

Novel Coronavirus

RCC RETAIL RECOVERY CHECKLISTS - TEMPLATES

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Retail Council of Canada (RCC) recognizes the economic challenges posed by the COVID-19 pandemic and, with the assistance of industry Experts and Retail Task Forces, it has developed a set of sample protocols, guidance documents and checklists to help our retail community safely re-open across Canada.

In addition, and in collaboration with the Boston Consulting Group, RCC is developing a Retail Recovery Playbook. This Playbook and ancillary documents will serve as a Guide to assist our retailers in safely planning their re-opening and in developing tools to support their ongoing growth and wellbeing. Additional information can be found on the RCC web site at [RCC Covid-19 Retail Recovery Planning](#)

Canadian retailers have been front and centre during this crisis, with grocery retailers, drug stores and other essential retailers demonstrating their ability to keep consumers well fed, healthy and safe during the crisis. However, many retailers located in every community across Canada were required to close their brick-and-mortar businesses or operate at reduced levels through their online channels. The impact on employers and employees cannot be underscored and the return to business will necessitate fundamental changes to every aspect of our retail operations.

RCC resources have been developed using sample protocols and best practices from essential retailers and others who have remained open during the crisis. From social distancing, health and safety procedures, sanitation practices, store re-designs, these measures have helped keep our customers, our employees and our communities safe.

Our Retail Recovery Playbook is also intended as a blueprint, advancing and promoting a harmonized approach with provincial, territorial, federal governments and Public Health Authorities. Our goal is to ensure the safety of our communities, the safe re-opening of retail, the safety of employees and customers under clear and well communicated guidelines and protocols across jurisdictions.

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Return to Work Team - Checklist

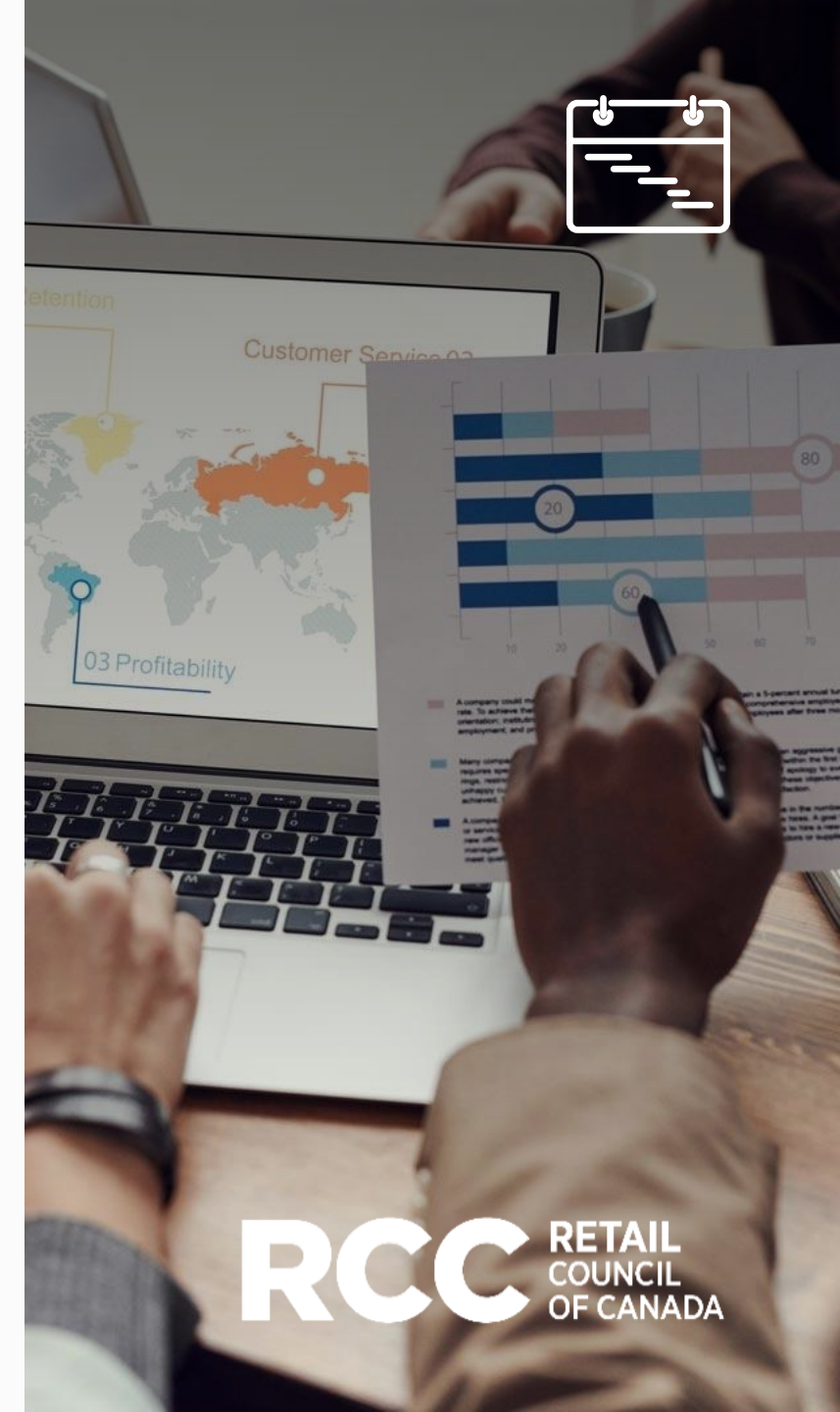
- Does your organization have a dedicated team of leaders to drive recovery/re-opening activities and who can make company-wide decisions?
- Who will be on the Recovery Team and is there adequate representation from major lines of business and/or shared services?
- Will you need to identify new roles and responsibilities for these Team members?
- What are the prescribed roles and responsibilities of the Recovery Team?
- How will the Recovery Team communicate with employees, vendors, customers, and partners and when will communications begin?
- What processes and procedures are required to ensure a safe transition back to normal retail operations?
- What triggers will the Recovery Team use to identify when to return to normal operations and how will your retail business make that transition while preparing for a potential second wave?
- Determine Transition Plan - Does your re-opening plan include a 'Dry run', 'Pre-start', or 'Soft opening' phase to test your plan and adjust where needed?
- Determine Which Provincial/Territorial Store Opening Rules Apply To Your Retail Format/Category



RETURN TO WORK TEAM

WHO SHOULD BE INCLUDED

✓ Human Resources	✓ Accounting/Finance
✓ Health & Safety	✓ Emergency Preparedness/Business Assurance
✓ IT & Security (LP/Risk Management)	✓ Procurement
✓ Store Operators	OTHER
✓ Facilities Management	



Developing A Return To Work Action Plan Checklist

- Identify Who Returns To Work And When
 1. Consider Potential Changes In Pay, Hours, Schedules, Duties, Wage/Hour
 1. Identify Critical Employee Groups
 2. Evaluate Hiring Practices/Hiring Needs In Light Of Covid-19
 2. Assess Employee Benefits Offerings
 1. Pay Close Attention to Programs Addressing Mental & Physical Health
 2. Consider Instituting New Health & Safety Programs
 3. Determine Which Workplace Safety Laws And Regulations Apply Across Jurisdictions
 1. Ensure Your Training Manuals Are Up-To-Date
 3. Workplace Policies And Other Practices; Training; Work-From-Home Policies/Procedures, Security Measures
 1. Including PPE Policies For Employees Across Your Organization (Stores, Distribution Centres, Ecommerce, etc.)
 1. Consider Screening/Testing Measures For Employees
 4. Transition From Furlough
 5. Determine How To Handle Refusal To Work And Requests For Accommodations
- Establish Well-defined Protocol For Dealing With Suspected And Confirmed Employee Cases Of Covid-19
- Determine Rules For Visitors, Vendors And Other Workers In The Workplace

[Link: Refer to RCC's Regional COVID-19 Measures and update for additional information Provincial/Territorial Rules to provide job protection for workers and flexibility for employers during this pandemic](#)



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Policy & Protocol Considerations for Employers When Employees Return to Work



Consider timing issues such as staggering return to work schedules	Determine which employees are safe to return to work	Workplace policies, protocols and practices
When and how are employees notified to come back to work	Develop protocol for screening measures (<i>see further in this deck</i>)	Paid sick leave/Paid time off/vacation/family days/personal days, etc.
Determine works hours, shift schedules and break times (preventing larger groups from arriving at the same time)	Determine the number of employees allowed in your different operations <ul style="list-style-type: none"> Stores, Distribution Centres, IT facilities, etc. (based on occupancy limits determined by governments and Public Health Authorities) Regional Measures across Canada 	Leave of absence for medical leave including family, personal leave, childcare, special accommodations, etc. <ul style="list-style-type: none"> Determine if doctors' notes are required (review regional measures)
Have you considered, and can you manage, potential staffing shortfalls if your employees return to work gradually?	Identify team members responsible for health & safety procedures in all locations	Develop a decision matrix to address attendance issues and work refusals <ul style="list-style-type: none"> Take into account employees who are afraid to return to work, those with special circumstances, those with child or elder care obligations/etc. <ul style="list-style-type: none"> Take into account that the above needs to be handled in a manner consistent with the employer's policies and the obligations in occupational health and safety legislation, employment standards legislation (particularly statutory leaves of absence), and human rights legislation The decision matrix should be shared with frontline managers to assist in making the appropriate decisions and to assist them in identifying who they should contact for assistance when required
Have you considered the need to change your operating hours (open earlier, close later, etc.) to reduce the total number of employees, workers, and staff in your store/workplace to meet any physical distancing or lower occupancy requirements you may have?	Identify which employees can continue to work from home (<i>see further in the deck</i>)	Expenses reimbursement for PPE and/or other workplace tools/equipment/supplies
		Complaint and Whistleblower protection procedures (especially in light of COVID-19 protocols)

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Developing A Return To Work Action Plan Policy & Protocol Considerations

Identifying Who Returns To Work And When - continued

4. Assess Employee Benefits Offerings including Health & Safety Programs

1. Consider new Programs Addressing Mental Health – are your current offerings sufficient?
2. Consider Instituting New Health & Safety Programs (with COVID-19 protocols in mind)
3. Determine Which Workplace Safety Laws And Regulations Apply Across Jurisdictions
 - Ensure Your Training Manuals Are Up-To-Date
 - A health and safety system based on best practice can pivot with your changing business model (e.g. new technologies and ways of interacting with customers and employees), whereas fragmented health and safety initiatives may be lost in the shuffle
 - Strengthen communication channels & processes to ensure seamless, just in time communication on important health and safety issues
 - Foster a culture of health and safety where all employees feel safe coming to work & trust their employer to stay current on health and safety issues through any crisis or change

Topic	How it can help you address COVID-19
Health and safety responsibilities	Identify and document roles and responsibilities in your business for responding to the pandemic
Risk assessment	Assess the health and safety risks of new work locations and/or work tasks resulting from COVID-19
Control of hazards	Control the spread of COVID-19 through implementation of engineering controls, administrative controls, safe work practices, and PPE
Injury illness and incident reporting	Establish, implement, monitor, and maintain a procedure for reporting injuries and illnesses such as presumptive or confirmed incidence of COVID-19



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Developing A Return To Work Action Plan Policy & Protocol Considerations

Identifying Who Returns To Work And When - continued

4. Establish Protocols for Dealing with Suspected and/or Confirmed Cases of COVID-19

- Screening and testing measures for employees
- Screening and testing measures for customers

Employees

Do you have policies and procedures for the identification and isolation of employees with potential COVID-19 symptoms?

Have you trained employees on how to implement these identification and isolation procedures?

Do you have policies and procedures for employees to report when employees are sick or experiencing symptoms of COVID-19?

Do you provide isolation rooms (i.e. a room away from others with closable doors) for employees and other potentially infectious people, where necessary?

Do you have policies and procedures to do temperature checks for employees?

Have you trained employees on how to implement temperature check procedures?

Customers & Others

Do you have policies and procedures for the identification and isolation of customers, clients, suppliers, etc. with potential COVID-19 symptoms?

Have you trained employees on how to implement these identification and isolation procedures?

Do you have signage to stop customers, suppliers, contractors with COVID-19 symptoms from entering your store/storage area and other facilities?

Do you provide isolation rooms (i.e. a room away from others with closable doors) for potentially infectious people, where necessary?

Do you have policies and procedures to do temperature checks on customers, suppliers, contractors and others?

Have you trained employees on how to implement temperature check procedures?



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Employee Temperature Screening

Taking Employees' Temperatures as a Screening Mechanism

- ❑ Some employers across Canada have started to implement temperature screening prior to allowing an employee access to the office or a workplace.
- ❑ Given the nature of COVID-19 and infection rates across Canada, it is arguable that, in certain workplaces, temperature checks may be a reasonable screening mechanism in the circumstances. However, employers should be mindful of the following:
 - Any checks should be conducted using the least intrusive methods available (e.g. non-contact infrared thermometers vs. contact thermometers).
 - Qualified individuals would need to be available to administer the test and ensure that the test is conducted in a safe manner, such that there is no enhanced risk of employees being infected by each other or the test administrator.
 - Advance written notice to workers of the temperature check requirement would need to be provided, including the means by which the check will be conducted and that the purpose (i.e. to promote a safe workplace and help reduce the spread of COVID-19).
 - Medical advice may need to be obtained with respect to what body temperatures are of concern.
 - Records of individuals who test within ordinary temperature ranges (as determined by a medical expert) should not be retained by the employer.
 - Individuals who test at or above a level that concerns a medical expert should not be allowed access to the workplace, but rather be discretely asked to leave the facility and to seek medical advice. (protocols should be in place to inform of next steps)

Employees Working From Home

HR Considerations

- ❑ Permitting or requiring employees to work from home (“WFH”) where possible can reduce health and safety risks associated with the spread of COVID-19 in your workplace, enable employees who are self-isolating or in quarantine to productively contribute to your retail business and enable greater flexibility for employees who need to care for family members in connection with the spread of COVID-19.
- ❑ Implementing a mandatory or optional WFH policy that is consistently applied will reduce risk of claims that the retailers is providing WFH arrangements on an unfair or discriminatory basis.
- ❑ Retailers should consider the following when structuring their WFH arrangements:
 - ❑ *Application:* Clarify to whom the WFH policy applies, and whether working from home is optional or mandatory for such employees.
 - ❑ *Duration:* Consider clarifying the duration of the WFH policy. If it is intended to be a temporary measure, consider expressly stating that the policy is intended to be effective for the duration of the public health emergency in connection with COVID-19, and that the company reserves right to alter or terminate the policy at any time as circumstances warrant.
 - ❑ *Expectations:* Consider clarifying expectations regarding the employee’s communication, availability, and productivity when working from home during business hours.
 - ❑ *Information Security:* Consider remote connectivity and security concerns with respect to confidential company information, including the software and equipment that the employee will use to perform work-related tasks from home.

Considerations For Employers HR Workplace Safety Issues To Address

- ❑ Retailers should review their safety policies and occupational health and safety legislation and determine the level of engagement the employer's joint health and safety committee should have in reviewing and implementing workplace safety measures and response to workplace safety risks or hazards
- ❑ Retailers have an obligation to report occupational illnesses, and that this obligation may extend to COVID-19 if it arises in the workplace. Retailers should report to the applicable governmental bodies and notify their joint health and safety committee or a health and safety representative and/or union, as applicable
- ❑ Travel Restrictions for Employees: Business and Personal Travel guidelines should be determined and communicated widely throughout the organization
- ❑ Requiring Employees to Disclose Symptoms (ensuring communication to that effect is widely circulated)
- ❑ Retailers can require employees to report any flu-like symptoms, including a fever, cough, and/or shortness of breath, or other symptoms that may be symptomatic of COVID-19
- ❑ Retailers need to comply with privacy laws, and should only collect/request personal information from employees that is realistic given the circumstances. In view of COVID-19 and the need to ensure workplace safety, a prerequisite for employees to disclose symptoms that are symptomatic of COVID-19 would be acceptable, however a requirement or request to disclose further personal information unrelated to the employer's legitimate interest in maintaining workplace safety would likely be deemed unreasonable.

Store & Other Workplaces - Social Distancing & Sanitation Employer Checklist

- Ensure employees stay 6 feet apart whenever practical
- Post new cleaning protocols and guidance on PPE where associates can see them every day
- Adjust seating in break rooms, lunchrooms, and other common areas to respect social distancing practices
- Ban gatherings or meetings of employees during working hours unless specific areas have been approved where social distancing protocols are in place and capacity limits are indicated in said meeting areas
- When possible, encourage employees to take breaks and lunch outside, in their office or personal workspace, or other areas where proper social distancing is feasible
- Use virtual/video/audio training for employee onboarding or skills development as much as possible
- Discourage employees from using colleagues' phones, desks, workstations, transmitters, pens/markers, handhelds/wearables, or other office/store/DC tools and equipment. If shared, clean said equipment, phones, and tablets with alcohol or disinfectant wipes
- Disallow handshaking and other unnecessary person to person contact in the workplace or in store
- Ensure employees wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom or lunchroom, and before leaving the store. Remind employees to remove jewellery before washing
- Post signs at entrances to the store and backrooms (delivery area) informing customers and delivery employees that they cannot enter the store if they are ill or are feeling unwell
- If store is located in a mall, ensure employees have all the protocols instituted by the property and provide checklists to keep staff well informed of rules and regulations
- Restrict interaction between employees and outside visitors, contractors, delivery personnel or truck drivers; implement touchless electronic signature systems and related receiving practices wherever possible
- Ensure you clean offices, lunchrooms, and workspaces at least once per day, and more often for high-traffic areas and contact surfaces.
- Focus on frequently touched and shared surfaces such as keys, doors, handles, carts, handrails, light switches, shelves, countertops, drawers, keyboards and mice, touchscreens, payment keypads, cash drawers, pens, tools, phones, radios, vending machines, tables, chairs, and kitchen equipment
- Provide associates with the personal protective equipment they need to safely use cleaning products and make sure they use them correctly
- Ensure operating hours allow downtime between shifts for thorough cleaning
- Ensure cleaning procedures, following a known or potential exposure in the store, DC, head office or other facility, comply with Public Health guidelines

Basic Store Signage - Social Distancing, Sanitation, Customer Service

Place signage in prominent locations throughout the store, particularly high-traffic areas such as entrances and exits, checkouts, fitting rooms, etc. (Signage to consider below)

- ❑ Asking customers, contractors, delivery service personnel and employees not to enter the store if they are sick or have felt sick within the last few days or as determined by Public Health Authorities
- ❑ Encouraging customers, guests, suppliers and employees to maintain six feet of distance at all times, per guidance issued by Public Health Authorities
- ❑ Floor markers/signage located six feet apart where customers are likely to stand in line in areas of the store (POS, customer service, change rooms, washrooms, etc.)
- ❑ Entrance-exit, restricted areas or one-way only signs
- ❑ Recommended hygiene practices, how to stop the spread of germs (refer to links for sample posters in the RCC deck)
- ❑ Health Canada or provincial/territorial Public Health posters promoting frequent and thorough handwashing in all restrooms, lunchrooms, meeting areas
- ❑ Requesting customers temporarily cease using reusable bags, or to bag their own purchases if they choose to use reusable bags, and to clean reusable bags (in grocery stores)
- ❑ Information on pick-up/carry-out options
- ❑ Information on returns of products
- ❑ Programming in-store audio messaging to frequently remind employees and customers to follow Public Health guidance on hygiene and physical distancing (increase signage in areas of the store if audio messaging is not available)
- ❑ For high-traffic retailers and retailers with checkout counters that do not allow adequate distance between the customer and employee, consider installing Plexiglas “sneeze-guards” (unless already required by law)
- ❑ For specialty retailers and those with smaller store footprints, consider extending your checkout counter to create more distance between the associate and the customer with appropriate signage to maintain six feet of distance
- ❑ Indicating capacity limits to be respected as per provincial/territorial Public Health guidelines
- ❑ Distance markers located outside of store to allow for queuing while maintaining physical distancing (employees can also be assigned to assist customers waiting to enter – consider third-party security provider if crowded)
- ❑ Consider signage outside the store to direct customers to pick-up stations (if parking is available, determine if some spots can be reserved for pick-up locations)
- ❑ Signage at the entrance to indicate if customers can order via an app with curbside pick-up

SAMPLE CHECKLIST & MONITORING FORM - Cleaning

			Cleaning & Disinfecting Checklist STORES
In Progress	N/A	Complete	STORE
			Use approved COVID-19 Health Canada (Public Health guidelines) disinfectants & cleaners
			Health Canada Cleaning/Disinfecting (link)
			<input type="checkbox"/> Doorknobs/frames/handles/other frequently touched areas on the doors
			<input type="checkbox"/> Locker doors/cubby holes/storage bins- racks and storage doors
			<input type="checkbox"/> Desks/tables/chairs and other sitting areas/counter tops/display cases
			<input type="checkbox"/> Hand railings
			<input type="checkbox"/> Light switches/control panels
			<input type="checkbox"/> Product Display racks-counters/mannequins/other display areas
			<input type="checkbox"/> Hand railings
			<input type="checkbox"/> Elevator buttons
			<input type="checkbox"/> Shared equipment (touchscreens, cash registers and drawers, computer keyboards, mice, iPad/hand-held devices, payment keypads, radios, etc..)
			<input type="checkbox"/> Telephones/faxes/photocopiers/intercoms
			<input type="checkbox"/> Poster Frames/Wall displays-racks/shelves
			<input type="checkbox"/> Money bags/vault key pad or handle

			Cleaning & Disinfecting Checklist WASHROOMS
In Progress	N/A	Complete	WASHROOMS
			Use approved COVID-19 Health Canada (Public Health guidelines) disinfectants & cleaners
			Health Canada Cleaning/Disinfecting (link)
			<input type="checkbox"/> Soap dispensers
			<input type="checkbox"/> Door handles
			<input type="checkbox"/> Sink faucets
			<input type="checkbox"/> Bathroom fixtures (including handles)
			<input type="checkbox"/> Coat hooks
			<input type="checkbox"/> Baby changing tables
			<input type="checkbox"/> Paper Towel dispensers
			<input type="checkbox"/> Toilet flushers
			<input type="checkbox"/> Waste paper basket
			Check & Replenish Bathroom Supplies
			<input type="checkbox"/> Sanitizing Soap (for dispenser)
			<input type="checkbox"/> Paper Towels
			<input type="checkbox"/> Hand Sanitizer
			<input type="checkbox"/> Disposable Feminine Hygiene products

Place reminders of importance of hand washing on all staffroom, lunchroom, meeting and bathroom doors

Regularly collect and dispose of waste paper in staffroom, lunchroom, meeting and bathroom areas

Ensure employees are completing your cleaning checklists and signing with time and date

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SAMPLE CHECKLIST - CLEANING GUIDELINES

Stores



STORE	PRE OPENING	WHILE OPEN	CLOSING	New Schedule
Frequency <i>(a) After each use, (b) after each transaction, (c) daily – specify timing, (d) Once per day, etc.</i>	May – June Frequency	May – June Frequency	May – June Frequency	Review List and Frequency as Crisis evolves (High – Medium – Low)
Doorknobs/frames/handles/other frequently touched areas on the door				
Locker doors-handles/cubby holes/storage bins				
Desks/tables/chairs/sitting areas				
Counter Tops/Fixtures/Racks				
Hand railings				
Light switches				
Elevator buttons				
Shared equipment (such as iPads, cash registers, computer keyboards and mice, keys, etc.)				
Telephones/faxes/photocopiers/intercoms/alarm panel				
Money bags/vault key pad or handle				
Stockroom Area (walls/handles/shelves) & Bathroom				
Waste Paper Baskets & Receptacles				

Public Health Sites - CANADA

Retail Resources – POSTERS, VIDEOS



Cleaning and disinfecting public spaces during COVID-19 [Public Health Canada](#)

Videos, Posters & Resources COVID-19 [Public Health Canada Resources](#)



Hand Hygiene, Personal Protection Equipment & More [BC Centre for Disease Control COVID /signage-posters](#)

Posters - Do Not Enter & More
[Government of Alberta](#)

Disinfecting Shared Devices Posters & More [Manitoba Shared Health COVID Posters](#)

Masks for Non-Health Care Workers - Ontario [Fact Sheet](#)

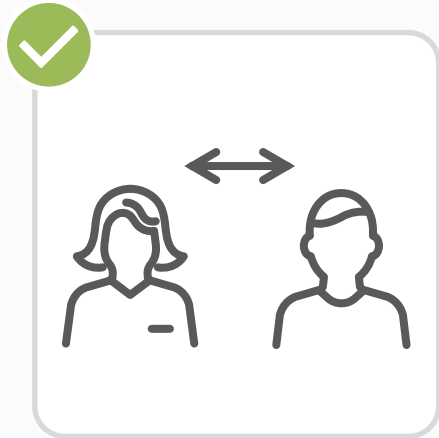
[How to Wear a Mask Ontario](#)

COVID-19 Posters & Fact Sheets [Nova Scotia COVID Posters](#)

World Health Organization (WHO) [How to Use Masks & Graphics/Posters](#)



How To Protect Yourself And Others –POSTER TEMPLATES



Keep distance

Protect older people with sufficient distance

Keep your distance when standing in line

Keep away from events and meetings



Wash hands thoroughly

Wash your hands for 20 seconds

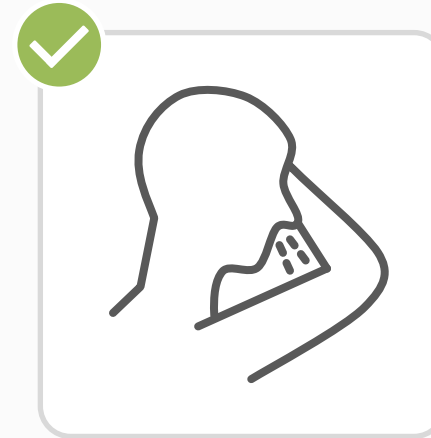
Soap and water are most effective

Use hand disinfectant if soap and water are not available



Avoid shake hands and contact

Even if it seems rude or unusual to you



Sneeze into the crook of your arm or into a tissue

Discard paper tissues immediately after use AND wash your hands afterwards



Stay at home with fever and cough

Contact your family doctor by telephone

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Facilities – Stores – Distribution Centre

Checklist



Facilities: Preparing the Store for Opening

- For leased properties, work with your landlord and/or your local jurisdiction to obtain early access to store location to ready it for return-to-work (deep cleaning, retrofitting as necessary for new regulations, installation of new signage etc.). (visit [Are stores open?](#) On RCC web site)
 - Many mall stores currently have access to their locations as those with exterior doors have been permitted to do curb-side pick-up in many jurisdictions
- Carefully inspect facilities for any damage or issues caused by vacancy including mechanical, air, and water systems. (take photos of any damage for insurance purposes)
- Identify which vendors and/or distribution centers are functioning, and the extent to which they may be delayed or limited in their operations. Establish contingency plan for vendor disruptions.
- Establish protocol for monitoring store occupancy to comply with provincial/territorial capacity guidelines-regulations.
- If applicable, establish procedure for use of escalators and elevators to avoid crowding (e.g., elevator attendants, queue management, signage indicating maximum capacity, etc.).
- For mall stores, obtain clarity on *what* customer screening (e.g., temperature, requirement to wear mask, other) may be required and *who* will be responsible to perform screening (landlord on behalf of all mall tenants, each individual tenant, etc.).
- If customer screening is to occur within your store, identify an appropriate location for such screening (such that privacy and social distancing protocols are respected).
- Assuming screening will occur within your store (mall environment), ensure employee training and proper procedures are in place

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Facilities – Stores – Distribution Centre

Checklist

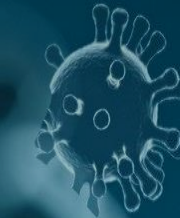


Facilities: Other Considerations

- Keep an inventory of all new signage for your various store locations and facilities and consider providing said signage in different languages to reflect the diversity and cultural needs of your community
- Assess how to best leverage vendor relationships to ensure you have the inventory you require or access to new products/merchandise
- Identify list of vendors who can supply all PPE and the ancillary health & safety products you require. Consider joining a BIA buying group or similar organizations to benefit from group buying
- Establish procedures to regularly disinfect inventory and deliveries of goods
- Establish protocols and procedures for receiving, handling and processing shipping and receipts (consider contactless confirmation of orders at the back of the store or in DC)
- Review where shipments originate from to ensure that provincial, national and international borders are still operating and identify the types of shipments that may be stopped, delayed or unauthorized due to COVID-19 (review current legislation relating to the quarantine of products, services, and operators such as truck drivers)
- Review all security protocols for stores and other facilities
- Establish new procedures and training for store staff regarding shoplifting incidents (shoplifter wearing mask – coughing on employee – etc.) – training in safe de-escalation
- Provide a list of law enforcement contacts and incident-list which warrants police intervention

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Other Considerations – Your Operations Checklist



Topic	Question
INSURANCE POLICY	Have you discussed re-opening with your insurance provider to ensure that any new or potential 'post-COVID' liabilities are covered by your existing (or updated) policy?
EXTERNAL CLEANING SERVICES	<p>Do you have a contract with an external cleaning company?</p> <ul style="list-style-type: none"> ○ What are their competencies and capabilities in light of the crisis? ○ Should you review the schedule to increase frequency? ○ If you are a mall tenant, request cleaning protocols for the mall and individual stores
SUPPLIERS/VENDORS	Have you considered how the shut down has affected your suppliers and how their own shutdown/re-opening may impact your re-opening plans?
VENTILATION – AIR QUALITY	Have you considered the need for, and effectiveness of installing, high-efficiency air filters in your workplace / premises? Can you increase ventilation rates in your workplace / premises?
HAND SANITATION	Do you provide employees and visitors to your workplace / premises an area with soap and running water to wash their hands and, if not, do you provide a regular supply of alcohol-based hand rubs/sanitizer containing at least 60% alcohol?
LOSS PREVENTION	Have you considered de-escalation training for store staff? Have you considered how employees should deal with customers who violate health & safety rules?

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