a new reality after COVID-19, it is important to secure the health and safety of customers and employees. Use this checklist to adjust your store design and in-store communication to create healthy, comfortable and beautiful stores for the future.



# HEALTHY SPACES

## RETAIL CHECKLIST

### STORE DESIGN:

- Place floor racks, tables and podiums in larger groups to avoid face-to-face situations
- Adjust the space plan to avoid 'cul de sacs' and allow free movement
- Reduce the amount of floor furniture to allow social distancing
- Use more street racks
- Use dividers to control movement and allow for distancing
- Place solitary fitting rooms throughout the store to avoid queueing and crowding
- Place seating outside for friends and family
- Use healthy, natural materials, calming colors and plants to exude a sense of calm and well-being
- Divide entrance and exit where possible
- Place ticket dispensers by the counters to avoid queueing
- Place handheld UV sterilizers by the counters
- Place alcogel dispensers by the entrance, exit, counters and fitting rooms
- Place acrylic screens above counters

### COMMUNICATION:

- Help customers feel safe and calm
- Place posters in the store to inform about your health initiatives
- Place a screen by the entrance to inform about crowding and adjust customer flow
- Use floor stickers to encourage social distancing
- Wear t-shirts with positive and reassuring statements
- Send announcements over speakers to reassure and calm customers