WELCOME to

Science & Practices to Keep Workers Safe and Businesses Productive as the COVID-19 Pandemic Changes

Session will start in less than 15 minutes

Please type your name, company, and email into chat box for attendance.
Implementing Customer and Employee Safety Strategies in Smaller Businesses

Hanover Co-op Food Stores and Service Centers
Considerations

• We have taken a moderate well-thought out approach
• Followed the recommendations of the CDC, NIH and other government agencies.
• As a cooperative, we are responsible to satisfy the needs/wants of our member-owners, as well as our customers and employees.
• This is a balancing act that can at times be challenging.
• Here is where we started...
First Steps

• Provided educational materials to our employees and member-owners on COVID-19...
  • symptoms,
  • personal hygiene,
  • when to stay home and/or seek medical attention.

• Designed and implemented social distancing measures in our locations

• Recommended that employees wear masks consistent with CDC/NIH guidelines.
First Steps... Continued

- Wearing masks mandatory for employees, as per CDC
- The use of gloves not supported by our research; not implemented.
- Provided PPE to employees
  - Masks
  - Face Shields/Face Coverings
Looking Outward

• Designated shopping hours
  • At-risk
  • Essential persons

• Re-evaluated need for some of our services
  • Elimination of self-serve items
  • Closed bulk foods bins
  • Closed café seating areas
Looking Outward…Continued

• Developed alternate ways to do business
  • Curbside pickup
  • Virtual meetings
  • Virtual classes - Co-op Learning Center.

• Strengthened our supply chain - new distribution channels/vendors to avoid product shortages

• Continuous re-evaluation of actions to make adjustments
Looking Inward

- Shortened hours of operation
  - Respite for our employees
  - Increase overnight cleaning/sanitizing in all locations.
- Added plexiglass shields
  - Cashier stations
  - Member services desks
- Implemented in-depth cleaning/sanitizing between customers
- Designated health safety officers at each location.
Looking Inward...Continued

• Covered the cost of COVID-19 testing for all employees on our health plan.
• Deepened our bench by hiring temporary employees
• Relaxed need for a note when returning to work
• Developed emergency scenario plans:
  • Positive case
  • Drop in employee levels
  • Drop in revenue levels
Looking Inward, Continued...

• Support for employees
  • Compliance with FFCRA –
    • Emergency Paid Sick Leave
    • Extended Family and Medical Leave
  • Created new paid time off program specific to COVID-19
  • Provided lunch for over 350 employees once each week.

• Positive virus – is it work related/WC?
  • Not easy to prove causal relationship to work
Looking Inward, Continued...

• Employee accommodation requests
  • Not reporting to work
    • Scared
    • Family members at risk
    • Underlying medical conditions
  • Working from home
    • Telecommuting when possible
Impacts on our Business

• Revenue increased in April; back to normal in May
• Less visits; larger basket size
• Supply chain issues resolved early by sourcing alternate vendors
  • Hoarding at the beginning
  • No limits on products needed to date
• Customer behavior has deteriorated
  • Interactions with customers becoming difficult
    • Social distancing is sometimes ignored; seen as bothersome
    • Customers refuse to wear a mask
  • We do not intervene or force customers to comply
Member Feedback

• The Co-op receives input from our member-owners on a daily basis
• Mostly very supportive
• Thanking our tireless employees
• Some constructive suggestions on what might be better
• We encourage and appreciate this level of engagement
Wrapping Up

• The new normal will present us with challenges that we cannot even imagine today.
• We will continue to meet each one in a very measured and thoughtful manner.
• On behalf of our General Manager and our Leadership Team, thank you for this opportunity to share our journey through the challenges that COVID-19 has presented.
Questions?
Resource Contact Information

• Centers for Disease Control – https://www.cdc.gov
• National Institutes of Health – www.nih.gov