Throughout the challenges presented by the COVID-19 pandemic, the Chamber has been working to keep businesses informed about the resources that are available to help them through this public health emergency with a view towards protecting our local economy.

Hawaii businesses are eager to get back to work. Business operations can and should return to a sustainable level without jeopardizing employees’ or customer safety.

Based on best practices shared by the CDC and OSHA, the following suggested guidelines can be replicated as general best practices.
COMMENCING COMMERCE...SAFELY

Prepare the Building

- Ensure safety of all workers.
- Clean with products from approved lists from governing authorities.
- Ensure compliance with owner/landlord requirements policies.
- Ensure all inspections, remediations, repairs and communications are complete before reopening.

Vendor Engagement

- Engage vendors in back-to-work plan.
- Request health and travel assessments for vendors/contractors coming onsite.
- Separate contractors and vendors from the workforce (have them use separate bathrooms, entrances, if possible).
- Prohibit non-essential vendors and deliveries from entering facility/office.
- Require deliveries to be dropped outside facility/office door, eliminating vendors from entering facility/office.

Personal Protection and Facilities Cleaning, Sanitizing

- Create training to review new safe-at-work requirements and guidelines for all employees.
  - If returning to work, training and orientations should be done on day one.
  - Make information available to employees about Personal Protective Equipment, disinfection measures, social distancing protocol, on-site health screening, signs and symptoms of COVID-19, self-quarantining and return-to-work policies, visitors and contractors screening, signage, time-off options and all other COVID-19-related safe workplace changes.
- Train employees on frequent hand washing with soap and water for at least 20 seconds; properly covering coughs and sneezes; if soap and water are not available, using a 60% alcohol-based hand sanitizer per CDC; refraining from touching the face.
- Clean and sanitize surfaces frequently.
  - Make wipes, sanitizer and cleaning products widely accessible throughout workplaces.
  - Clean the break rooms and common touch areas (doorknobs, etc.) after each shift/day.
  - Thorough cleaning of ALL shared surfaces throughout the facility at least once every 24 hours. This includes common spaces like bathrooms, conference rooms, lunchrooms, etc.
  - Shut down production in the area where a COVID-19 affected employee worked (i.e. department, line, station) to conduct cleaning, as well as shut down and clean common spaces like bathrooms, conference rooms and lunchrooms once notification of potential COVID-19 spread is suspected.
  - Wear mask/face covering per CDC whenever fellow employees or visitors are within the work area.
  - Provide masks, shields, gloves, shoe coverings, coveralls, etc., if appropriate and available.
- Provide touch-free solutions.
  - Touch-free time clocks.
  - Individual water containers for workers instead of large water coolers.
Social Distancing

- Offer work-from-home options for all employees who can perform duties remotely.
- Change shifts.
  - Stagger shifts and start times to maximize distancing.
  - Allow 30-minute buffers between shifts, if possible, so that employees do not come into contact during transition.
  - Cross-train teams so that teams can better stagger shifts.
- Provide hand sanitizer for guests to use and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.
- Provide visual markers on floors for six-foot distancing per CDC guideline.
- Stagger breaks and lunch schedules.
- Offer lunch breaks in vehicles instead of shared cafeterias or break rooms.
  - Employees need to bring their own meals and be able to eat them without use of microwave.
- Restrict movement between departments and/or functions (e.g., do not allow traffic between production and office workspaces).
- Conduct phone/email/virtual meetings instead of in-person meetings, even when at office.
- Limit meetings to no more than 10 individuals, provided appropriate spacing is available.
- Hold meetings in large spaces where people can spread out at six-foot intervals.
- Space out desks and work stations; construct temporary walls between workstations.
- Avoid displays that may result in customer gatherings; try not to allow employees or visitors to congregate in waiting or common areas; design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, distancing.
- Consider an exit from the facility separate from the entrance. Determine protocols going to and from restrooms to establish paths that mitigate proximity for visitors and staff.

Customer Engagement

- Offer curbside delivery instead of in-store pick up.
- Provide on-site services to customer’s facility once their business is closed (after hours).
- Offer drive-through service only.
- Add plastic barriers/shields at registers.
- Ask customers to stay in their vehicles in parking lot while they wait.
- Offer call-ahead services for parts and service and lock door to walk-in customers.
- Conduct virtual sales call.
- Limit the number of customers in the facility to ensure appropriate distancing, along with visual markers on floors for six-foot distancing, per CDC guidance.
Employee and Customer Communications

- Post internal signage that can be used to alert or remind employees about guidelines and expectations.

Post external signs on doors alerting visitors to restrictions on entry and movement in and around facility, as well as any applicable guidelines and expectations.

Travel Policies

- Require a two-week quarantine for employees who return from outside of the country or a domestic COVID-19 hotspot.
- Require a two-week quarantine for employees traveling more than 100 miles from facility.

Monitoring Employee Health

- Conduct temperature or employee wellness checks at the start of shifts to ensure employee does not exhibit COVID-19 symptoms (fever >100.4°F, cough, shortness of breath/difficulty breathing).
- Create a master schedule for all employees that shows when people may come in contact with others; use this for contact tracing in the event of a confirmed or suspected COVID-19 exposure.
- Create a response plan for employees who report or demonstrate symptoms at work; have recently been at work and tested positive or have been in contact with confirmed COVID-19 case; or have not recently been at work, but have tested positive or have been in contact with confirmed COVID-19 case.
- Ask employees about their health status before they return to work from a sick leave (even if they were out with a headache), require certification by a health care professional of ability to safely return to work (particularly for those noted above).
- Offer a variety of leave options for employees who may have to miss work because of a COVID-19-related reason.

Communications, Education & Responsibilities

- Communicate and educate employees and management to carry out the plan and protocols, as well as clear direction on roles and responsibilities. For example:
  - Clearly set employee expectations, with an emphasis on making them feel secure.
    - Return to work/work-from-home policies and incentives
    - Guest and visitor policies
    - Employee travel policies
    - HR policies regarding illness, support for caregivers, etc.
  - Provide internal signage to alert co-workers to use another means to contact the person (phone, email, text).
  - Post signs on door to instruct customers/visitors on business’s safety protocols.
  - Provide remote workers with a list of free resources to stay healthy and active at home (i.e., ergonomic tips, stress-relief tools, fitness resources).
  - Provide pre-recorded safety training videos for customer-facing activities.
  - Maintain an up-to-date repository on the company’s shared network.

Questions? Contact the Chamber of Commerce Hawaii at 808-545-4300 or info@cochawaii.org.
Visit covid19.cochawaii.org for more information.