

HAWAI‘I COVID-19 RETAIL REOPENING GUIDE



SUBMITTED BY:

A diverse group of landlords, retailers, local business leaders and local retail association professionals with a common vision to re-energize the local economy in a safe and prudent manner.

DATE:

May 8, 2020

GOAL



Provide a thoughtful and concise phased retail reopening plan that strikes a balance between important health safety and operational considerations.



Hawaii Retail Reopening Guide

ICON LEGEND



Face mask required



Face mask recommended



Pickup/delivery only



Closed



Open with guidelines



Fully open with physical distancing



Open

	PHASE ONE Stay at Home	PHASE TWO Limited Reopening	PHASE THREE Enhanced Reopening	PHASE FOUR Returning to Normal	PHASE FIVE New Normal
Health Metric	Initial Order	[Cases flat for 2 weeks]	[TBD]	[TBD]	[TBD]
Movement Between Phases		If metrics regress, move back to Phase 1	If metrics regress, move back to Phase 2	If metrics regress, move back to Phase 3	
Facial Coverings					
Essential Retail					
Hard/Soft Good Retailers, Kiosks					
Restaurants, Food Courts					
Gyms					
Salons, Spas, Personal Care, Small Fitness Studios					
Theaters					
Dedicated Bars, Nightclubs			TBD	TBD	
Gatherings (Common Area)	CDC Guidelines	CDC Guidelines	CDC Guidelines	CDC Guidelines	

Phase Two

ESSENTIAL RETAIL

- Masks required for all employees and customers
- Physical distancing signage/markings in each location
- Capacity limits, if possible
- One-way aisles, if possible

HARD/ SOFT GOOD RETAILERS, KIOSKS

- Masks required for all employees and customers
- Physical distancing signage/markings in each location
- Capacity limits, if possible
- One-way aisles, if possible
- Implement recommended sanitation measures

RESTAURANTS, FOOD COURTS

- Masks required for employees and customers
- Physical distancing signage/markings in each location
- Capacity limits for pick-up
- Pick-up/delivery only
- Health screen employees daily
- Handwashing best practices in place
- Clean and sanitize high-touch surfaces
- Restrooms regularly cleaned and sanitized
- No self-service

GYMS

- Closed

SALONS, SPAS, PERSONAL CARE, SMALL FITNESS STUDIOS

- Closed

THEATERS

- Closed

DEDICATED BARS, NIGHTCLUBS

- Closed

Phase Three

ESSENTIAL RETAIL

- Masks required for all employees and customers
- Physical distancing signage/markings in each location
- Capacity limits, if possible
- One-way aisles, if possible
- Implement recommended sanitation measures

HARD/ SOFT GOOD RETAILERS, KIOSKS

- Masks required for all employees and customers
- Physical distancing signage/markings in each location
- Capacity limits, if possible
- One-way aisles, if possible
- Implement recommended sanitation measures

RESTAURANTS, FOOD COURTS

- Masks required for employees and customers
- Physical distancing signage/markings in each location
- Capacity limits, if possible
- Health screen employees daily
- Table spacing for physical distancing of 6 feet
- Bar areas – physical distancing required
- No congregation, waiting inside restaurants
- Handwashing best practices in place
- Clean and sanitize high-touch surfaces
- Restrooms regularly cleaned/sanitized
- Tables cleaned/sanitized between seatings
- Reusable menus clean/sanitized, or paper menus discarded after each use
- No self-service/buffets

GYMS

- Masks required for all employees and customers
- Physical distancing signage/markings in each location
- Capacity limits, if possible
- Health screen employees daily
- Patrons must sanitize hands at facility entrance
- Physical distancing with all exercise equipment
- Implement recommended sanitation measures
- Equipment sanitized after each use
- No personal training or fitness classes
- No showers, saunas, pools, locker rooms, kid's clubs
- Consider general HVAC/adjustments to increase outdoor air

SALONS, SPAS, PERSONAL CARE, SMALL FITNESS STUDIOS

- Masks and gloves required by employees
- Masks required by patrons
- Services that require removal of patron face-covering not allowed in Phase 3
- Physical distancing signage/markings in each location
- Capacity limits, if possible
- Health screen employees daily
- No adjacent station use, unless 6 feet apart
- Fitness classes – limited capacity, 6 feet apart
- Sanitization of surfaces after each party
- Consider general HVAC/adjustments to increase outdoor air

THEATERS

- Masks required by employees and patrons
- Physical distancing signage/markings in each location
- Physical distancing in screening rooms
- Capacity limits, if possible
- All screening room surfaces cleaned after each showing
- Frequent cleaning of restrooms
- No video games or interactive displays

DEDICATED BARS, NIGHTCLUBS

- TBD

Phase Four

ESSENTIAL RETAIL

- Masks recommended
- Physical distancing signage/markings in each location

HARD/ SOFT GOOD RETAILERS, KIOSKS

- Masks recommended
- Physical distancing signage/markings in each location

RESTAURANTS, FOOD COURTS

- Masks recommended
- Physical distancing signage/markings in each location
- Adequate table spacing to allow for physical distancing of 6 feet
- Handwashing best practices in place
- Restrooms regularly cleaned/sanitized based upon frequency of use

GYMS

- Masks recommended
- Physical distancing signage/markings in each location

SALONS, SPAS, PERSONAL CARE, SMALL FITNESS STUDIOS

- Masks recommended
- Physical distancing signage/markings in each location

THEATERS

- Masks recommended
- Physical distancing signage/markings in each location
- Capacity limits, if possible
- All screening room surfaces cleaned after each showing
- No video games or interactive displays

DEDICATED BARS, NIGHTCLUBS

- TBD

Resources

RETAILERS

[CDC Guidance for Businesses](#)

[City and County of Honolulu Business Guidance](#)

[National Retail Federation Coronavirus Resources for Retailers](#)

[National Restaurant Association Reopening Guidance](#)

[Streetsense Pandemic Relaunch Toolkit for Restaurants and Bars](#)

[RMH Hawaii Playbook and Recovery Checklist for Retailers](#)

OTHER RESOURCES

[ICSC Coronavirus Resource Center](#)

[IREM Pandemic Guide For Real Estate Managers](#)

[Hawaii Chamber of Commerce COVID-19 Resource Center](#)

[Aloha United Way 211](#)

[Atlas Insurance Employer's Guide to Re-Opening](#)

RETAIL REOPENING COMMITTEE

Colbert Matsumoto
Chairman
Tradewind Capital Group

Francis Cofran
VP, Management & Operations
Howard Hughes Corporation

Jeff Mau
Director of Asset Management
Kamehameha Schools

Duane Kurisu
Chairman
aio

Todd Hedrick
VP, Leasing &
Property Management
The MacNaughton Group

Kit Millan
SVP, Asset Management
Alexander & Baldwin

Chris Benjamin
President & CEO
Alexander & Baldwin

Jason Higa
CEO
FCH Enterprises

Vince Miyoi
SVP, Organizational Management
Atlas Insurance

Barbara Campbell
VP, Leasing &
Property Management
Outrigger Enterprises

Doug Johnstone
Hawaii President
Howard Hughes Corporation

James Newberry
AVP and Risk Control Manager
Island Insurance

David Cianelli
General Manager
Washington Prime

Lynelle Marble
Executive Director
Hawaii Executive Collaborative

Christopher White
Sr. General Manager
Brookfield Properties

Demmis Cisneros
Store Manager Ala Moana
Macys Inc.

Sheryl Matsuoka
Executive Director
Hawaii Restaurant Association

Tina Yamaki
President
Retail Merchants of Hawaii