



The health and safety of our team members, campus community, customers and vendors are the Company's foremost concern. The Company provides the following COVID-19 procedures to aid stores in operating safely. These procedures are based on current information that is available and therefore may be revised to comply with applicable laws and recommended best practices.

## SAFETY PROCEDURES

### A. Prior to Re-Opening the Store After Closure:

1. Conduct a thorough cleaning of the facility, ensuring that all solid surfaces are cleaned as follows:
  - If surfaces are visibly soiled, clean using a detergent or soap and water prior to disinfection
  - Disinfect surfaces with a diluted bleach solution or other Centers for Disease Control and Prevention (CDC) approved cleaner
  - Follow the manufacturer's instructions and ensure that the cleaning solution remains on the surface (wet) for at least one minute
  - Refer to [CDC Guidelines for Cleaning and Disinfecting Your Facility](#) 
  - Refer to [Health Canada Guidelines for Cleaning and Disinfecting Your Facility](#) 

**Note:** Do not utilize an external resource or incur additional expense when cleaning your facility.

2. Ensure that you have the following supplies:
  - Masks (2 per team member)
  - Hand sanitizer
  - Antibacterial wipes and/or spray
  - Paper towels
  - Kleenex tissues
  - Painters tape and floor mats
  - Company signage
  - Stanchions
3. Review training materials regarding the [proper usage of a mask](#) and be prepared to demonstrate proper usage with your team members.
4. Coordinate with the campus/landlord to have constant air circulation with the HVAC system (fans constantly operating when team members and customers are in the store).
5. If the campus or local jurisdiction requires additional protective measures, please contact your RM, GVP and [follettsafety@follett.com](mailto:follettsafety@follett.com).

**B. Team Member Daily Check-In:**

1. Store Management is required to do the following with each and every team member at the beginning of each shift:
  - Verify that the team member reviewed the [Follett COVID-19 Team Member Requirements](#) and [Store Manager's Team Requirements Checklist](#)
  - Ensure that the team member meets the company requirements and is feeling well
  - Ensure that team members have a mask and are [wearing it appropriately](#)
  - Have team members [clean their hands](#) before they begin working

**C. Store Set-Up:****1. Point-of-Sale (POS) Area:**

- Designate one or more register areas that can be used for the day
- Ensure that each open register area is at least 6 feet away from other open registers
- Ensure that hand sanitizer and antibacterial wipes or spray are placed by each open register
- Ensure that the customer queue line is clearly marked to ensure that customers stand at least 6 feet apart
- Ensure that signage is placed by the customer queue line regarding [restrictions on returns](#) (no food/beverage, health and beauty, or clothing/hat returns)
- Have a designated area to segregate merchandise returns, rental returns or buyback by day; hold the returns for 72 hours before processing and returning items to stock

**2. Sales Floor:**

- Ensure that signage and floor markings are in place for any one-way aisles
- Ensure that [social distancing and directional signage](#) is placed throughout the store
- Lock all dressing room areas and ensure that signage is in place
- If applicable, limit restroom access to minimize the amount of cleaning needed

**3. Customer Entrance:**

- Ensure that hand sanitizer is near the entrance for customer use
- Ensure that COVID-19 specific signage is posted at the entrance
- Have entrance/exit doors propped open to minimize customer contact
- Use a greeter to limit facility access and ensure social distancing requirements when capacity exceeds 50% of fire code occupancy or campus or local restrictions are greater
- Have social distancing markers in place outside the entrance for customer lines

Example 1 – Using Painters Tape



Example 2 – Using Stanchions



4. Shipping/Receiving:

- Vendors that are delivering parcel, package or other deliveries must be restricted to only the drop off location and are not allowed any additional access to the facility
- Conduct touchless receiving:
  - Conduct a carton count and segregate inbound containers for 24 hours before they are processed

D. Store Operations:

1. If applicable, have a greeter at or near the entrance to enforce the following requirements:
  - Customers are required to remain at least 6 feet apart from others
  - Greeter may limit the number of customers allowed in the store at any time to ensure that social distancing is occurring and to meet fire code occupancy requirements
2. All common surfaces and areas (POS area, door handles/knobs, counters, cooler doors, store phones, debit machines, computer and keyboards, refrigerators and microwave doors, etc.) must be cleaned with antibacterial cleaner at least every 2 hours.  
**Note:** Refer to [How to Clean Your Verifone Devices](#) for PIN pad cleaning.
3. If possible, store management should open windows/doors for at least 30 minutes, three times per day in order to provide fresh air circulation.
4. Team members are required to clean the register area, buyback or rental counter area with antibacterial cleaner after completing any return transaction.

If you have questions, first reach out to your regional manager and then [follettsafety@follett.com](mailto:follettsafety@follett.com) for any further support.