



Sharing What We've Learned: A Blueprint for Business

04/24/2020

Where we've been...

- **January 29: White House develops COVID-19 task force**
- **February 29: U.S. restricts travel to China, Italy, S. Korea**
- **March 6: First KY COVID-19 case, Gov. Beshear declares state of emergency**
- **March 14: Cincinnati-Dayton Kroger division reduces hours of operation**
- **March 16: Gov. Beshear announces bar, restaurant closures**
- **March 18: Widespread business closures across Kentucky**

Always one goal

Balance safety for customers and associates while serving the community



Creating healthy habits with associates

- Flexibility, adaptability are key
- Post signage in breakrooms, employee restrooms
- Prepare huddle guides
- Amplify external messaging
- Discontinue sampling, self-service
- Adopt capacity limits



Creating healthy habits with customers

- Consider all possible channels to reach customers, visitors:
 - In-store audio, signage, physical barriers
- Increase hand sanitizer, cleaning
 - Labor hours to cover sanitation, additional breaks
- Modify return and reusable bag policies
- Implement “touchless” payment options



Focusing on associate safety

- Encourage use of masks, gloves
- Educate associates in proper use and disposal of PPE
- Share healthy hygiene tips to pair with PPE



Monitoring associate health

- Check temperatures at the beginning of shifts
- Encourage associates feeling ill to remain at home
- Create a well-defined protocol for associates who are ill or may have been exposed to COVID-19
- Consider mental health needs as well
 - Transparent information sharing



Focusing on vendor, visitor safety

- Suspend non-employee truck drivers
- Consider contactless deliveries
- Expand delivery windows
- Ask vendors to wear PPE





Thanks!