

RETAIL'S POST-COVID RETURN: A REOPEN READINESS CHECKLIST

Since the outbreak of COVID-19,
it's a brave new world in retail.

55%

55% of total global retail space has been shuttered across the country. **That's more than 258,000 units closed.**ⁱ

32% of retailers say they are considering shuttering underperforming stores.ⁱⁱ

Meanwhile, **there is significant growth in the number of "dark stores"** to accommodate increased order fulfillment.

32%

62%

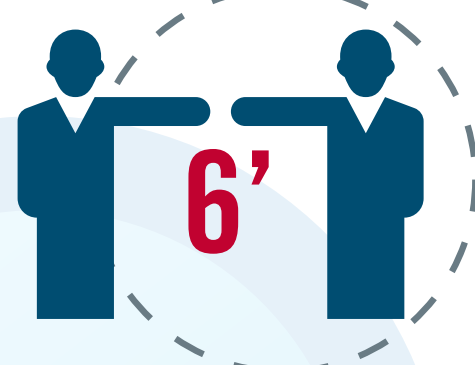
BOPIS has experienced a 62% year-over-year increase between February 24 and March 21, 2020.ⁱⁱⁱ

NEW RULES OF ENGAGEMENT

As the COVID-19 outbreak persists, retailers are reopening stores with completely new rules of engagement to help protect employees and customers. In addition, the pandemic has impacted consumer behavior.

Occupancy Limits

Social distancing mandates limit occupancy to 20 – 50% of normal capacity.



To comply with occupancy limits, stores need key capabilities including accurate occupant counting and flexible access control that can be achieved with occupancy control solution.

Social Distancing

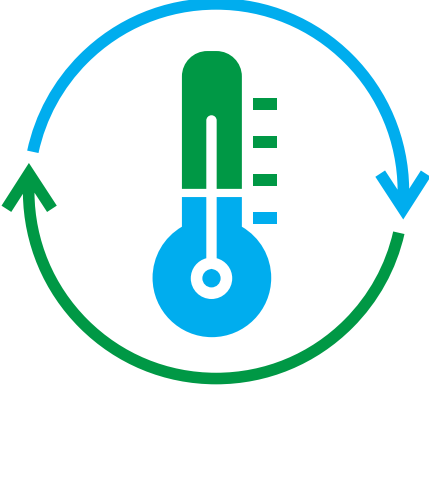
The CDC recommends at least 6 feet physical distance between two people to reduce the transmission of COVID-19.^{iv}

Digital signage and overhead indoor/outdoor audio enable constant communication of social distancing recommendations, traffic flow rules, and purchase limits.



Risk Mitigation

34% of stores plan to mandate personal protective equipment for employees and 24% plan to implement temperature checks for employees.^v



Temperature monitoring solutions automate the process of collecting critical health data from employees and customers prior to entering the store.

Verification

Protect employees and shoppers by verifying that critical new processes are being accurately followed.

IoT sensors can be effective for monitoring compliance with employee handwashing guidelines, monitoring distance between associates and customers, and verifying other processes.



Touchless Payment

50% of consumers believe that contactless payment is safer for personal health than using cash or inserting or swiping a card.^{vi}

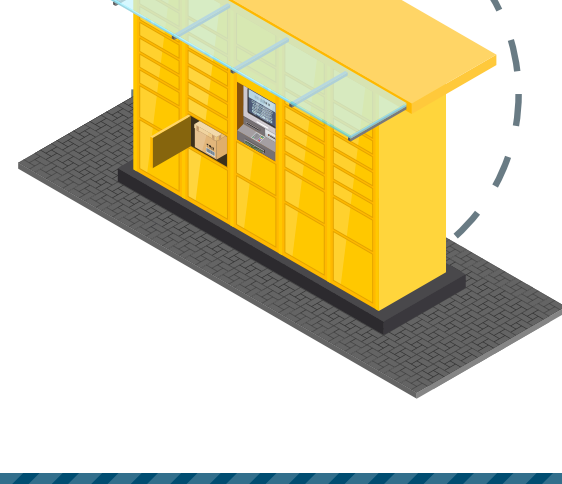


Mobile POS and Wi-Fi can enable a smooth transition to frictionless checkout during these times when no contact is highly preferred.

Automation and Fulfillment

The portion of consumers shopping and paying for retail goods online increased 34.9% year over year.^{vii}

Self-service robotic pickup units offer your customers the option of contactless pick-up from locations that are most convenient for them.



Reopening Preparedness Checklist

Prior to deploying these new technologies, consider the following readiness checklist.

- ✓ Can your current infrastructure support bandwidth needs of new technologies you will be deploying?
- ✓ Have you tested POS solutions to ensure full functionality prior to reopening?
- ✓ Have you reviewed physical store layout to ensure effective social distancing is possible?
- ✓ Have you updated your employee contact list and is your FSC enabled?
- ✓ Will you use manual or automated methods to control occupancy?
- ✓ Have you communicated the new rules of engagement to everyone?
- ✓ Do you have a service level agreement in place to ensure that malfunctioning technologies can be repaired on-site or replaced quickly?
- ✓ Do you need to update access control settings to limit traffic to back-end areas of the store?
- ✓ Have you conducted a multi-point technology inspection to ensure all critical systems are up and running?
- ✓ Do you need to update digital signage, digital shelving, or other displays with key messaging related to COVID-19?

If you need assistance vetting critical technologies, assessing readiness of your physical layer infrastructure, or determining next steps for your retail store in the post-pandemic world, contact Telaid.

For more info visit us at www.telaid.com

TECHNOLOGY LIFECYCLE SOLUTIONS FOR MULTI-SITE CLIENTS™



ⁱ McDonald, Samantha, "More than Half of US Retail Space Is Closed – What That Means for the Economy," April 14, 2020.
ⁱⁱ McKinsey & Company, "How retailers are preparing for the post-coronavirus recovery," April 23, 2020.
ⁱⁱⁱ Adobe Digital Index Economy, March 31, 2020.
^{iv} Centers for Disease Control, Coronavirus Disease 2019 (COVID-19).
^v McKinsey & Company, "How retailers are preparing for the post-coronavirus recovery," April 23, 2020.
^{vi} American Express, 2020 American Express Digital Payments Survey, May 6, 2020.
^{vii} PYMNTS.com, "2020 Remote Payments Survey," April 2020.