

General Business Reopening Guidelines

PHASE ONE: ALL SETTINGS

- Health assessments must be conducted for all employees at the beginning of each shift. If they are experiencing symptoms of fever, shortness of breath, or a cough - they are not allowed to work
 - Employees will allow designated trained personnel to take their temperature at the beginning of each shift before being allowed to work
- In establishments where customers wait in a line, customers not within the same group to remain 6 feet distanced.
- Waiting areas where adequate physical distancing cannot be maintained must be closed.
- Customers should be encouraged to call for a reservation or an appointment, or establishments should use an online wait listing application.
- Physical distancing of 6 feet must be maintained between customers not in the same group. This may require:
 - A reduction in capacity;
 - A reduction of seating in service and waiting areas;
 - Management of waiting areas and waiting lines; or
 - Systems that reduce the amount of contact time between customers and staff.
- Determine your business occupancy for customers and staff to be at a safe distance and post it at the entrance.
- Be aware of others' personal space - Avoid hugs, kisses and handshakes
- Deliveries and vendors not allowed to enter unless escorted by employee, must wear mask and adhere to safety policies

Retail Business Reopening Guidelines

PHASE ONE: RETAIL SETTINGS

- A specific cleaning plan must be implemented, and employees must be trained in proper sanitation practices. Materials are available at <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- Review customer traffic aisles:
 - Avoid dead-end aisles
 - Change aisles to one way people traffic using racks, displays and shelving as people separators
- Protect employees and customers:
 - Customers and Staff required to wear face masks
 - Install see through barriers at cash register station or display counters where employees interact with customers
 - Train sales staff to keep a distance when working with customers on the sales floor
 - Train employees to regularly properly wash hands and give them time to do so.

Retail Business Reopening Guidelines Continued

PHASE ONE: RETAIL SETTINGS CONTINUED

- Protect employees and customers continued:
 - Train employees to sneeze or cough by covering their face with the inside of their elbow and turn away from people.
 - Provide hand sanitizer for customers and employees preferably at the front entrance, outside dressing rooms and the all service counters.
 - Provide disposable disinfectant wipes
 - All surfaces to be cleaned between use with disposable disinfectant wipes if multiple staff uses same POS
 - All surfaces must be cleaned between customers, including counter tops, hangers, dressing rooms door handles inside and out, and surfaces that are accessible to customers.
 - Regularly clean all doors, handles and push plates
- Restrooms to be cleaned every 2 hours of service
 - Sanitize toilet seat and handle, sinks, all fixtures, dispensers, door handles and push plates

General Business and Retail Reopening Guidelines Continued

PHASE TWO: ALL SETTINGS

- People not in the same group size increased from 10 people to 50 people.
- All other provisions remain the same as Phase One for general business operations.

PHASE THREE: ALL SETTINGS

- Return to normal operations.

**For your convenience
the following pages are signs to post at
customer and delivery entries**

Customer Guidelines for a Safe Retail Experience

- Masks are required for you and our staff's protection
 - If you don't have a mask we'd be happy to assist you while you wait outside.
- If you are experiencing symptoms of fever, shortness of breath or a cough do not enter. We will be happy to help you when you no longer have these symptoms
- Be aware of others' personal space - Avoid hugs, kisses and handshakes
- Wait until doorway or aisle is clear before entering and exiting.
- Wait until customer steps away from viewing product before stepping in to view.
- Keep distance from sales staff
- Sneeze or cough to the inside of your elbow and turn away from others
- Use hand sanitizer if available

We appreciate your cooperation in respecting the guidelines

Delivery / Vendor Guidelines

- Masks are required to enter for you and our staff's protection
 - If you don't have a mask we'd be happy to assist you outside but 6 feet distance is required
- If you are experiencing symptoms of fever, shortness of breath or a cough do not enter.
- Be aware of others' personal space - Avoid hugs, kisses and handshakes
- Wait until doorway or aisle is clear before entering and exiting.
- Keep distance from our staff
- No contact transactions whenever possible
- Sneeze or cough to the inside of your elbow and turn away from others
- Thoroughly wash your hands after using the restroom
- Use hand sanitizer if available

We appreciate your cooperation in respecting the guidelines