ReStore - Return to Operations Plans

* *Return to work on \_\_\_\_\_\_\_\_\_\_\_\_*
  + *1st Wave of staff to return for planning, Mon 4/20*
    - *Store Managers & Logistics Manager - Kris, Katie, Dana, Scott*
  + *2nd Wave of staff to return for planning*
    - *Assistant Managers, Lead Associates, Tue 4/21*
    - *Jodee, Rich & Cole (Decon & Bus. Development) Tue 4/21*
    - *Drivers, Associates (2nd or 3rd Wave ?) Wed 4/22*
  + *1st Priority of work*
    - Discuss plan below and parameters for interactions, social distancing, wearing PPE with staff
    - How much and how to use cleaning supplies
      * Develop trainings to include Volunteer Patti
    - Disinfect all workstations, hard surfaces, breakrooms, doors handles, etc…
      * Plan how to do this daily & develop chart / spreadsheet to record completion
      * Locations to disinfect
        + Tables, register counter, register monitor, register keyboard, door knobs, keyboards, computer mouse, toilets, handrails, phones, trucks, etc...
      * Communication
    - Price and move all donations in production area to sales floor
    - Conduct audit of Sold area
      * Reach out to every customer with items waiting
        + If no answer, ask for return call and inform of pick up window
        + Inform of option to pick up
        + Allow customers to receive in-store credit

2nd option if customer is unhappy, offer full refund

* + *2nd Priority* 
    - Prioritize your store specific project list with Dominic and start completing project work
    - Plan space for incoming donations to be quarantined by day
    - Update sales per sq ft analysis.
      * All stores re-measure the space allocated to each department (remember to include aisles in department size) and update their sales per square ft figures by department. Present analysis about what sections are top performing and what sections are least performing.
* *Operating Guidelines* 
  + Levels of safety / sanitary practices
    - Level 1 - low (Return to normal 3 store operations)
    - Level 2 - medium (WI Safer at Home Order lifted but not return to normal operations)
    - Level 3 - high (WI Safer at Home Order)
      * Levels based on gov’t updates & direction from MHFH
* *Staff Precautions & COVID 19 Response plans*
  + All staff to wear masks, other PPE optionable
  + Announcements/requirements to wash hands every hour
    - Additional hand washing stations added throughout store
  + Entering store
    - Limit staff to enter/leave one person at a time
    - Wellness check in with manager upon arrival with mandatory forms
      * Obtain thermometers
      * Questionnaire
  + Staggered use of shared spaces
    - Bathrooms, breakrooms, register, pricing stations
    - Space out lunches
* *Opening Stores -* 
  + Focus on opening the Wauwatosa ReStore with increased Facebook presence
  + Staff needed in store
    - 1 Store - Wauwatosa (Level 3) - Mon - Sat to start
      * Min. (11) - Cashier, Safety Officer, 2 Pricers, 1 Donation Attendant, 1 Loader, 1 person for phone, 2 people for online, 2 Managers
    - Logistics -
      * 1 Truck (Level 3) - 2 Drivers
      * 2 Trucks (Level 2) - 4 Drivers
      * 3 Trucks (Level 1) - 4 Drivers, 1 Driver Assistant & 1 Associate
    - 2 Stores - Wauwatosa & \_\_\_\_\_\_ (Level 2)
      * Pick Up Donation levels warrant 2 stores but not quite 3 stores
      * Safer at Home order lifted
    - 3 Stores (Level 1) or (Level 2)
  + Safety Officer - (Level 3) and possibly (Level 2)
    - Maintain safety practices among staff entering/leaving store
    - Maintain customers safety practices listed below
    - Monitor number of customers in the store
  + Develop Public Safety oriented process for customers in store’
    - Limit number of people in store to 20 (Level 3)
      * Time limit in store (max to vary based on customer line) (Level 3)
    - Markers with tape on floor at register 6 ft apart (Level 3) and possibly (Level 2)
    - Flexiglass between cashier and customer (Level 3) and possibly (Level 2)
    - Develop process needed for how to control entry and waiting in line
      * Markerboard indicating line using licence plate
      * Hand out rules
    - In store signage
      * “Practice Social Distancing”
      * Look, don’t touch signs
      * Update like other retailers
  + Develop Public Safety oriented process for daily sanitizing store
    - Clean before or after store closed
      * Stagger schedules to ensure appropriate cleaning takes place
    - Create & maintain Cleaning Supply List
    - Identify area to sanitize - develop practices and communication
      * Doors, door knobs, windows, carts, Tables, register counter, register monitor, register keyboard, door knobs, keyboards, computer mouse, bathrooms, toilets, handrails, phones, trucks, etc...
        + Shopping carts cleaned after every use
        + “Dirty/Clean” bins for tape measures and tools exchanged with customers
    - Training staff on how to use chemicals
      * Patti volunteered
* *Pick Up donation services - goal to start pickup donation services on \_\_\_\_\_*
  + - *Confirm with drivers that they are comfortable going out on pickups based on procedures below*
    - *Max 1 trucks per day until demand picks up, letting product sit in truck for 24-48 hours* (Level 3)
  + Items need to be left outside home (protected from moisture) or in garage on the day of pick up and no staff allowed in homes (Level 3) & potentially (Level 2)
  + Communication by Katie that employee is to have no face to face communication with donors. Cell phones should be used to communicate and receipt would be left in an agreed upon spot. (Level 3)
  + Questionnaire to donors on travel, illness in the home (online and via phone) (Level 3)
  + Communicate that we may suspend pickup of donated merchandise in selected areas, if we feel it presents a risk to our staff. (Level 3) & potentially (Level 2)
  + PPE - Staff is required to wear a mask. (Level 3)
    - Gloves and eye protection optional
    - After loading product into truck, remove and discard gloves, use hand sanitizer and put on new gloves before leaving for next pick up, repeat for each pick up
    - Staff given cleaning product to spot clean donations as needed
    - Need garbage cans, hand sanitizer and Gloves on each truck
  + Trucks to be cleaned daily
  + Donations will be left in truck for 72 hours and trucks rotated (Level 3)
* *Pick up of sold items by customers*
  + Develop Public Safety oriented process for picking up Sold product
    - PPE - Staff is required to wear a mask. (Level 3)
      * Gloves and eye protection optional
    - Employees bring items down to loading area with customer maintaining social distancing & customer loads item (Level 3)
      * If an item is too large/heavy, 2 employees load items while the customer waits in the car.
    - Upon return to operations, staff to call and schedule pick ups in 15 minute increments using google doc log (Level 3)
    - Sales staff inform customers of their pick up time and location
      * Front entrance or donation center
* *Drop off donations*
  + Donation drive through should be coned off to limit one donor or customer at a time. Signage should be made to reflect the process. (Level 3)
  + Donation attendant meets donor at dock for drop off donation using social distancing
    - Staff asks customer to unload donations and where to place them
      * Provide appropriate cart or dolly for donor to unload
    - If large donation, ask donor to return to car so staff can unload
    - Receipt placed in trunk or back door or under windshield
  + PPE - Staff is required to wear a mask. (Level 3)
    - Gloves and eye protection optional
  + Figure out how to hand off a donation receipt and collect drop off zip code.
  + Disinfecting product
    - Large items should be disinfected according to cleaning product guidelines set forth on the supply list
    - Small items should be quarantined -
      * Quadrants for items received daily to let sit for 72 hours
  + Install/ rent hand washing station at dock
* *Online Sales / Curbside pick up*
  + Explore online sales
    - Facebook Marketplace - Joe ReStore account (CANNOT USE)
    - Shopify - set up free 14 day trial account (HOLD OFF)
  + Will need to have one individual per platform dedicated to managing communication, inventory and sales at minimum
  + Determine pick up options
    - Schedule pick up windows to alleviate too many customers at once
    - Collect payments -
      * Preferred over phone (payment doesn’t need to be rung in over phone just before product is given to customer)
        + Develop quick form

Take customer info (name, address, phone, CC)

* + - * + Develop process to collect merchandise from sales floor, put aside and check online platform to avoid double sale
      * In store - inform of customer limit in store and potential wait
  + Posting on Facebook - details for Level 3
    - Post product on facebook via pictures of store per department
      * Create time slots for department
      * Avoid videos to start
      * Post product identified as most likely to sell on facebook marketplace
* *Training on Communication*
  + Train staff on using pre-approved communication on how to explain:
    - Why ReStore is an essential business and we are open to the public
    - Why we are conducting pick up services
    - What we are doing to prevent the spreading of any viruses
    - Other topics to cover (TBD)