



GLORY

RETURNING TO BUSINESS IN THE WORLD OF COVID-19

– A Guide for Retailers

OPEN



**COVID-19
HAS CHANGED
EVERYTHING.**

COVID-19 has presented unparalleled challenges for the retail industry. Without the agility and dedication of the many retailers across the globe, many nations would have found it hard to navigate the pandemic and provide essential items to the public. Footfall for retailers outside of the grocery category has fallen significantly, because of lockdown measures and mandatory store closures.

As we move towards the next phase of the pandemic response, it is important that you have clear plans in place for re-opening your stores. Plans that minimise the risk of COVID-19 transmission for your customers and your staff.

This guide offers advice drawn from governments and health organisations as well as GLORY's many years of experience working with retailers around the world. It lays out steps you should consider as in-store retail begins to open up and for the longer term until a solution is found to the COVID-19 virus.

The retail industry cannot recover on its own. By working with your employees and customers to ensure sensible precautions are taken, we will overcome the virus and accelerate the path to recovery.

The ability of the retail industry to implement the changes necessary will show clearly to all observers how seriously we are taking COVID-19, and the health and wellbeing of customers and employees.

As governments start to lift the restrictions placed on businesses and consumers across the globe, it is important to be prepared. To balance what worked before the pandemic with what needs to happen to be successful moving forward.

1.0

SOCIAL DISTANCING.

Any internal space where people gather presents a risk and retail stores are a primary example. It's important to consider social distancing holistically both for customers and your staff. From managing the number of customers in your store at any one time, how they move through your premises, to queuing to pay and the point of payment itself. How can you adjust not only the physical space but also your processes to facilitate separation? Every store is unique and while the challenge of keeping your customers and staff safe is the same, the solutions will be different.

STEPS TO CONSIDER:

- Review the lay out of your store, and consider if it is possible to adjust to make navigating the store easier e.g. aisle spacing.
- Where permissible, clearly mark queuing areas for customers outside the store.
- Limit the number of people who are allowed in the store at any one time – if possible, have a staff member advise customers when it is safe to enter the store.
- Devise and clearly mark a one-way system for customers through your store.
- Allow for customers who are still browsing to be able to maintain social distancing rules from those who are queuing.
- Ensure that the area in which customers are expected to queue is clearly marked including safe distance indicators on the floor.
- Where practical, create physical screens between customers and staff at the point of payment.
- Re-position tills, if you have more than one, to allow a safe distance between your cashiers.



2.0

STAFFING.

Your staff are quite literally the face of your store. They will be critical to successful recovery of sales. They have been through the same period of uncertainty and upheaval as you and your business have and like your business, they are returning to work where the environment and expectations have changed.



STEPS TO CONSIDER:

- If you have furloughed staff, stay in contact. Keep them updated on your plans to re-open to avoid losing your best performers to a new employer.
- Where you have changed processes or introduced new ones as a result of the pandemic, take the time to clearly explain what is expected of them.
- If you are providing personal protective equipment (PPE) for your staff ensure they understand how to use this appropriately e.g. frequency of changing gloves, how to wear face masks correctly etc.
- Give them the opportunity to discuss any concerns they may have about their safety when returning to work.
- Provide guidance on how to deal with difficult situations (e.g. customers not observing social distancing) while maintaining positive customer interaction.
- Remind staff that they should not come to work if they or anyone in their household is displaying symptoms of COVID-19.
- Have a clear process for notifying line managers should one of your employees test positive for the virus.

3.0

CLEANING AND HYGIENE.

Minimising the risk of COVID-19 transmission requires the highest standards of cleaning and hygiene. One of the primary vectors for transmission is via touching hard surfaces and then touching the mouth, nose or eyes. To mitigate these risks, it's essential that you employ enhanced measures in your store.



STEPS TO CONSIDER:



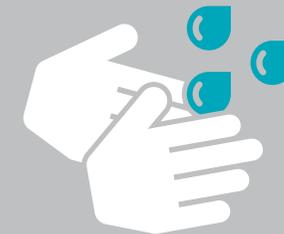
Where possible, provide hand sanitiser in convenient and obvious locations for both staff and customers.



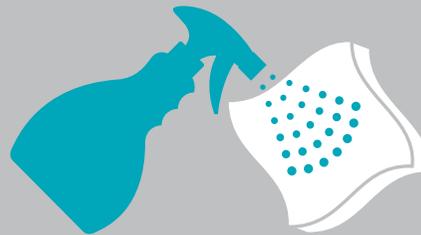
Implement more frequent cleaning routines on surfaces that are commonly touched by customers, e.g. door handles, baskets/shopping carts, freezer handles, counters etc.



Encourage customers to only handle products which they intend to purchase.



Encourage employees to wash their hands for at least 20 seconds at regular intervals.



Provide appropriate cleaning materials enabling staff to “wipe down” tills and card readers at regular intervals.



Remind staff not to share items, for example, pens or notepads.

4.0

RECEIVING STOCK.

When receiving deliveries, it is important to consider implementing measures to limit the opportunity for transmission of the virus while also ensuring that the delivery process is not significantly slowed or becomes disruptive to your store operations.



STEPS TO CONSIDER:

- Implement non-contact or limited contact deliveries where social distancing is maintained at all times.
- If possible, schedule deliveries while the store is closed or close your store to accept deliveries.
- To minimise congestion in-store, when possible re-stock shelves when the store is closed.

5.0

OTHER CONSIDERATIONS.

In these complex times, particularly as retailers begin to re-open, it is important to think of those customers who may require special consideration, and ways to ensure that the most vulnerable customers are provided for.



STEPS TO CONSIDER:

- Creating “Essentials” packs for customers, to enable them to quickly pick up commonly bought goods and reduce the time spent in store.
- Be mindful of those with disabilities, making instructions easy to understand, using graphics and symbols.
- Be inclusive of the members of society who may have disabilities, for example, guide dogs are not trained to socially distance, staff should be aware of the need to be vigilant and take extra care.

FINAL THOUGHTS.

GLORY

As lockdowns ease and more retail stores re-open, encouraging the broadest base of customers possible back into your store will be critical. When it comes to payment, it's important to remember that for some customers paying in cash is a choice but for many it's their only option.

Glory's CASHINFINITY™ point of sale cash recycling solutions remove the need for your staff to handle cash and help them to maintain social distancing at the point of payment. We can help enable contactless cash payments in your store.

Glory is a global leader in cash automation solutions. With many of the world's leading brands across the grocery, fuel, convenience, hospitality and entertainment segments as customers we have the proven track record to help you navigate the new world of retailing in the world of COVID-19.

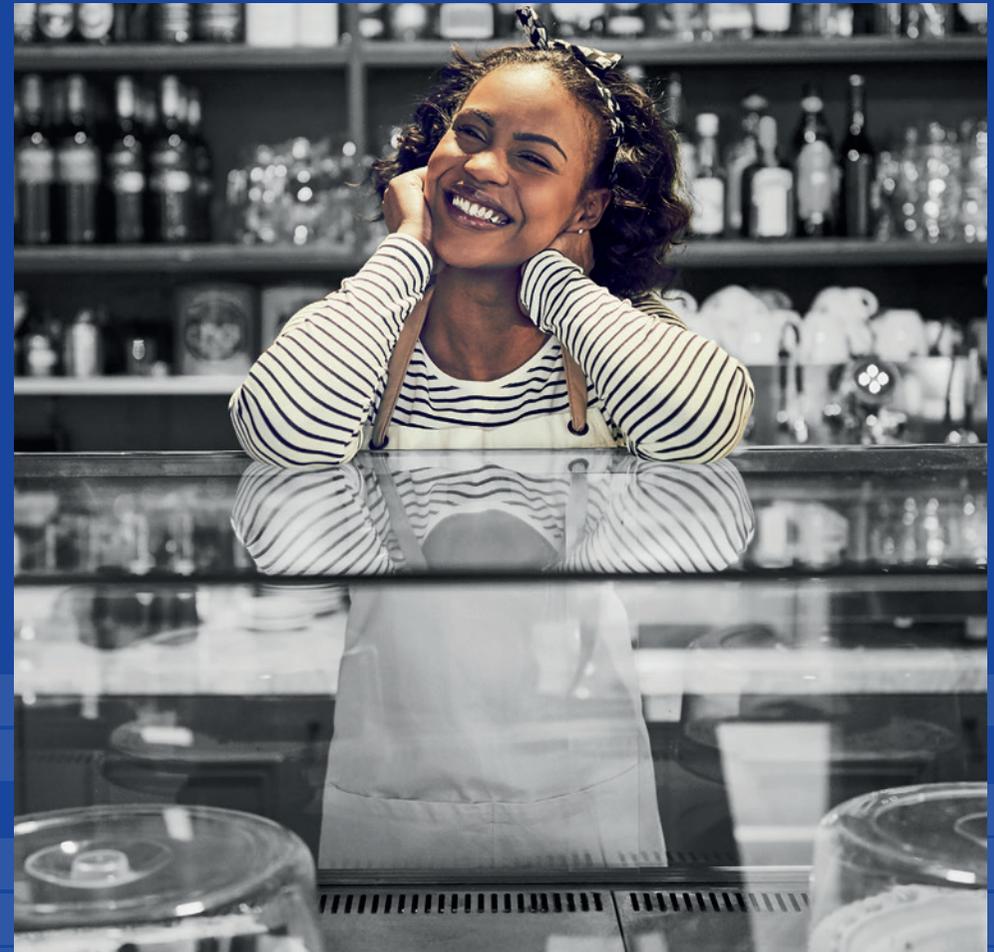
LET'S TALK.



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Related solutions...

CI-10

Compact cash recycling solution, enabling automated cash handling at point of sale positions.



CI-50 FOR FRONT OFFICE

The addition of the coin unit (CI-10C) integrates coin handling into a single solution, for handling both notes and coins.



CI-50 FOR BACK OFFICE

Combining the CI-10C, the CI-50 accelerates back office cash processes in low volume cash locations.



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