

A man in a blue short-sleeved shirt is shown in profile, looking down at a red Husky tool bag. He is standing in the back of a white van, which is filled with various tools and equipment, including a yellow power drill and a coiled yellow cable. The scene is brightly lit, suggesting an outdoor setting.

RESTORE. RESUME. RECOVER.

Navigating Business after
COVID-19



Pro[™]

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Introduction

Across the country, organizations like yours are navigating the process of restoring facilities, resuming operations and recovering their business. As we prepare to tackle the uncharted ground of opening after a virtually global quarantine, The Home Depot Pro is here to help you establish the new normal.

Our business can help you get back to business. Whether you are reconfiguring workspaces or implementing new health and safety standards, Home Depot Pro has the products and services to meet your evolving business needs.

Emerging from quarantine is different for all of us as we create new practices intended to protect the well-being of employees and customers. Because this is a rapidly evolving and unique situation, new information is constantly being released. Check the Centers for Disease Control and Prevention (CDC) and your local health authority websites regularly for updates.



The information provided in this brochure does not, and is not intended to, constitute legal or medical advice; instead, all content is for informational purposes only and should be implemented at the sole discretion of each individual. You should consult your attorney or health care provider to obtain advice with respect to any particular legal or medical issue or problem. Following these guidelines does not constitute a certification of safety or compliance of any kind, and in all cases your business's processes and standards should conform to relevant state and local guidance and laws.



RESTORE YOUR FACILITIES

Develop Standards and
Protocols That Help
Create Safer, Healthier
Spaces for Everyone



Step Up Your Cleaning Routine

Tips to establish a cleaning and disinfecting schedule in your workplace:

Before your employees return to work, perform a site assessment that outlines cleaning and disinfecting tasks. Ensure those performing the assessment are wearing the proper personal protective equipment (PPE). Once the assessment is complete, write up a plan that includes the cleaning and disinfecting tasks to be completed.

Determine the methods and products to be used. Selecting the right PPE and tools for the job is as important as the cleaning and disinfection products themselves. Types of tools include mops, rags and sprayers.

Recommended disinfecting procedures include:

- Wearing disposable gloves when cleaning and discarding them after use
- Wearing coveralls and shoe covers when cleaning and discarding them after use
- Washing down areas with soap and water before applying disinfectant
- Complying with disinfectant instructions
- Not mixing bleach with other cleaners
- Cleaning washable face masks after each use
- Discarding non-washable face masks after each use
- Washing and disinfecting cleaning tools

Make established protocols easy for employees to follow and simple to monitor.

- Consider posting procedures in key locations
- Create a log of tasks to be performed
- Check logs on a regular basis in accordance with health and safety standards
- Designate at least one employee to review and sign off on logs

Install touchless hand sanitizer dispensers in outdoor entrances and all indoor spaces. Every associate should also have a personal supply.

- Counters
- Elevators & escalators
- High-traffic hallways
- Common area doors

PRO TIP:

The benefits of establishing good cleaning and disinfection protocols are not limited to workspaces. Conduct an audit of your HVAC and water filtration systems, and consider upgrading or installing air purification systems to improve your air and water quality.

Supply Personal Protective Equipment (PPE)

Personal protective equipment (PPE) helps minimize the transmission of germs through contact and droplet routes. Types of PPE include:

- Face protection (masks, face shields, respirators, goggles, glasses, etc.)
- Gowns or coveralls
- Head and shoe covers

However, facilities everywhere have experienced a recent shortage of PPE. Until PPE availability returns to normal, the CDC recommends certain optimization strategies and training employees on proper PPE utilization.

- Maximize the use of social distancing products and policies to minimize contact between workers and customers whenever possible
- Cancel all nonessential activities
- Use reusable PPE

PRO TIP:

Consider making disposable PPE kits available to associates. Also consider establishing procedures for PPE use and cleaning or disposal, then post the procedures around the workplace.

Implement Social Distancing

According to the CDC, social distancing, or limiting interpersonal contact, is the best way to diminish the spread of COVID-19 and other viruses. As people return to work, social distancing in indoor and outdoor spaces becomes all the more critical. The CDC recommends maintaining a physical distance of at least six feet between two people and advises against gathering in groups.

Maximize the use of social distancing products and policies to minimize contact between workers and customers whenever possible.

Tips to promote social distancing in your workplace:

- Follow guidance from state and local authorities
- Keep at least six feet between yourself and others, even when wearing gloves, masks or other personal protective equipment (PPE)
- Discourage gatherings of any kind
- Encourage employees to work from home if possible and leverage calls and videoconferencing to stay connected
- Implement contact-free processes for dealing with customers

Products that encourage social distancing:

- Tape or signage that clearly explains social distancing parameters
- Plastic partitions that reduce face-to-face contact
- Cubicle and room partitions that create distancing in high-traffic areas
- Compact or mobile furniture that creates more space
- Ropes and stanchions that promote distancing
- Outdoor fencing, cones, barriers or dividers around sitting areas, bike racks and parking lots



Plan for Employees Returning to Work

For a smooth transition back to work, consider reviewing and implementing the recommendations of the Society for Human Resource Management*, such as:

- Implementing a communication policy that is conducive to all employees, not just those who might be physically returning to work
- Providing clear, consistent and fact-based communication that focuses on reassuring employees that health and safety is a top priority
- Creating procedures that outline if health screenings, temperature checks and testing will be conducted
- Establishing social distancing guidelines
- Confirming high-traffic areas comply with current distancing and safety requirements, and ensuring markings or signage are visible to employees and customers

*<https://www.shrm.org/resourcesandtools/tools-and-samples/hr-forms/pages/covid-19-back-to-work-checklist.aspx>



RESUME OPERATIONS

Welcome Back Employees and Ensure Standards and Protocols Are Being Met



PRO TIP:

In addition to adding fixtures and furniture, you may need to change the layout of your workspaces. Consider moving workstations farther apart to comply with distancing requirements.

Maintain Steady Communication

- Continue clear, consistent, fact-based communication on new behaviors and protocols
- Reassure employees that health and safety is the top priority
- Survey your customers and employees to ensure they feel comfortable with and understand your new policies or procedures
- Stay engaged with your customers. When communicating, stay true to your mission, use a tone that aligns with your brand, be clear and provide timely updates

Revisit Personnel Training

Training will become a critical part of the return-to-work process. This includes:

- Cross-functional training in the event of employee absences
- Compliance training on current health and safety standards, especially chemical handling and storage

Streamline Service Requests

As service requests resume, strengthened communication between office and maintenance teams is essential. Employees taking service requests should ask detailed questions about the issue. This will:

- Ensure the maintenance team brings only the tools and parts they need to complete a job, and disinfect them after each job
- Help to prioritize jobs by level of urgency





PRO TIP:

Facilities face the challenge of balancing the safety and health of employees with the quality and consistency of service provided. Pay careful attention to the responsibilities of your employees when assessing the risk of virus exposure.

Signage

Enforce new health and safety protocols for employees and customers with increased signage, such as:

- Social distancing tape, wall signs, posters and floor signs
- Entrance mats with safety messaging
- Handwashing signs
- Germ spread prevention tips

Ensure a Smooth and Safe Return-to-Work Process

- Manage expectations concerning collaboration among coworkers
- Continue to leverage calls and videoconferencing to stay connected
- Keep physical attendance to a minimum, and opt for a larger room than necessary
- Emphasize distancing and make use of outdoor space as necessary
- Continue to monitor and promote the safety, security and health of all stakeholders by ensuring protocols are being followed
- For employees that are returning to work, consider staggering work schedules to reinforce distancing requirements
- Discourage workers from using others' work spaces, tools and equipment when possible





RECOVER YOUR BUSINESS

Reclaim Your
Business and Plan
for What's Next



PRO TIP:

If any part of your business has operated remotely during the crisis and plans to continue this arrangement, review your technology infrastructure to ensure the security of your sensitive business and customer data.

While the outlook for businesses may vary by industry, we all need to consider what recovery looks like in the “new normal.” Having a solid post-COVID-19 strategy will help you to rebuild and get back on track.

Here are some tips to help you prepare for the future.

Create a Touch-Free Environment

Though no one likes to think about it, we encounter potentially infected surfaces every day. Therefore, it makes sense that the less we touch surfaces, the less likely those germs are to spread.

Products to help you go touch-free:

- Touch-free urinals and toilets
- Touch-free towel dispensers
- Touch-free soap dispensers and faucets
- Touch-free exit or towelettes for handles
- Touch-free cleaning tools like electrostatic sprayers
- Kick plates on doors

Create Your Blueprint for Recovery. How Has Your Business Been Affected?

The following are a few activities to consider:

- Begin long-term budget planning to determine what capital investments need to be made to support your business in the new normal
- Reconcile how you will adjust for potential increased costs to run the business
- Review any liability issues with your legal team

Ask the following questions:

- Have you reduced overhead expenses?
- Have you lost employees or customers?
- Have you cut back on resources or supplies? If so, do you have a plan to ramp back up to meet a potential surge in demand?





PRO TIP:

Your state may have developed industry-specific policies, based on recommendations from health officials and federal guidelines. Understand these best practices and requirements to help create a reopening plan that instills trust and confidence among your customers.

Be Flexible

Review your business plan and consider the following:

- Be ready to rethink the way you do business
- Keep your eye on the competition and conduct regular strategic business reviews
- Review new protocols and evolve if necessary

Create New Opportunities

As you consider how your business needs have changed, consider those of your customers as well, such as:

- People are reaching out more than ever for extra information, guidance and support to navigate new challenges. Be the resource they can trust, that makes them feel safe in a time of uncertainty and that can support their needs, and you will have loyal customers.
- Developing new and innovative ways to meet the needs of your customers can help set you apart from the competition.
- Consider taking your business online. If you are already online, ramp up marketing efforts to promote the online side of your business.
- Consider extending customer service hours. Customers who cannot speak to a representative or resolve an issue on their own may be more likely to seek out the services of a competitor.

Prepare for the Unthinkable

In the event that sheltering in place needs to resume, remember, you've done this before and you can do it again. Except this time, you'll have a plan in place that may include the following:

- In the event of a new "shelter in place" order, work with your senior management teams to distinguish between "essential" and "nonessential" business operations
- If operations need to be reduced, follow established protocols for clearly and consistently communicating with your workers
- Make sure you are equipped with the plans, supplies and equipment you need
- Now is a great time to consider purchasing innovative products like electrostatic sprayers and touch-free fixtures
- If you have already implemented short-term or stop-gap measures, take the time now to review and evolve them into long-term policies or ways to conduct business going forward



Return-to-Business Checklist



Restore

Develop standards and protocols that help create safer, healthier spaces for everyone.



Resume

Welcome back employees and ensure standards and protocols are being met.



Recover

Reclaim your business and plan for what's next.

We understand. Across the country, businesses like yours are creating new practices and reinforcing current ones to protect the well-being of employees and customers. Whether it's supplying products that help you reconfigure work or living spaces standards or changing the way you do business, Home Depot Pro is ready to meet your business needs.

Use this handy checklist to identify those core essentials that can help you to safely reopen and maintain a cleaner, healthier environment for the months to follow.



PROTECT PERSONNEL

- UPDATE CLEANING AND DISINFECTING TRAINING
- PROVIDE GLOVES, MASKS AND/OR SHIELDS
- PROVIDE UNIFORMS OR PROTECTIVE CLOTHING



READY HALLWAYS

- INSTALL HAND SANITIZER DISPENSERS
- FOLLOW OFFICIAL PROTOCOL FOR SIGNAGE



PREPARE OFFICES

- FOLLOW OFFICIAL PROTOCOL FOR SIGNAGE
- OFFER MASKS
- INSTALL DISPENSARIES FOR WIPES AND HAND SANITIZER
- CLEAN AND DISINFECT ENTRANCE AREAS



CHECK RESTROOMS

- INSTALL TOUCH-FREE URINALS & TOILETS
- PROVIDE TOUCH-FREE TOWEL DISPENSERS
- OFFER TOUCH-FREE SOAP DISPENSERS & FAUCETS
- PROVIDE A TOUCH-FREE EXIT OR TOWELETTES FOR HANDLES
- CREATE A TOUCH-FREE/UPDATED CLEANING PROCESS
- INSTALL DOOR KICK PLATES
- FOLLOW OFFICIAL PROTOCOL FOR SIGNAGE



MAINTAIN STOREROOMS & MAILROOMS

- HAVE HAND SANITIZER, MASKS AND DISINFECTANT WIPES AVAILABLE
- FOLLOW ESTABLISHED GUIDELINES FOR MAIL AND PACKAGE HANDLING
- FOLLOW OFFICIAL PROTOCOL FOR SIGNAGE



MAKE STAIRWELLS SAFE

- INSTALL HAND SANITIZER DISPENSERS
- ENSURE EGRESS STRIPING IS CLEAN & VISIBLE
- FOLLOW OFFICIAL PROTOCOL FOR SIGNAGE



SIT DOWN IN CLEAN COMMON AREAS/CAFES

- OFFER MASKS
- INSTALL DISPENSARIES FOR WIPES AND HAND SANITIZER
- CLEAN HANDWASHING STATIONS
- PROVIDE DISINFECTANT WIPES
- FOLLOW ESTABLISHED GUIDELINES FOR CLEANING AND DISINFECTION
- FOLLOW OFFICIAL PROTOCOL FOR SIGNAGE



OTHER RECOMMENDED PROJECTS

- FOLLOW STANDARD OPERATING PROCEDURES FOR AIR FILTER CHANGES
- UTILIZE HEPA VACUUMS & PROPER MAINTENANCE
- PROVIDE PORTABLE HANDWASHING STATIONS
- USE HAZMAT BAGS FOR PPE DISPOSAL
- SWAP OUT LIGHT SWITCHES FOR SENSORS
- INVENTORY KEY ITEMS IN THE PROPER MANNER
- IMPLEMENT THE USE OF ELECTROSTATIC SPRAYERS
- APPLY SOCIAL DISTANCING TAPE FOR ALL AREAS



PROMOTE DOCK SAFETY

- FOLLOW OFFICIAL PROTOCOL FOR SIGNAGE
- PROVIDE HAND SANITIZER DISPENSERS
- OFFER A MASK DISPENSARY FOR DRIVERS
- PROVIDE DISINFECTANT WIPES & GLOVES FOR DRIVERS



ENSURE PROPER CUSTODIAL WORK

- FOLLOW ESTABLISHED GUIDELINES FOR CLEANING AND DISINFECTION
- FOLLOW PROTOCOL FOR POTENTIAL COVID-19 CASE
- SANITIZE CARPETS & SOFT SURFACES
- OFFER A TOUCH-FREE RESTROOM CLEANING SOLUTION
- FOLLOW THROUGH ON PROCESS FOR CLEANING AND DISINFECTING INSPECTIONS



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