

SHOP REOPENING CHECKLIST

Recommended / Optional		Completed	Date
Immediate Priority	<p>OPENING PROGRAMME: Having a reopening programme drawn up in advance is highly recommended. This should include:</p> <p>Volunteers, On-line, PPE, Staff Welfare, Shop opening in priority order, Social distancing, Shop cleaning, Donation levels, Rag, Cash handling, Opening hours, deliveries / collections, Gift Aid, Operation procedure manuals.</p> <p>This checklist should not replace a shop reopening programme because it is required for every charity retail business.</p>		
Immediate Priority	<p>VOLUNTEERS: Volunteers of certain ages will probably not be allowed to return to work for many months so a recruitment drive for younger volunteers through social media would be advantageous prior to any re-openings.</p>		
Immediate Priority	<p>P.P.E: Put together packs for stores and drivers. Including gloves, mask's, and aprons. Brief all staff and volunteers on the correct use of PPE.</p>		
Immediate Priority	<p>STAFF WELFARE: Wellbeing and mental health of your returning team is critically important. Communicating with the staff and volunteers on the proposed opening strategy, timings is possible, expectations and helping them to return is important. The key is engagement and reassurance along with preparing them for returning to work.</p>		
Optional	<p>ON-LINE: Charities could open their online department now. Providing you implement social distancing and provide PPE for your staff there is no reason why you cannot operate whilst in lockdown.</p>		
Highly Recommended	<p>ON-LINE: if you do not already have an integrated collection service for your postage then setting one up now will reduce the workload on your team and make postage collections safer and easier.</p>		
Optional	<p>STAFF WELFARE: Plan a shop meeting just before the team return to work. Consider using video conference facilities like Zoom to brief the/ update them.</p>		
Highly Recommended	<p>SHOPS CLEANING: All shops will need a deep clean, including the checking for any pest infestations before opening. All taps should be run for a minimal of fifteen minutes to clear the pipes of stagnant water and testing the water is highly recommended. You might consider using a deep clean fogging machine which costs around £300 to fumigate the shops.</p>		
Highly Recommended	<p>SOCIAL DISTANCING: It is highly probable the two-meter rule will be staying in place for a while.</p> <p><u>Option 1:</u> Marking out sections on the working area floors and clear signage on your shop doors and staff areas could be prepared now.</p> <p><u>Option 2:</u> Have a maximum number of customers per shop based upon the size of the sales floor. This can be calculated before opening and published.</p>		

Highly Recommended	SOCIAL DISTANCING: Changing your shop floor layouts to make social distancing easier, thus improving the customer experience is highly recommended. We strongly recommend using a mixture of data analysis and using the retail space to best practice (ratios of products on displays within product group for example) to generate the maximum sales.		
Optional	PERSPEX SCREENS: Installation of Perspex screens to protect the staff and volunteers could be fitted by your maintenance teams. This can be carried out now or any time before any re-openings happen.		
Highly Recommended	DONATIONS: Donations will be extremely high so additional storage space to cope with the influx will be required in many shops. There are several recommendations, but sorting should be done with gloves and an analysis needs to be done of what shops can cope with the increase in donations coupled with the reduction of volunteers so supporting the shops that will not cope is highly recommended.		
Optional	DONATIONS: Some donations might need to be collected from highly donated shops and stores or sorted at another location and while this might be part of the reopening programme this needs ongoing consideration.		
Optional	DONATIONS: Decide if to sort the donations immediately or store away to reduce virus concerns for a period of time.		
Recommended	DONATIONS: It could be very advantageous to promote a larger well positioned shop to be a donation drop-off point or strongly promote a donation centre if you have one.		
Optional	RAG: Prepare for rag problems. Rag prices will probably decline, and payments will probably be delayed. Charities could experience problems with collections of rag due to lack of demand and possibly a change with which items they are prepared to collect in the short or medium term.		
Recommended	RAG: Communicating with your recycling company on their expected collection dates, rates, payments to understand their operational and financial challenges so you can consider adjustments.		
Optional	CASH HANDLING: Consider promoting contactless payments now limits have been raised to reduce the danger from cash handling.		
Optional	OPENING HOURS: In the early stages of re-opening you may want to work at reduced opening hours to limit exposure to the public yet still operating a profitable shop. The staff can still use any closed time to get the shop prepared for the following trading day.		
Highly Recommended	SEASONAL CHANGE: Most charity shops will not have completed their seasonal change over before the lockdown. Changing over and storing if possible, your best winter stock for next year is incredibly important.		
Recommended	PRIORITY SHOP OPENINGS: Prioritising the order in which to open shops based on their size, location, profitability etc. is recommended due to the amount of work involved in reopening a shop and the potential lack of volunteers.		
Recommended	VANS: As most vans will have stood idle over the lockdown period, a full check of the vans should be carried out to make sure everything is working and safe before use.		

Recommended	CLOTHING: All clothing should be steamed prior to offering for sale to kill any virus. This would be something that could be communicated to customers.		
Recommended	DAILY CLEANING: Once a store has opened it will be open to contamination, so a good daily cleaning schedule is highly recommended.		
Optional	GIFT AID: You should have completed your March Gift Aid claim already. However, prior to re-opening is an ideal time to revisit your gift-aid signup procedure such as a script for staff on how to maximise asking about gift-aid, re-training on the procedure of signing up new donors.		
Recommended	DELIVERIES AND COLLECTIONS: Reviewing your deliveries to the shops and collections procedures from donors should be done prior to opening, along with agreeing what service you are going to offer donors and customers.		
Optional	OPERATING PROCEDURE MANUALS: There is not a better time to review all of the current processes and procedure to ensure that they are fit for purpose and because some might need amending due to the different trading conditions.		
Recommended	HEALTH & SAFETY: Full health and safety checks to be carried out before the reopening of the stores.		