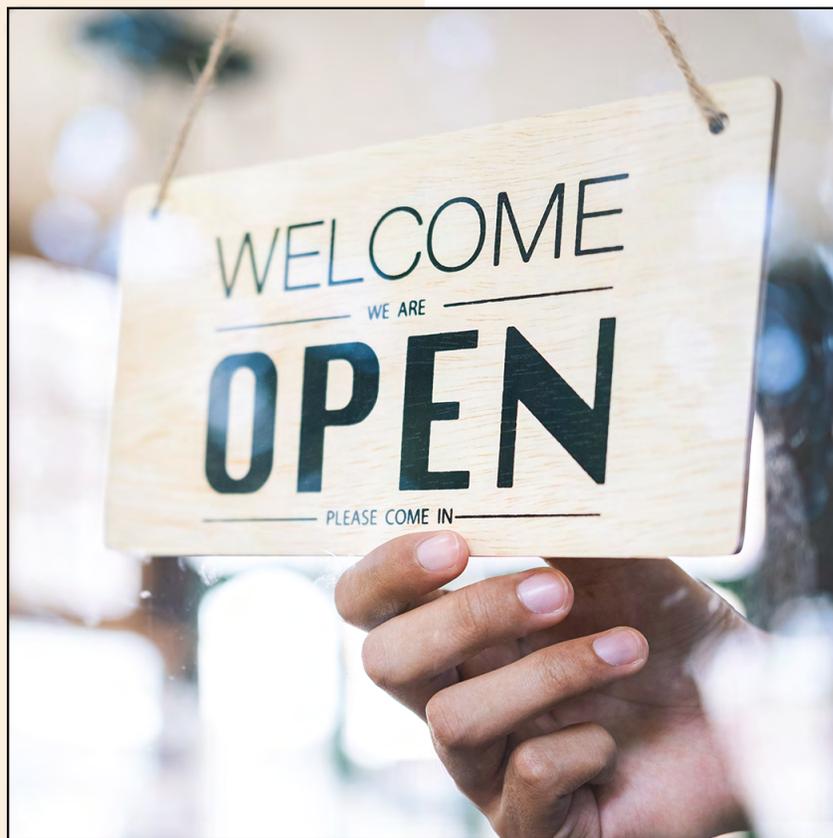


REOPENING IN PENNSYLVANIA

A quick guide to safely
return to business



CONTACT INFORMATION:

CDC ADVICE ON REOPENING

Reopening America requires all of us to move forward together by practicing social distancing and other daily habits to reduce our risk of exposure to the virus that causes COVID-19. Reopening the country also strongly relies on public health strategies, including increased testing of people for the virus, social distancing, isolation and keeping track of how an infected person might have infected other people.



Developing a plan for cleaning and disinfecting

Determine what needs to be cleaned

Evaluate your workplace, school, home or business to determine what kinds of surfaces and materials make up that area. Most surfaces and objects will just need normal routine cleaning. Frequently touched surfaces and objects like light switches and doorknobs will need to be cleaned and then disinfected to further reduce the risk of germs on surfaces and objects.

Is the area outdoors?

Outdoor areas generally require normal routine cleaning and do not require disinfection. Spraying disinfectant on sidewalks and in parks is not an efficient use of disinfectant supplies and has not been proven to reduce the risk of COVID-19 to the public. You should maintain existing cleaning and hygiene practices for outdoor areas.

Has the area been unoccupied for the last seven days?

If your workplace, school or business has been unoccupied for seven days or more, it will only need your normal routine cleaning to reopen the area. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time.

Determine what needs to be disinfected

Following your normal routine cleaning, you can disinfect frequently touched surfaces and objects using a product from EPA's list of approved products that are effective against COVID-19.

Consider the resources and equipment needed

Keep in mind the availability of cleaning and disinfection products and appropriate PPE. Always wear gloves appropriate for the chemicals being used for routine cleaning and disinfecting. Follow the directions on the disinfectant label for additional PPE needs.

Implement your plan

Once you have a plan, it's time to take action. Read all manufacturer's instructions for the cleaning and disinfection products you will use. Put on your gloves and other required personal protective equipment (PPE) to begin the process of cleaning and disinfecting.

Continue routine cleaning and disinfecting

Routine cleaning and disinfecting are an important part of reducing the risk of exposure to COVID-19. Normal routine cleaning with soap and water alone can reduce risk of exposure and is a necessary step before you disinfect dirty surfaces.

About this guide

This publication has been prepared with information from the websites listed below, unless specifically cited. The content contained in this publication is only an overview of reopening guidelines, and businesses are encouraged to visit the appropriate websites for complete information.

CDC Reopening Guidance – <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

U.S. Chamber of Commerce Ready to Reopen – <https://www.uschamber.com/co/start/strategy/small-business-coronavirus-reopening-guide>

Responding to COVID-19 in Pennsylvania – <https://www.pa.gov/guides/responding-to-covid-19/#ForBusinesses>

U.S. CHAMBER OF COMMERCE ADVICE ON REOPENING

When brick-and-mortar businesses are able to reopen their doors, consumers may be wary about being in an enclosed space with other individuals, regardless of the health and safety protocols in place. Even digital businesses that have remained fully operational may find it difficult to boost sales with so many customers facing lost or limited income.

The businesses that will survive and thrive are the ones that can be flexible and adaptable to consumers' new and evolving needs. You'll need to plan carefully and understand not only what may need to change about your business, but what new growth opportunities may exist for you in a post-pandemic world.



<https://www.uschamber.com/co/start/strategy/small-business-coronavirus-reopening-guide>

Create a plan for reopening

Creating your reopening plan will require a lot of internal and external assessment of multiple factors that could impact your success moving forward. Here are a few important things you'll need to consider:

Regulations

Throughout the pandemic, individual states and regions have been tasked with determining their own guidelines for stay-at-home orders and business closures. By understanding your obligations under your state's regulations, as well as the generally accepted guidelines for your industry, you will be able to craft a reopening plan that instills trust and confidence among the individuals who interact with your company.

Safety

As a business owner, your primary concern should be the health and safety of your employees and customers. All places of business, including shops, restaurants, construction sites and offices, must take precautions to reduce the risk of spreading COVID-19 on premises.

Security

If your business has been able to operate remotely during the crisis and plans to continue this arrangement long term, cybersecurity will need to be a top priority. Coronavirus scams are rampant, and your employees are the first line of defense against hackers.

Communicate your plan

As part of your post-COVID-19 communications, you'll need to set clear and accurate expectations with those who interact with your business. Your employees, customers and vendors will need to know what to expect from you as you execute your reopening plan.

Employees

As the people who help you serve your customers, your employees need to be kept in the loop about your business's reopening plan. Use multiple communication channels and invite any questions they may have after you share your plan.

Customers

Ernst & Young Global Limited advised companies to follow these best practices when communicating with customers:

- Use multiple channels to ensure your message is widely received and reinforced.
- Demonstrate that customer interests are a priority and address their concerns directly.
- Create and share an FAQ document.

Vendors/partners

Take time to meet with each of your vendors and partners to review your agreements and contracts. Salesforce recommends co-creating business continuity plans with your partners and suppliers to help both of you streamline operations.

PENNSYLVANIA GUIDELINES ON REOPENING

In counties that have been designated as in the Green Phase, all businesses (including those restricted or prohibited in the Yellow Phase) are authorized to conduct in-person operations as long as the businesses follow CDC and Department of Health guidelines, the Orders of the Governor and the Secretary of Health providing for the Continued Reopening of the Commonwealth, issued May 27, 2020, and other orders or guidance that may be required based on monitoring of public health indicators.

<https://www.governor.pa.gov/covid-19/business-guidance/>

Requirements for communicating with employees and on-site customers



- Businesses conducting in-person operations or serving the public are **required to make employees and customers aware of the guidance** provided by the commonwealth to keep people at their establishment safe.
- In addition, businesses are required to **publicly acknowledge their responsibility** to conduct their operations to ensure the health.
- **Businesses must print, sign and post the “COVID-19 Safety Procedures for Businesses” flyer** on their premises. The flyer is located on the Resources for COVID-19 webpage. Businesses must post the signed flyer in employee common space and, if the business serves the public, the business must also post the flyer near the business’s public entrance(s) in prominent location(s).

<https://www.governor.pa.gov/wp-content/uploads/2020/06/20200504-COVID-19-Business-Guidance.pdf>

Protecting employees working in the commonwealth

- **Clean and disinfect** high-touch areas frequently and continue to regularly clean all other areas of the building(s).
- **Establish and implement a plan** in case the business is exposed to a probable or confirmed case of COVID-19.
- **Prevent large groups from entering or leaving** the building by staggering work start and stop times.
- **Limit the number of people in employee common areas**, like locker rooms or break rooms, and ensure these areas are cleaned frequently.
- **Conduct meetings and trainings virtually.** If a meeting needs to be held in person, limit the number of employees and maintain a social distance of six feet.
- **Make sure employees have access to soap and water** to wash their hands, hand sanitizer and disinfectant wipes.
- **Provide non-medical masks for employees to wear at all times** and make it mandatory to wear masks while on the work site.
- **Make sure the facility has enough employees** as applicable to follow these protocols and conduct business effectively and safely.
- **Discourage non-essential visitors** from entering the business premises.
- **Communicate these procedures to all employees** to ensure that everyone knows how to be safe.



WHAT YOUR CUSTOMERS NEED TO KNOW



The offices are kept clean.



Employees have the resources to stay healthy.



Non-essential visitors should refrain from in-person visits.

Protecting employees who serve the public

- Conduct business with the public **by appointment only**, whenever possible.
- If appointment-only service is not feasible, **limit the number of people inside the building** or defined area to:
 - **Green Phase:** No more than 50% of the total maximum occupancy for businesses that were not permitted to conduct in-person operations in the Red or Yellow Phases; and no more than 75% for businesses that were permitted to conduct in-person operations in the Red and Yellow Phases.
- **Modify the hours of business** so that there is enough time to clean and restock.
- **Install shields or other barriers at registers and check-out areas** to physically separate cashiers and customers, or take other measures to maintain social distancing between customers and employees.
- **Encourage customers to use online ordering** by providing delivery or pick-up options.
- **Designate a specific time for people at high risk**, including those over the age of 65 to use the business at least once a week.
- **Require all customers to wear masks while on the premises.** Businesses that provide medication, medical supplies or groceries must provide an alternate, no-contact means of delivering goods for customers who cannot wear a mask.
- **In retail businesses with multiple check-out lanes, limit use to every other register.** After every hour, rotate customers and employees to the previously closed registers and clean the previously open registers and the surrounding areas.
- Schedule handwashing breaks for employees at least every hour.
- Assign an employee to wipe down carts and handbaskets before the customer uses it.



WHAT YOUR CUSTOMERS NEED TO KNOW



Hours are modified to allow for cleaning and restocking.



Designated hours for at-risk people.



Check-out options include contactless payment methods.



Online ordering with curbside pick up is available.



Procedures in place for social distancing.

No business is required to conduct in-person operations, and should not do so, even if it would be otherwise permissible, unless the business is able to do comply with this guidance.

Personal care services

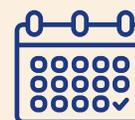


During the Green Phase, personal care services, including hair salons and barbershops, operating in the Green Phase counties must comply with the occupancy limitations specified above (no more than 50% of maximum capacity) and must operate by appointment only. Appointments or reservations are strongly encouraged for all indoor recreation and health and wellness facilities such as gyms or spas, and all other businesses where feasible.

WHAT YOUR CUSTOMERS NEED TO KNOW



Occupancy is limited to 50%.



Visits by appointment only.

Green Phase dining guidelines

- **Retail food service businesses** including restaurants and bars located in counties designated as being in the Green Phase **are permitted to provide take-out and delivery sales, as well as dine-in service in both indoor and outdoor seating areas**, so long as they strictly adhere to the requirements of the guidance, including maximum occupancy limits:

- **Bar seating may be utilized** if customers are seated and comply with physical distancing guideline of at least six feet or physical barriers between customers. Standing in a bar area will not be permitted.
- **A maximum of four customers** that have a common relationship may sit together at the bar, while adhering to the physical distancing guidelines or barriers between other customers.

All businesses and employees in the restaurant and retail food service industry must do the following:

- **Follow all applicable provisions** of the Guidance for Businesses Permitted to Operate During the COVID-19 Disaster Emergency to Ensure the Safety and Health of Employees and the Public.
- **Require all customers to wear masks** while entering, exiting or otherwise traveling throughout the restaurant or retail food service business. Face coverings may be removed while seated.
- **Provide at least six feet** between parties at tables (i.e., the six feet cannot include the space taken up by the seated guest). Spacing must also allow for physical distancing from areas outside of the facility's control (i.e. such that pedestrians on a sidewalk can pass with at least six feet of distance to customer).
- **Ensure maximum occupancy limits** for indoor and outdoor areas are posted and strictly enforced.
- **Don't use shared tables among multiple parties** unless the seats can be arranged to maintain six feet of distance between parties.
- **Close or remove amenities and congregate areas** non-essential to the preparation and service of food or beverages such as dance floors, child play areas, interactive games and video arcades.
- **Train all employees on the importance and expectation of increased frequency of handwashing.**
- **Assign employee(s) to monitor and clean high-touch areas** frequently while in operation and continue to regularly clean all other areas of the restaurant or retail food service businesses.
- **Provide physical guides, such as tape on floors or sidewalks and signage on walls**, to ensure that customers remain at least six feet apart in lines or waiting for seating or in line for the restroom.
- **Ensure employees do not share equipment** to the extent possible (e.g., cooking equipment, trays, etc.).
- **Verify that dishwashing machines are operating** at the required wash, rinse and sanitize temperatures and with appropriate detergents and sanitizers.



WHAT YOUR CUSTOMERS NEED TO KNOW



Take out and delivery is available.



Outdoor dining, and limited indoor dining, is available.



Online ordering with curb side pick up is available.



Non-contact forms of payment are available and encouraged.



Masks are required when not seated at a table.



Procedures are in place to maintain social distancing.



Congregating in shared spaces will not be permitted.



High-touch areas are cleaned and disinfected frequently.

More guidelines available at:

<https://www.governor.pa.gov/covid-19/restaurant-industry-guidance/>

<https://www.governor.pa.gov/newsroom/gov-wolf-issues-updated-green-phase-order-guidance-on-dining-and-professional-sports/>

Guidance specific to gathering and events



PENNSYLVANIA GUIDELINES

Gatherings and events such as meetings, concerts, conferences, fairs, festivals, sporting events, movie showings or theater performances are subject to specific conditions within each phase of reopening. These conditions require that facilities limit the total number of individuals gathering for each discrete gathering or event within the facility, notwithstanding the maximum occupancy of the facility.

In the Green Phase of reopening, gatherings for a planned or spontaneous event are limited to a maximum of 250 individuals.

WHAT YOUR CUSTOMERS NEED TO KNOW



An event is being planned.



Tickets/attendance will be limited.



Prevention supplies will be available.



Alternative attendance options will be offered.

CDC GUIDELINES

Large events and mass gatherings can contribute to the spread of COVID-19 in the United States via travelers who attend these events and introduce the virus to new communities. Examples of large events and mass gatherings include conferences, festivals, parades, concerts, sporting events, weddings and other types of assemblies. These events can be planned not only by organizations and communities, but also by individuals.

Steps to plan, prepare and proceed with a mass gathering

The details of your emergency operations plan should be based on the size and duration of your events, demographics of the participants, complexity of your event operations and type of on-site services and activities your event may offer.

Review the existing emergency operations plans for your venues

Meet with the emergency operations coordinator or planning team at your venues. Discuss the emergency operations plans and determine how they may impact aspects of your events, such as personnel, security, services and activities, functions and resources.

Address key prevention strategies in your emergency operations plan

Promote the daily practice of everyday preventive actions. Consider displaying signs (physical and/or electronic) throughout the event to provide frequent reminders to participants to engage in everyday preventive actions to help prevent the spread of COVID-19.

Provide COVID-19 prevention supplies to event staff and participants. Ensure that your events have supplies for event staff and participants, such as hand sanitizer that contains at least 60% alcohol, tissues, trash baskets, disposable facemasks and cleaners and disinfectants.

Disposable facemask should be kept on-site and used only if someone (worker or attendee) becomes sick at your event.

Plan for staff absences. Implement flexible staff attendance and sick-leave policies (if possible). Require staff to stay home if they are sick or caring for a sick household member. Notify staff when you plan to implement COVID-19 leave policies.

Consider alternatives for event staff and participants who are at increased risk for complications from COVID-19. Event organizers can consider reassigning duties for higher-risk staff to have minimal contact with other persons.

