

## Overview & Purpose

As a company we are committed to taking appropriate steps to ensure the safety of our customers and employees. The standardized cleaning and safe practices outlined in this document are requirements until further notice.

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## Infection Control Measures

- Stay at home if you are sick.
  - Employees are required to wash their hands once an hour with soap and water for 20 seconds. Wash hands after handling cash and cleaning/disinfecting surfaces. If soap is not available, use hand sanitizer.
  - Avoid touching your face
  - Work from home policies have been established throughout the organization
  - Leave doors in the open position and leave lights on, where possible, to limit touches to those surfaces
  - Use only your assigned workspace, equipment, supplies and tools. **DO NOT** share supplies with others; clean before and after use.
  - Each employee will receive 2 reusable masks. One to wear and one to take home and wash. Wash daily on cold and air dry, DO NOT machine dry. Employees must use assigned masks at all times while in the workplace. Write your name on your Mask.
  - Shared coffee stations for both internal and external use have been discontinued. Jerry's Java is closed, signage has been placed in all seating areas.
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## Occupancy Restrictions & Workspacing

### Full Stores

- Showroom: Varies by location, refer to posted occupancy levels.
- Follow occupancy signage outside of break rooms & elevators

### Dream Shops

- Showroom: No more than 5 people at a time, or one family and an employee
- Breakrooms: No more than 1 person at a time

### Distribution Center

- No more than 10 people in a workspace (enclosed area such as the photo cover, call center, conference room, delivery office, shop) at a time.
- Break areas: Follow occupancy signage outside of the breakroom.



**If occupancy is reached outside of the building, ask customers to form a line outside using the designated distancing markers. Inside of the building, managers and employees must avoid gathering in that area and ensure social distancing practices are followed.**

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## Screening Process

An appointed person will screen all customers and employees before entering the building.



1. Set up screening area
2. Ensure people waiting for entry are following social distancing by using assigned floor markers.
3. Wear masks and gloves for the screening process
4. Use the no contact thermometer to take the temperature
5. Take temperature and record information.  
→ **If someone has a fever greater than 100, send them home.**
6. Use tablet to ask and answer all screening questions
7. Record answers on screening tablet
8. Check occupancy count against rate before allowing entry
9. Ask the customer to sanitize their hands prior to entering the showroom

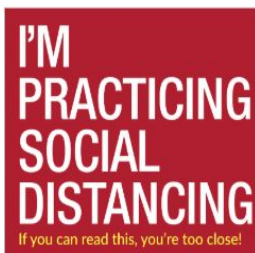
## Screening Questions

- Have you or anyone in your home experienced any of the following symptoms in the last 14 days?
  - Cough
  - Sore throat
  - Difficulty breathing
  - Loss of smell or taste
  - Fever greater than 100→ **If anyone is experiencing symptoms, send them home. People must be symptom free for 72 hours prior to entering.**
- Have you been in contact with anyone confirmed to have the Coronavirus?  
→ **If the answer is yes, we will not allow entry and ask that they follow CDC guidelines and self quarantine for a minimum of 14days.**
- Have you traveled through an airport or been on a cruise in the last 14 days?  
→ **If the answer is yes, we will not allow entry and ask that they follow CDC guidelines and self quarantine for a minimum of 14 days.**
- Do you have or need a face mask?  
→ **Face coverings are required for customers and employees entering the building, they must be worn the entire time inside the store.**
  - ◆ Disposable masks for customer use.

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## Social Distancing

Maintain a distance of 6 feet from you, co-workers and customers at all times.



- In store staff must wear their social distancing button (pictured left).
  - Avoid physical contact, no handshakes or high fives.
  - Step back when a customer needs to step forward to use a payment device or kiosk.
  - We have increased physical space between workstations, sit only in your assigned space.
  - Meetings or group interactions must not happen without following proper social distancing practices. Associates should instead schedule conference calls or virtual meetings.
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# Customer Facing Employees

In addition to safety, one of the main goals of these cleaning procedures is to signal to customers that Jerome's is a safe place to shop. **Surfaces that customers need to touch in their interaction with us should be wiped down & sanitized in front of the customer, to ensure they see what we are doing to keep them safe.**

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## Sales Process

**Sales staff, as much as possible, should process all transactions in order to minimize customers being handed off to multiple employees.**

1. Greet customers at the front door from a 6ft distance.
2. Let the customer know you will escort them through the showroom while they shop.
3. Inform the customer that each member of their household must travel together the entire visit.

*"Hello, I am Mrs. Jones, welcome to Jerome's. We have changed our process to allow for a safe shopping experience. I will accompany you through the duration of your visit. We are practicing social distancing, you'll notice that all of our employees are staying 6 feet away from customers and each other, we ask that you do the same in order to ensure a comfortable and safe shopping experience. We also ask that all members of your household travel together throughout the showroom."*

4. Use cleaning kits at workstations throughout the showroom to ensure items are sanitized before and after being touched. Phones and shared desks on the floor must be sanitized.
  5. Disinfect surfaces we require a customer to touch before and after use. Items such as kiosks, pens, tablets, and payment portals should all be disinfected in front of the customer.
  6. Review delivery and pickup procedures outlined below with the customer.
  7. Walk the customer to the office.
  8. Direct the customer to wait in line by using the floor markers in front of the office.
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## Retail Office

**Only use workstations that have a sneeze guard to assist customers.**



1. Clean the counter before and after each customer, using the cleaning kit at the front office.
  2. Disinfect surfaces we require a customer to touch before and after use. Items such as kiosks, pens, tablets, and payment portals should all be disinfected in front of the customer.
  3. Wash hands after handling cash.
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## Delivery

**Prior to leaving the dock, the 3PL managers confirm that each drive team has required supplies**

- **Masks:** Reusable masks are worn prior to exiting the vehicle at every stop
- **Gloves:** Disposable gloves are used for each stop and are disposed of after each interaction
- **Booties** are required when walking into any customer's residence
- **Tablets** and stylus pens will be disinfected in front of the customer prior to requesting a signature

If a delivery/service person notices they are delivering into a home with a sick person - they can offer to place the goods in the garage. If there is push back from the customer, contact customer service management immediately.

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## Customer Pickup

**There should be no waiting inside our location for customer pickup.**

1. Clean the counter before and after each customer, using the kit assigned to the office
  2. Disinfect surfaces we require a customer to touch before and after use. Items such as kiosks, pens, tablets, and payment portals should all be disinfected in front of the customer.
  3. Get a description of the car, write it on the pickup ticket. Be sure to get the license number.
  4. Instruct the customer to wait in their car for the warehouse associate.
  5. Maintain social distancing when loading items into the car. Customers may not assist while loading products.
  6. Write the license number on the pickup ticket after loading
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## Enhanced Cleaning

**We have implemented routine cleaning and disinfecting of high touch areas, surfaces and devices as outlined by the cleaning checklist for your area.**

1. Use cleaning checklists to ensure the assigned area is cleaned every hour.
2. Area managers must ensure scheduled cleaning is completed and checklists are turned in daily.
3. Cleaning kits are available at work stations throughout the showroom. Bottles are labeled by use, please use the guides below for proper disinfection for each type of spray:

### Mattresses & Upholstery

- Spray fabric down with "mattress/upholstery" spray and allow to air dry. DO NOT use on other surfaces, the mix is alcohol and will destroy wood finishes and leather. If it is accidentally sprayed on something, allow it to air dry.

### Leather

- Spray "leather" spray on a paper towel and wipe down, avoid spraying directly onto leather.

### Hard Surface

- Use "hard surface" spray on everything else, spray the item, allow to sit for a minute & wipe down with a paper towel.
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# Resources

Contact [CR Tall@jeromes.com](mailto:CR Tall@jeromes.com) for questions or concerns relating to the Coronavirus Response Plan.

- Store Management: [Showroom Signage & Placement](#)
  - Cleaning Checklists: (need to add)
  
  - Proper handwashing techniques
    - [https://youtu.be/nEzJ\\_QKjT14](https://youtu.be/nEzJ_QKjT14)
  - Use of masks
    - <https://youtu.be/Lsy9ruwHDcQ>
  - Use of gloves
    - [https://youtu.be/xTYioOo\\_6U](https://youtu.be/xTYioOo_6U)
  - CoronaVirus resources:
    - <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
    - <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
    - <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
  - Symptoms: Fever, cough, shortness of breath, loss of smell or taste  
These symptoms may appear 2-14 days after exposure (based on the incubation period of MERS-CoV viruses).
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