University of Pittsburgh

University Stores Activity Area Plan

I. Overview

1. *Area:* University Stores, including The University Store on Fifth, The Pitt Shop on Forbes and at the Petersen Events Center, and Maggie & Stella's
2. *Area Lead:* Monica Rattigan, Executive Director of Stores & Strategic Initiatives
3. *Submitter of Activity Area Plan:* Monica Rattigan
4. *Date of Submission:* 7.6.20
5. *Revision of a previously approved Activity Area Plan: Yes; approval for web order fulfillment*
6. *Summary of Plan:* The University Stores will assess the safety and needs of its customers, campus stakeholders, and staff to determine the ability and need of each store to provide service under each operational posture determined by the University of Pittsburgh.
    a. Assess necessary operational support for campus learning, including especially course material delivery, technology, regalia, etc.
    b. Modify store operations and hours and website delivery options as required
    c. Follow and monitor all safety requirements for staff that will work on campus
7. As the lead of this activity area, I hereby confirm that the retail division will commit to following the University's Health Standards and Guidelines and Personnel Standards and Guidelines. In particular, while on campus, retail employees will:
    a. Wear face coverings in the presence of any other individual, and as they enter and leave buildings
    b. Adhere to all physical distancing, safety, and hygiene requirements
    c. Use physical barriers or maintain six feet of physical distance while engaging with others
    d. Clean their personal and office spaces at the beginning and end of work periods
8. The University Stores and its staff are committed to following all Healthcare Standards and Guidelines and the Personnel Standards and Guidelines as directed.

II. Operational Posture Functions

The University Stores will modify its business operations in accordance with the University of Pittsburgh's operational posture, including each store's operations, hours, services, and staffing. The number of staff required to be on campus and in which buildings will fluctuate given operational posture and decisions.

1. *High Risk Posture*
    a. Function 1: All stores will be closed to the public and online order fulfillment only will be completed as determined necessary for essential service delivery of course materials and technology products
        i. Operations
            1. Online order fulfillment of course materials at The University Store on Fifth. Pitt Shop locations and Maggie & Stella's closed with no website fulfillment
            2. University Store website remains operational with focus on course material delivery and returns
        ii. Staffing

1. University Store 5-7 staff members, not to exceed 10 at any time, per University Health Standards and Guidelines,scheduled to limit exposure
2. Staff training complete in accordance with Personnel Training Standards and Guidelines
3. Daily completion of health self-attestation form required for those staff reporting to campus
4. Remote work policies in place for all staff not required to assist with online order fulfillment, in accordance with the University's Personnel Remote Work Standards and Guidelines
5. Follow all University Health Standards and Guidelines
    a. A face covering, which may be cloth or disposable and may be self-supplied and re-used, is to be worn in public, on campus, and in campus buildings at all times, except while eating or in an enclosed private, single occupancy space (e.g., private study room or private office).
    b. Face coverings must be worn in single-occupant spaces that others use (e.g., public bathrooms, copier rooms, public study rooms).
    c. Personal Hygiene
        i. Schedule to include hourly hand washing breaks and will be logged
        ii. Hand sanitizer provided at work station areas
    d. Social distancing
        i. All staff working on campus will maintain a minimum of 6ft from coworkers at all times
        ii. Work stations modified to maintain distance
6. Cleaning
    a. Safety Officer appointed to area
    b. Cleaning log to be completed; all high touch areas cleaned every 2 hours
    c. Staff training complete
    d. Disinfecting wipes utilized as recommended by the University's Cleaning, Disinfection and Hygiene Standards and Guidelines for non-laboratory use

iii. Facilities
1. Access to University Store at Holland Hall required
2. HVAC requirements completed and will be reviewed and confirmed by 3rd party
3. All required signage in process of being updated per University guidelines
4. Only required/emergency maintenance to be performed as needed

2. *Elevated Risk Posture*
    a. Function 1: All stores closed to the public when students are not on campus; online order fulfillment for all stores available; shipping or in-store pickup option available

i. Operations

1. Websites for University Store on Fifth, Pitt Shop, and Maggie & Stella's operational
2. When students return to campus, reduced store hours available with in-store pickup option hours extended to accommodate beginning of semester needs; all University Health Standards and Guidelines for retail implemented
3. University Store on Fifth and the Pitt Shop open limited hours of 10:00 am to 2:00 pm and order pickup window from 4:00 pm to 8:00 pm, to be adjusted if business needs require; Pete Pitt Shop location closed until events schedule and support needs are assessed, at which time this Activity Area Plan will be updated; Maggie & Stella's open for appointment only shopping
4. Occupancy levels at 50% of retail occupancy rates as reviewed and approved by Facilities Maintenance as follows:
    a. University Store on Fifth= 356
    b. Pitt Shop= 49
    c. Maggie & Stella's= 24
    d. Pitt Shop at the Pete= 26
5. Occupancy metering in place at entrances and exits
6. Sneeze guards installed at all cashier and customer facing areas
7. Touchless pay options available; self-service for customers to swipe ID and credit card payment
8. Public and freight elevator occupancy, recommendations, and signage in place; reviewed and approved by Facilities Maintenance
9. Customer flow/directional signage implemented to assist in maintaining social distancing
    a. One-way entry and exits where possible
    b. One-way aisles where possible
    c. Line management stanchions and social distancing signage in place
10. Signage
    a. PA "COVID-19 Safety Procedures for Businesses" flyer
    b. Modified Store hours
    c. Occupancy rules and guidelines including the state's guidelines for retail capacity limits
    d. Queuing directions
    e. Mask guidance/rules for customers
    f. Temperature scanning, if required
    g. Guidelines/recommendations for customer safety
        i. Masks
        ii. Social distancing
        iii. Hygiene/handwashing
        iv. No use of reusable bags
        v. Fitting rooms closed
11. Cleaning
    a. Safety Officer appointed to area

b. Cleaning log to be completed; all high touch areas cleaned every 2 hours
c. Staff training complete in accordance with Personnel Training Standards and Guidelines
d. Disinfecting wipes utilized as recommended by the University's Cleaning, Disinfection and Hygiene Standards and Guidelines

ii. Staffing
1. Hours and operations may be reassessed based on staffing level and abilities
2. Schedules staggered with 2 teams with no more than 30 staff per team in July and no more than 50 staff reporting for beginning of semester schedule in August; reporting on opposite days to reduce exposure risk and allow continued operations
    a. All staff reporting (41 regular FT and PT staff, 12 temps and/or 20 students if needed for semester start with students on campus)
        i. University Store= up to 50 staff
        ii. Pitt Shop= 3 staff, not to exceed 6 staff
        iii. Maggie & Stella's= 1 staff, not to exceed 3 staff
        iv. Pitt Shop at Pete= no staff reporting to this location at elevated risk posture
    b. Remote work options available for certain positions
3. Staff training complete in accordance with Personnel Training Standards and Guidelines
4. Daily completion of health self-attestation forms required for staff reporting to campus
5. Follow all University Health Standards and Guidelines
    a. A face covering, which may be cloth or disposable and may be self-supplied and re-used, is to be worn in public, on campus, and in campus buildings at all times, except while eating or in an enclosed private, single occupancy space (e.g., private study room or private office).
    b. Face coverings must be worn in single-occupant spaces that others use (e.g., public bathrooms, copier rooms, public study rooms).
    c. Personal Hygiene
        i. Schedule to include hourly hand washing breaks and will be logged
        ii. Hand sanitizer provided at work station areas
    d. Social distancing
        i. All staff reporting will maintain a minimum of 6ft from coworkers at all times
        ii. Work stations modified to maintain distance

iii. Facilities

1. Access to University Store, Pitt Shop locations, and Maggie & Stella's required
2. HVAC requirements complete
3. All required signage implemented

3. *Guarded Risk Posture*
    a. Function 1: Stores open to the public with limited hours of operation; online order fulfillment for all stores available; shipping or pickup option available
        i. Operations
            1. Websites for University Store on Fifth, Pitt Shop, and Maggie & Stella's operational
            2. University Store on Fifth and the Pitt Shop open limited hours; Maggie & Stella's open for appointment only shopping; Pete Pitt Shop location closed until events schedule and support needs are assessed
            3. Occupancy levels at 50% of retail occupancy rates as determined by Facilities Management; metering in place
            4. Sneeze guards installed at all cashier and customer facing areas
            5. Touchless pay options available; self-service for customers to swipe ID and credit card payment
            6. Public and freight elevator occupancy, recommendations, and signage in place; reviewed and approved by Facilities Maintenance
            7. Customer flow/directional signage implemented to assist in maintaining social distancing
                a. One-way entry and exits where possible
                b. One-way aisles where possible
                c. Line management stanchions and social distancing signage in place
            8. Signage updated in accordance with the University's Buildings and Occupancy Standards and Guidelines
                a. PA "COVID-19 Safety Procedures for Businesses" flyer
                b. Modified Store hours
                c. Occupancy rules and guidelines
                d. Queuing directions
                e. Mask guidance/rules for customers
                f. Temperature scanning, if required
                g. Guidelines/recommendations for customer safety
                    i. Masks
                    ii. Social distancing
                    iii. Hygiene/handwashing
                    iv. No use of reusable bags
                    v. Fitting rooms closed
            9. Cleaning
                a. Safety Officer appointed to area
                b. Cleaning log to be completed; all high touch areas cleaned every 2 hours
                c. Staff training complete

d. Disinfecting wipes utilized as recommended by the University's Cleaning, Disinfection and Hygiene Standards and Guidelines

ii. Staffing
1. Schedules staggered with 2 teams with no more than 30 staff per team in July and no more than 50 staff reporting for beginning of semester schedule in August; reporting on opposite days to reduce exposure risk and allow continued operations
    a. All staff reporting (41 regular FT and PT staff, 12 temps and/or 20 students if needed for semester start with students on campus)
        i. University Store= up to 50 staff
        ii. Pitt Shop= 3 staff , not to exceed 6 staff
        iii. Maggie & Stella's= 1 staff, not to exceed 3 staff
        iv. Pitt Shop at Pete= no staff reporting to this location at elevated risk posture
    b. Remote work options available for certain positions
2. Hours and operations may be reassessed based on staffing level and abilities
3. Staff training complete in accordance with Personnel Training Standards and Guidelines
4. Daily completion of health self-attestation forms required for staff reporting to campus
5. Follow all University Heath Standards and Guidelines
    a. A face covering, which may be cloth or disposable and may be self-supplied and re-used, is to be worn in public, on campus, and in campus buildings at all times, except while eating or in an enclosed private, single occupancy space (e.g., private study room or private office).
    b. Face coverings must be worn in single-occupant spaces that others use (e.g., public bathrooms, copier rooms, public study rooms).
    c. Personal Hygiene
        i. Schedule to include hourly hand washing breaks and will be logged
        ii. Hand sanitizer provided at work station areas
    d. Social distancing
        i. All staff reporting will maintain a minimum of 6ft from coworkers at all times
        ii. Work stations modified to maintain distance

iii. Facilities
1. Access to University Store, Pitt Shop locations, and Maggie & Stella's required
2. HVAC requirements complete
3. All required signage implemented

III. Transition between Operational Postures

As risk levels decline:

1. Shift from High Risk Posture to Elevated Posture
    - Update operation hours and services as outlined in plan
    - Review and update all facility checklists
    - Notify staff at least one week in advance of schedule change and need to report to campus or remote work options
        - Notification will take place via scheduling software, email, and staff meeting
    - Notify University communications of updated operational hours and services
2. Shift from Elevated Risk Posture to Guarded Risk Posture
    - Update operation hours and services as outlined in plan
    - Review and update all facility checklists
    - Notify staff at least one week in advance of schedule change and need to report to campus or remote work options
        - Notification will take place via scheduling software, email, and staff meeting
    - Notify University communications of updated operational hours and services

As risk levels increase:

3. Shift from Guarded Risk Posture to Elevated Risk Posture
    - Update operation hours and services as outlined in plan
    - Review and update all facility checklists
    - Notify staff at least one week in advance of schedule change; remote work options in place for most staff
        - Notification will take place via scheduling software, email, and staff meeting
    - Notify University communications of updated operational hours and services
4. Shift from Elevated Risk Posture to High Risk Posture
    - Update operation hours and services as outlined in plan
    - Review and update all facility checklists
    - Notify staff of immediate closure of stores; remote work options implemented
        - Notification will take place via scheduling software, email, and staff meeting
    - Notify University communications of updated operational hours and services

IV. Stakeholder Outreach

The University Stores support key stakeholders including students, faculty, staff, alumni, and the community.

1. Store hours, service, and online order fulfillment availability will be communicated to all stakeholders through multiple channels including:
    - Store front signage

- Website banners and information
- Store voicemail/automated phone messages
- email and newsletter communication to mailing lists
- Store social media sites
- University shared communication websites and notifications
- Departmental notification to leadership at Athletics, Provost Office, Center for Teaching and Learning, Student Affairs, Housing/Panther Central

2. Operational and facility changes will be discussed and assessed by BAS leadership and then communicated to Housing and Facilities management.

V. Monitoring and Amendment

The Executive Director for Stores, Monica Rattigan, along with each store manager, is responsible for monitoring compliance with all plans and policies. Any revision to this plan will be reviewed and assessed by Matthew Sterne, Vice Chancellor for Business Operations and approved by the Senior Vice Chancellor for Business and Operations.