

# THE UPS STORE #6479

## HEALTH AND SAFETY GUIDELINES

### PURPOSE

This document provides the procedures The UPS Store is doing to create a safe, clean environment for workers and customers. All employees have received training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including environmental services, food and beverage, event operations, exhibitor services and security.

### Employee Training

The UPS Store has trained and informed employees of the following:

- Information on COVID-19, how to prevent it from spreading has been relayed to employees. This information includes which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have symptoms of COVID-19 as described by the CDC such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% (preferred) ethanol or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or handwashing station, per CDC guidelines).
- The importance of physical distancing, both at work and off work time.

- Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing. Face coverings must cover the nose and mouth.
- Employees should wash or sanitize hands before and after using or adjusting face coverings.
- Avoid touching eyes, nose, and mouth.
- Face coverings should be washed or discarded after each shift.
- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- The UPS Store Encourages workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- The UPS Store provides and ensure workers use face coverings and all required protective equipment, including face masks and gloves where necessary.
- Employees are provided and use protective equipment when offloading and storing delivered goods. Employees will inspect deliveries and perform disinfection measures prior to storing goods in storage when there are signs of tampering.

## **Cleaning and Disinfecting Protocols**

- Employees Frequently disinfect and perform thorough cleaning in high traffic areas, such as counters, card readers, door handles and glass, computers, chairs, pens etc.
- Every touchable surface between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, and stationary and mobile equipment controls.
- When a team member uses a workstation or device that is not assigned to them, they must thoroughly sanitize the device and/or area after use
- Employees will perform hand hygiene (soap and water or hand sanitizer) when handling cash during till reconciliation and following customer transactions
- Self Service and supplies are moved to a noncustomer area of the store. All supplies and the caddy must be wiped down using disinfectant wipes

or non-acid disinfectant cleaner. Supplies to be provided to customers upon request.

## **Currency Handling**

- The U.S. dollar and check payments will continue to be accepted.
- Employees will use sanitizer or wash their hands immediately after handling cash or checks.
- Employees will perform hand hygiene immediately after handling cash (both soap and water or hand sanitizer), whichever is available.

## **Physical Distancing Guidelines**

- Implemented measures ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or employees should stand).
- Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.
- Adjust maximum occupancy rules based on the size of the facility to limit the number of people in a store at one time, using no more than 50% maximum occupancy.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues.