



COVID-19 Playbook

A blueprint for **new rules of engagement**





A MESSAGE FROM BRETT

At its core, T-ROC is about the power of people and technology. And it's our people who continue to inspire me during this overwhelming and difficult time. Throughout it all, you've shown up and stayed true to our Mission and Values, and for that I am immensely grateful.

As states begin to relax their stay-at-home orders and more communities prepare to reopen, retailers will be an important part of the next phase of rebuilding and recovery.

As we move forward, we're leading the way for retailers and brands in markets throughout the U.S. Canada, and Puerto Rico. And to do that, we need to navigate this dynamic, ever-evolving retail landscape together.

We're ready for this.

And we're perhaps better prepared than any other retail solutions provider, because we're defined by our ability to be resilient, adaptable and innovative.

What follows is a blueprint for how to move forward, defining the next steps that keep our employees and customers as safe as possible, as more retailers reopen to the public. It's not a one-size-fits-all solution, as states and localities will vary what's open and when, and some of these guidelines may not apply to your specific role with T-ROC. We'll be expanding and enhancing this blueprint as we move through what is uncharted territory for all of us.

I know together, we will overcome and emerge stronger than ever before.

*With gratitude,
Brett*





Playbook Overview & Table of Contents

As members of the National Retail Federation, our COVID-19 Playbook reflects many of their guidelines and blueprint for safely opening retail. This playbook also includes CDC guidelines and aims to accomplish three objectives:

- 01 Protect our Employees and Customers
- 02 Allow for Safe Operation of Retail and Support Centers
- 03 Establish Clear Expectations for Employees and Customers

The most important element of this playbook is to provide steps and expectations associated with how to navigate the new environments brought on by the COVID-19 pandemic. In doing so, TROC’s desire is to create a sense of security and confidence for our employees and customers as our businesses begin to reopen.

Phase 1 - Contactless Pick Up	4
Phase 2 - Reopen – Reduced Occupancy	5
Recommended Protocols for Retail Employees and Customers (Phase 1 & 2)	6-9
Phase 3 - Established Protection - Lift Restrictions & Protocols	10
State Mandates and Playbook Essentials	11-14
Clients and Business Partners COVID-19 Links	15
Employee Expectations	16

TROC operates and supports many different businesses within the partnerships in which we are involved. Some of those operations such as Walmart, MSO and Xfinity had little or no business interruption, while others were reduced or closed completely.

In providing the descriptions below of the three phases of business, it's important to understand which phase your state, county or city has approved, and the program you are working has agreed to support. Some programs may be in a different phase, in different states, but we have provided them all so you can understand them and align with expectations and protocols.



PHASE 1

Allow E-commerce, Curbside Pickup & In-Home Delivery

Retailers have established and implemented safety protocols to allow contactless pickup and in-home deliveries. In these operations, a limited number of employees are allowed in stores that are closed to the public to fulfill online orders and deliver purchases to customers who drive or walk up, observing appropriate social distancing.

As an example, many restaurants have been permitted in most jurisdictions to maintain limited operations by utilizing contactless pickup and delivery. The NRF believes these operations should be expanded to include retailers immediately across all states and jurisdictions, provided that retailers are following the established practices of social distancing, hygiene, and sanitization guidelines outlined below.

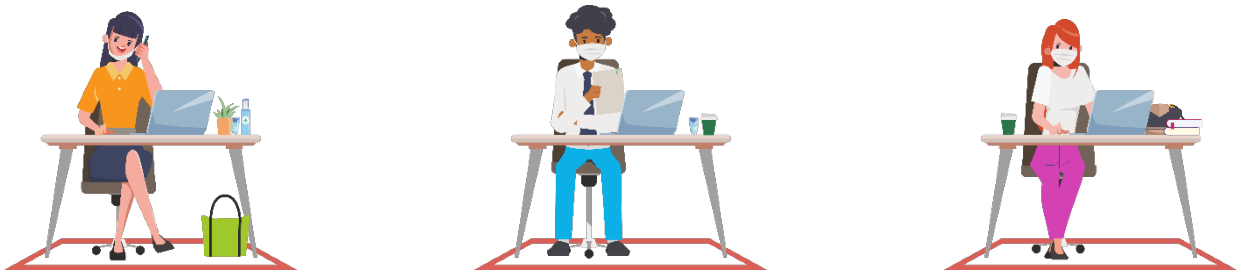




PHASE 2

Reopen Stores, with Social Distancing & Reduced Occupancy

Retailers encourage state governments to rely on the CDC, state health departments, and other health experts to determine when to move to Phase 2. During this phase, retailers open additional stores to the public with robust health and safety protocols in place to protect customers and employees and to mitigate the spread of the virus so COVID-19 does not revert.



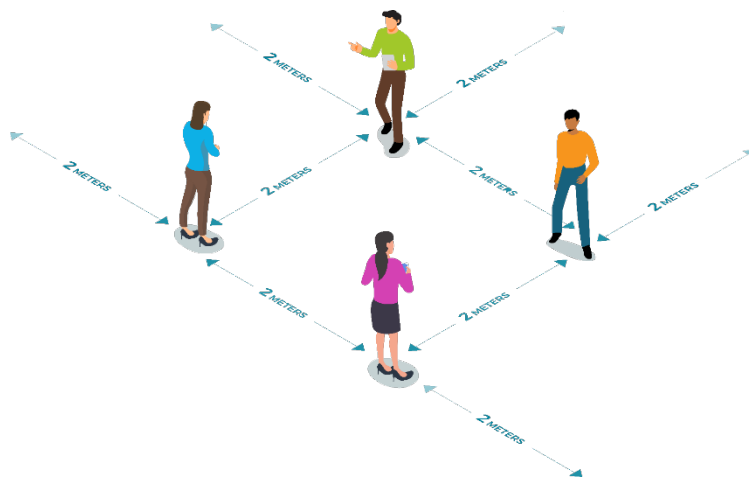
As governors prepare new Executive Orders to allow the reopening of all retail stores to the public, the CDC urges governors to use these phases to create clarity for all retailers. This will also be provided to local governments, law enforcement, and consumers with a consistent set of social distancing, hygiene, and sanitation guidelines. Uniform, statewide standards ensure the reopening of the economy is safe, efficient, and productive for customers, employees, and enforcement agencies alike.

The purpose is to establish personal responsibility expectations for individuals as they move about in public spaces, such as requiring face coverings where appropriate, washing hands frequently, and staying home when ill. Retailers should be committed to posting signage and providing frequent reminders to customers about health and safety responsibilities; however, it must be the role of trained law enforcement professionals to enforce state laws and orders.



Recommended Protocols for Retail Employees and Customers

- Ensure employees stay six feet apart whenever practical.
- Adjust seating in break rooms, cafeterias, and other common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours, permit employees to take breaks and lunch outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and outside visitors or truck drivers; implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for six foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person to person contact in the workplace.





Recommended Protocols for Retail Employees and Customers

Retail store occupancy limits will be informed by each state's demographics, public health experience, and social distancing policy. To support smaller retail businesses, who may lack staff necessary to closely monitor customer flow, we recommend reducing store occupancy to no more than 50%, and no less than 20%, of the stated maximum store capacity according to the National Fire Code. Alternatively, thresholds of no more than 5 customers per 1,000 square feet of total store square footage excluding employees, may also be appropriate. States that have already established similar occupancy limits should continue with standards already in place.

- Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six feet of physical distance, and policy on face covering.
- Establish hours of operation, wherever possible, that permit access solely to high-risk individuals, as defined by the CDC.
- Demarcate six feet of spacing in check-out lines to demonstrate appropriate spacing for social distancing.
- Ensure six feet of distance between customers and cashiers and baggers, except at the moment of payment and/or exchange of goods.
- Arrange for contactless pay options, pickup, and/or delivery of goods wherever practical.





PHASE 1 & 2

Recommended Protocols for Retail Employees and Customers

HYGIENE

- Require infection control practices, such as regular handwashing, coughing and sneezing etiquette, and proper tissue usage and disposal.
- Encourage employees to engage in repeated handwashing/sanitization throughout the workday.
- Provide sanitization materials, such as hand soap, hand sanitizer, and sanitizing wipes to employees.
- Require the use of gloves and regularly sanitize community technology and equipment such as POS, cash registers, copy machines, etc.

SANITIZATION

- Require frequent sanitization of high-touch areas like restrooms, fitting rooms, doors, PIN pads, and common areas.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitization materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.
- Follow CDC guidance related to returned merchandise before returning items to the sales floor.
- Allow retailers to suspend or extend the time period for customers to return items.





PHASE 1 & 2

Recommended Protocols for Retail Employees and Customers

PROTECTIVE FACE COVERINGS

- Require workers, contractors, and drivers to wear face coverings while on the premises.
- Strongly encourage customers to wear face coverings while on the premises.
- Post signage for customers to understand the importance of wearing face coverings.
- PSAs from law enforcement urging consumers to act responsibly and utilize face coverings - it should not be the responsibility of retailers to enforce.



HEALTH SCREENING

- Encourage employees to self-evaluate (before they arrive for shifts) for signs of illness (such as a fever over 100.4, cough, or shortness of breath).
- Require associates who exhibit signs of illness not to report to work and encourage them to seek medical attention prior to returning.



PHASE 3

Establish Protection, Then Lift All Restrictions

Retailers encourage state governments to rely on the CDC, state health departments, and other health experts to determine when to move to phase 3. During this final phase, retailers will have discretion to remove COVID-19 related operational protocols except for those related to enhanced sanitization and screening practices.

Recommended Protocols for Retailers for Phase 3

SANITIZATION

- Provide sanitization materials, such as hand soap, hand sanitizer, and sanitizing wipes to staff.
- Frequent sanitization of high-touch areas like restrooms, breakrooms, credit card machines, keypads, counters, and shopping carts.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers, and ensure cleaning procedures following a known or potential exposure in a facility are in compliance with CDC recommendations.

EMPLOYEE GUIDELINES

- Require infection control practices, such as regular hand washing, coughing and sneezing etiquette, and proper tissue usage and disposal.
- Encourage employees to frequently handwash/sanitize throughout the workday.
- Separate employees who become sick during the day and send home.
- Encourage employees to not come to work if not feeling well.

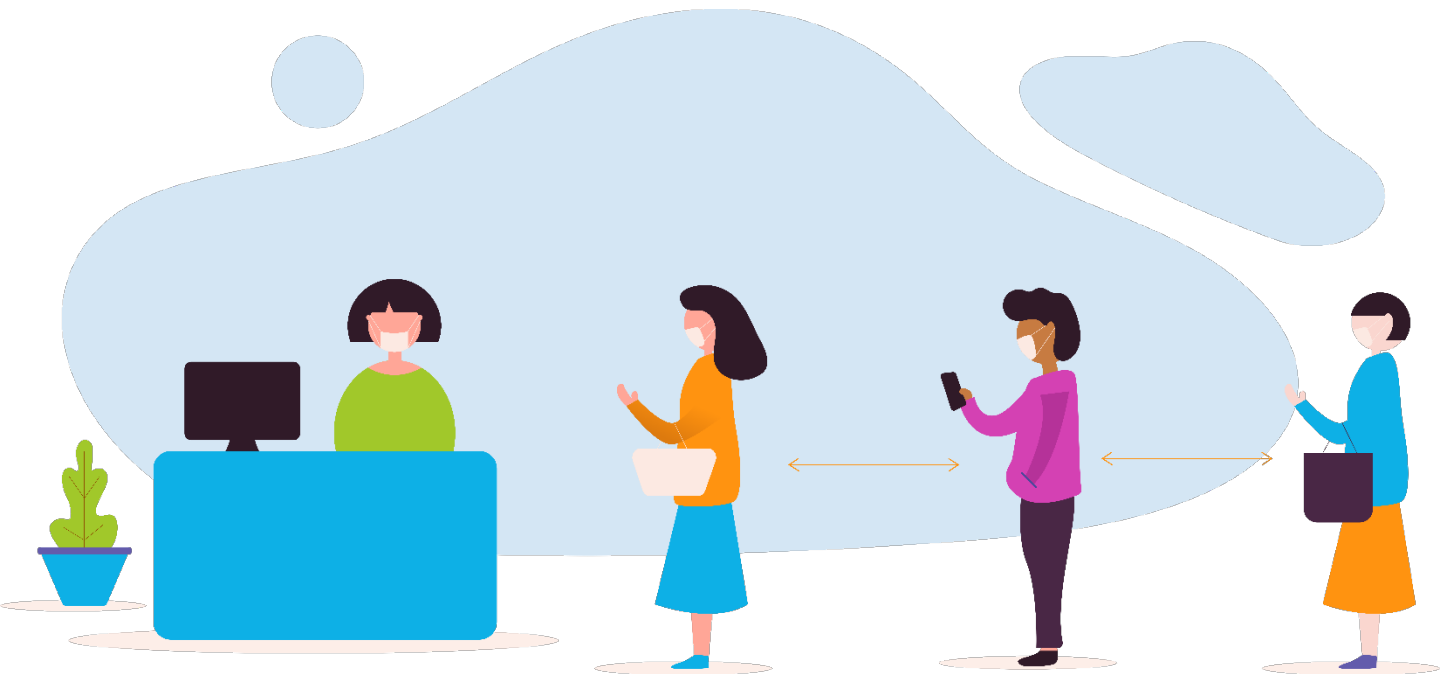


Destination Open Doors

Because each state has its own mandates and restrictions regarding opening retail, please refer to the NRF resource “Coronavirus Retail Restrictions State by State.”

<https://nrf.com/resources/operation-open-doors/coronavirus-retail-restrictions-by-state>

We'll update our blueprint as conditions change or if guidance from the CDC leads to the adoption of new protocols.





COVID-19 Playbook Essentials

HEALTHY HABITS

Keeping you safe and healthy is our priority. We all know we should wash our hands often throughout the day, but when we get busy at work, these quick reminders are always helpful.

Take your temperature before you arrive for work. If you have a fever or symptoms like a cough, or shortness of breath, stay home.

Depending on your workplace, you may get a temperature check at the beginning of your shift.

Regular hand washing with soap and water for at least 20 seconds should be done:

- Before and after eating
- After sneezing, coughing, or nose blowing
- After using the restroom
- After touching or cleaning surfaces that may have been used
- After using shared equipment and supplies like electronic equipment such as keyboards
- Cover your nose and/or mouth when you sneeze or cough and be sure to cough into your elbow or a tissue. Dispose of soiled tissues immediately after use.
- Clean and disinfect frequently touched services daily.

Examples of frequently touched surfaces:

- Checkout stations and payment pads
- Desks and chairs
- Counters, tables and chairs
- Door handles and push plates
- Handrails
- Kitchen and bathroom faucets
- Appliance surfaces
- Light switches
- Remote controls
- Stocking equipment – dollies and rolling carts
- Shared phones and electronic such as cash registers, price scanners, computers, keyboards and mice

Wear masks or approved coverings and gloves while working. Please follow the rules of engagement within the partner or client location. Otherwise, please follow state and local mandates. Our “new normal” likely means that these items will become a common, even expected, sight in public places for some time to come.



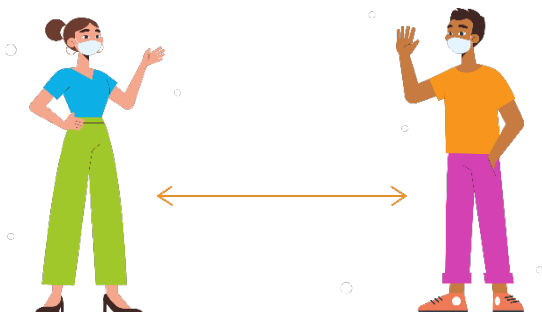
COVID-19 Playbook Essentials

PHYSICAL DISTANCING

Beyond good hygiene, all of us – employees, customers and leaders – are encouraged to maintain a six-foot physical distance from others to reduce the spread of illness. Being open to the public can make it hard for customers and employees to keep a safe distance.

Here's how you can help:

- Stay six feet apart whenever practical.
- Don't meet in groups of 10 or more during working hours.
- Take your lunch break outside, or in your personal workspace, or wherever you can maintain social distancing.
- Limit your use of others' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Don't shake hands—wave, virtual high five, get creative!
- Retail store occupancy limits will vary based on state and local guidelines, so be sure to closely monitor customer flow.



KEEPING IT CLEAN

Maintaining a clean work environment will help control the exposure and spread of COVID-19.

Here's how you can help:

- Frequently clean high-touch areas, including registers, hand-held devices, credit card terminals, door handles, restrooms, shelves and other surfaces.
- Remember to use a sanitizing wipe before and after you use handhelds/wearables, scanners, radios, or other work tools and equipment.
- Follow CDC guidance related to returned merchandise before returning items to the sales floor.

ELECTRONICS

For electronics, such as tablets, touch screens, keyboards, remote controls, and payment or ATM machines:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting. If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.



COVID-19 Playbook Essentials

KEEPING IT FLEXIBLE

- Hours of operation may change, especially to allow for deep cleaning between shifts.
- There may be more contactless pay options, pickup and/or delivery of goods
- With capacity limits based on the size of your store, be prepared to queue customers outside while still maintaining physical distance.

For Managers & Leaders

EMBRACE DIGITAL OPTIONS

We're fortunate in that we've been pioneers in robust retail-centric technology. Digital capabilities allow us to maximize physical distancing practices, utilize contactless transactions (customers shop and pay without touching a pin pad or handling cash) and continue to provide an excellent shopping experience. Evaluate your business model and available technology to see where you can increase your digital presence and increase contactless payment options.

PREPARE FOR DIFFICULT SITUATIONS

In many ways, the pandemic has brought out the best in people, but the stress and fear can lead some to be confrontational. Prepare your employees to respond to these situations carefully to help ensure their safety.

VENDORS AND OTHER VISITORS

Employees often aren't the only ones in your locations. You may have customers, vendors or other guests who should take steps to protect others. Consider who are regular visitors or vendors to your locations. How can you adjust business to limit direct contact with them?





COVID-19 Playbook Essentials

BUSINESS PARTNERS AND CLIENTS

Many TROC employees are working inside the locations of Business Partners and/or follow the direction of Clients. It is important to understand the guidelines and requirements they have put in place to support the new rules of engagement of today's business environment. We have captured documents they have shared to support their environment as they adjust plans for safety for customer and employees alike. Those documents are included within the COVID-19 Playbook to ensure all TROCers understand and follow their requirements.



<https://corporate.target.com/about/purpose-history/our-commitments/target-coronavirus-hub>



<https://corporate.walmart.com/here-for-you>



<https://corporate.bestbuy.com/a-note-from-best-buy-about-covid-19/>



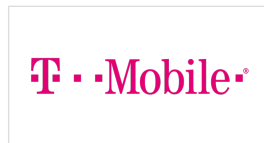
<https://www.nfm.com/covid-19-updates>



<https://www.officedepot.com/cm/help/office-depot-covid-19-response>



<https://news.samsung.com/global/our-response-to-covid-19>



<https://www.t-mobile.com/brand/ongoing-updates-covid-19>



<https://www.sprint.com/en/landings/covid-19.html>



<https://www.verizonwireless.com/support/covid-19-faqs/>



<https://about.att.com/pages/COVID-19.html>



<https://corporate.comcast.com/covid-19>



<https://www.apple.com/newsroom/2020/03/apples-covid-19-response/>



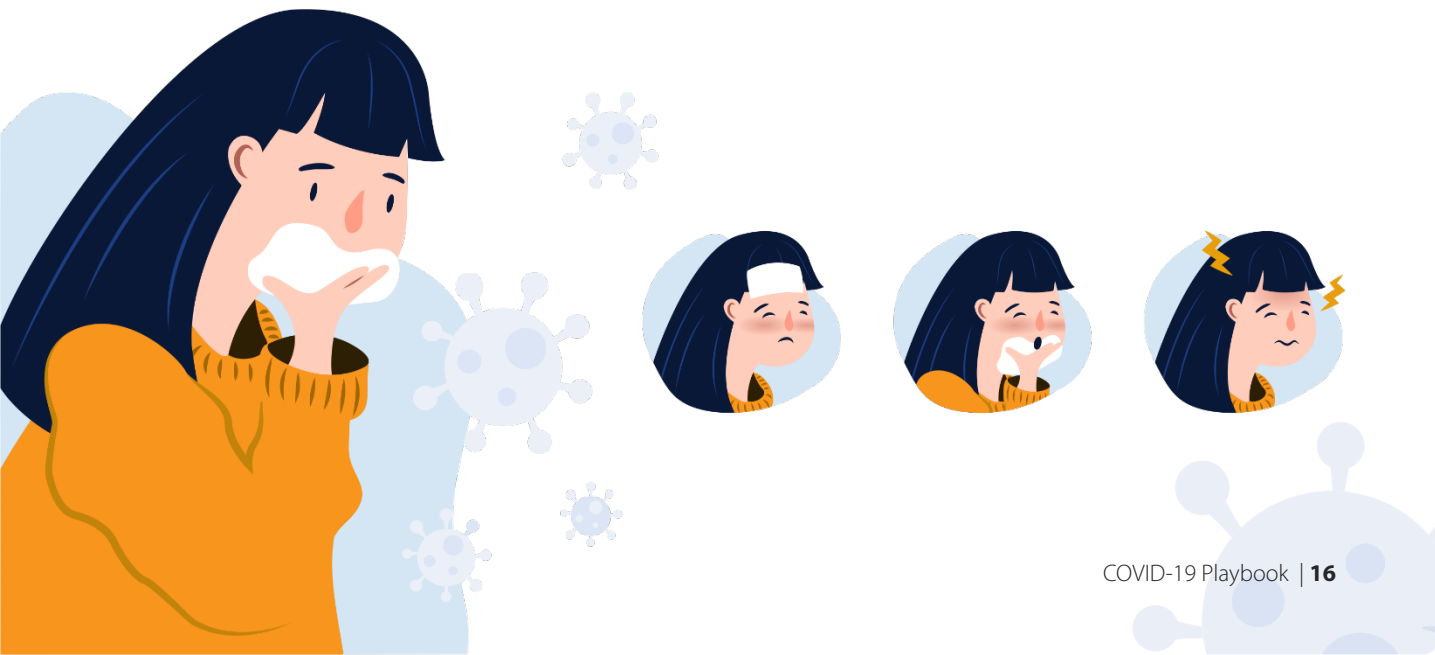
<https://www.staples.com/sbd/cre/products/200315/n22991/index.html?icid=TOPHAT:CEOMESSAGE:3162020>



Employee Expectations

IF YOU HAVE SYMPTOMS:

- Contact supervisor as soon any symptoms are identified and inform them of your condition
- Please perform a self-wellness check (temperature taking) if appropriate.
- Employee should not come to work, if prevailing symptoms are being exhibited
- Supervisor will inform Program Director/Vice President and People Experience Business Partner
- People Experience Business Partner will contact employee to monitor time away from work and ensure that any required documentation is submitted
- PTO should be used, if available, for any time off taken.





Thank you for all you do!

There is no doubt that even under the most optimistic of scenarios, families will be adjusting to a “new normal” for some time to come. We're prepared to meet this challenge and give consumers confidence in our ability to safely and warmly welcome them back into stores. Thank you for helping us navigate through this challenging time, and being part of the T-ROC Team that's leading the way.

