

## **PURPOSE:**

The purpose of this document is to identify best practices for minimizing COVID-19 transmission as we reopen for business. Our goal is to protect our staff and customers.

## **BEST PRACTICES FOR STAFF**

### **Temperature Screening:**

At the beginning of each workday and periodically throughout the day, each staff member will check their temperature with the use of a touchless thermometer (provided) for signs of fever. Anyone with above average temperature, possible exposure to COVID-19 or any other symptoms of illness will be sent home immediately. Notification will be made to Laurel Baingo at (661) 510-2592 or Russell Baingo at (213) 305-3820.

### **Sick Leave Benefits:**

Staff will be given extended sick leave benefits if they test positive for COVID-19.

### **Masks:**

Staff will wear face masks when in the presence of others. All PPE will be provided to staff by the company if needed.

### **Gloves:**

Staff will wear surgical gloves when handling community items. Please note that gloves only protect the wearer, frequent hand sanitizing and/or washing should be given priority. Gloves will be provided in multiple sizes.

### **Wash Hands:**

Staff will wash their hands with soap and water and sanitizer frequently throughout the day.

**Social Distancing:**

Staff will maintain a minimum of six feet apart whenever possible when working together.

**Touching Face:**

Staff will avoid touching their face and wash and/or sanitize their hands after doing so.

**BEST PRACTICES FOR FACILITIES****Bathrooms:**

Bathrooms will be stocked with adequate soap and sanitation wipes. Signage will encourage people to wash their hands and wipe down common surfaces (sink handles, soap pumps, door handles and appliances) before and after use with sanitation wipes

**Kitchen:**

Kitchen will be stocked with hand sanitizer, sanitation wipes and gloves. Common surfaces (appliances, door handles, etc.) will be wiped down before and after use with sanitation wipes. Communal flatware, cups and dishware will be removed. Staff should bring their own eating supplies or utilize disposable options.

**Hand Sanitizer:**

Hand sanitizer will be present and clearly visible throughout the facility including all entry and exit points as well as common areas such as customer service desks, kitchen and loading dock. Staff will be encouraged to utilize hand sanitizer and wash their hands frequently.

**Microwave, Coffee Machine, Water Dispenser, Refrigerator:**

Common areas appliances such as Microwave, Coffee Machine, Water Dispenser, Refrigerator will be wiped down with sanitation wipes after each use. Hand sanitizer will be on hand to utilize before and after contact with appliances.

**Sanitation Schedule:**

Staff are required to wipe down their workstations and tools frequently throughout the day. Staff is required to remove trash from their workstation on a regular basis.

**BEST PRACTICES FOR CUSTOMERS****Maximum Occupancy:**

A maximum of 2 shoppers will be permitted in the warehouse at any given time. Customers will be asked to wait in the lobby area until prompted to enter. One representative picking up or returning items will be allowed in the warehouse at any given time and will be encouraged to remain at the loading dock.

**Signage:**

There will be ample signage encouraging and requiring Social Distancing, use of face masks and use of sterile gloves when necessary upon entering the facility.

**Masks and Gloves:**

Customers will be encouraged to use their own masks and gloves. The company will provide masks and gloves if necessary. Customers may not enter the building without a face mask.

**Social Distancing:**

Signage and staff will encourage customers to maintain six feet of separation from staff and other customers.

**Transaction Tools:**

Pens, credit card readers, clipboards, etc. will be sanitized before and after each use.

### **Sanitize Hands:**

Staff and signage will encourage customers to sanitize hands upon entry into the facility and while shopping. Sterile gloves will also be available.

## **BEST PRACTICES FOR ORDER PICK-UP**

### **Staging:**

Items for pick up will be staged by staff outside of the facility to avoid pick-up crew members from entering the facility. Items will be packaged for pick up. Staff will be careful to wipe down or sanitize any surfaces which may have been exposed.

### **Transaction Tools:**

Pens, credit card readers, clipboards, etc. will be sanitized by staff before and after each use.

## **BEST PRACTICES FOR RENTAL RETURNS**

### **Unloading:**

Returned items should be placed by return crew members outside of the facility and crew members should avoid entering the facility whenever possible.

### **Quarantine and/or Sanitation:**

Return items will be quarantined for the appropriate amount of time for the virus to die off. Staff will wipe down all surfaces with sanitation wipes and will utilize a sanitation/disinfectant fog on all items before returning them to inventory.

### **Transaction Tools:**

Pens, credit card readers, clipboards, etc. will be sanitized before and after each use.