



COVID-19 (Coronavirus) Safety Response Plan

Version 1.2 Updated: April 9, 2020

We move products to move businesses forward.



This safety program and accompanying information does not identify all possible hazards and we cannot be responsible on your behalf for your obligations under any law, rule or regulations. The principles contained in the material are general in scope and, to the best of our knowledge, current at the time of publication. Information is subject to updates based on need or governing regulations.

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TNG Retail Services

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COVID Safety Response Plan Statement

It is the guiding principle of TNG Retail Services to ensure a safe, healthful workplace and environment for all its Clients, Patrons, and Team Members and the general public. Injury and illness losses from incidents are costly and during this critical time can affect commerce and providing critical services to our communities. TNG Retail Services continues to closely monitor the evolving developments with respect to the Coronavirus. Our Human Resources and Safety Teams are staying up to date with the most relevant information and recommendations. Our guidance is provided by the World Health Organization, the CDC, the White House COVID-19 Task force, state and local governments.

TNG Retail Services realizes this situation remains very dynamic, we are committed to providing updates as they become available. Our COVID-19 (Coronavirus) Response Plan is to serve as TNG Retail Services leaderships' commitment to mitigate through prevention, containment, involvement in, and execution of providing our Clients, Patron and Team Members a safe and healthful workplace.

We ask that you do your best to maintain operations as usual and please continue to take the necessary precautions to ensure not only your personal but the community's well-being.

John D. Swider

PRESIDENT

Purpose

The purpose of this Safety Response Plan is to establish an organizational framework for reducing the risks of COVID-19 associated with workplace injuries and illnesses to TNG Retail Services Team Members. This plan will help create an outline of guidelines and procedures to help mitigate risk for all parties and achieve safe and health goals for all TNG Retail Services Team Members, Client Partners and Client Patrons.

This plan is applicable to all TNG Retail Services Team Members, Client Partners and Client Patrons. Management at every level is completely devoted to protecting our Team Member's health, safety and well-being while ensuring a "#Possible" commitment to our communities, by assisting our Clients to provide critical services while maintaining practices to reduce the risk of exposure and spread of COVID-19. TNG Retail Services' mission is to educate and enhance each of our Team Members' total awareness of this safety initiative and to instill a sense of pro-activeness and responsibility. [Appendix I](#)

Commitment and Responsibility

TNG Retail Services has a commitment and responsibility to our Team Members, our Clients, and our Communities to: "Move products to move business forward." Our ability to uphold our commitment and responsibility is unwavering during this critical time of providing crucial retail services and essentials for everyone. We will accomplish this while ensuring to follow the guidelines set forth from the staple organizational task forces (Federal and State) by following updates provided through these governances. ([White House](#), [Coronavirus-CDC](#), [World Health Organization](#))

COVID-19 Safety Communication

The following methods of safety communication may be utilized to facilitate communication between Clients, Management and Team Members on safety related issues.

- Company Website ([TNG Retail Services](#))
- Email
- Text messaging
- Internal System Platforms ([SRS](#), [Inner Circle](#))
- Company HRIS systems ([UltiPro](#) and [ADP](#))

COVID-19 Positive Test

TNG Retail Services has a commitment and responsibility to report positive test results of our Team Members to anyone who may have been exposed. We have created a response through policy and procedure to out of an abundance of caution. The necessary information will be shared so we are taking the appropriate measures to protect our Clients, Client Patrons, Team Members and communities.

TNG Retail Services Recommendations

Travel

TNG Retail Services recommends suspending all non-essential travel. Air travel and use of other forms of mass transportation can contribute to the spread of the virus. We ask that any public travel for work (i.e. plane) is approved by your RVP. All other travel should be conducted considering the recommendations presented by CDC. We encourage the utilization of alternative meeting resources such as conference/video calls, Microsoft Teams, Zoom or the rescheduling of a non-emergent meetings for a later time. We suggest suspending all face to face client meetings until further notice.

In accordance with the physical distancing protocols to ensure the safety and health of TNG Team Members, for travel and hotel within a project scope; TNG Retail Services is suspending business purpose carpooling until further notice. (unless household exempt).

Teams that travel under the new protocols and require hotel lodging. Room share will be suspended until further notice to ensure physical distancing in accordance with protocols. All Team Members when in hotels are to maintain physical distancing of 6 feet in all social and public areas in accordance to protocols.

Store Safety

We are working closely with our Clients and collectively monitoring all developments related to the COVID-19. Expect an increased frequency on an already stringent sanitation standard to create a safe environment. Despite the emergence of the COVID-19, we are still well-positioned to continue to support our Clients and their ability to provide quality products in a safe shopping environment. Rest assured that we are prepared to adjust our operations and procedures (as needed) to ensure the health and well-being of our Clients, Client Patrons, Team Members and the general public.

Team Members are advised to work safely, follow outlined CDC guidelines to wash hands regularly with soap and water for 20 seconds or more. The hand washing procedure is especially critical after blowing one's nose, coughing, sneezing, use of bathroom facilities, before and after eating. We encourage Team Members to avoid touching their face without utilizing proper handwashing procedures. Team Members are advised to use their inner elbow to cover coughs or sneezes, or to utilize a tissue and dispose of it directly into the trash.

Due to the nature of the retail servicing industry providing support is our goal. We require Team Members to maintain a safe distance without affecting the overall quality of service. Recommendations of 6 feet of space between persons (when applicable) to reduce risk of exposure is encouraged.

With the evolution of COVID-19 and meeting the demanding fluidness of changes, TNG Retail Services is requiring Health Screening Checks of all Team Members daily before going to a store. Any Team Members are to answer a few questions and take their temperature. If they have a temperature of 99.6 or higher or answer yes to any of the screening questions, Team Members are required to stay home and contact their

management for further direction. Team Members are required via client protocols to report to client site health check points in order to move freely to execute assigned tasks. [Appendix III](#)

Under the new guidelines cloth face covering are a requirement in many but not all locations. TNG Retail Services is monitoring the requirements daily to update our Team Members of all new requirements within their areas or client sites. We have advised our team of the recommendations for face covering in general and the requirements per updated client protocols. We will continue to update our Team Members as to all new changes.

Chemical Safety

Our current climate has placed an emphasis on cleaning and disinfecting. Vigilance on cleaning can pose a risk without the appropriate education on the potential hazard(s) of mixing chemicals. Not everyone is aware that the mixing of certain chemicals together can be lethal. Supplies may be limited and use of off the shelf products may be substituted however we are addressing the lethal hazard this can pose.

We implore management to speak to all Team Members, to educate them on chemical safety. Education allows TNG Retail Services the opportunity to address hazards and possible life-threatening incidents before they occur. [Appendix II](#)

COVID-19 Related Absence(s)

Our Team Members are the heart of who we are. We have implemented strategies to protect our workforce from COVID-19 while ensuring continuity of operations. We have distributed personal hygiene best practices and shared links to the CDC and other reputable government authorities to provide information on how to prevent the spread of illness. If a Team Member is impacted by a COVID-19 circumstances beyond their control (e.g. quarantine, school/store closure, etc.), we have updated SRS reporting to include "HR Approved Absence". This code will be used to acknowledge the Team Member's absence, but not be counted against their attendance. Team Members who are sick and/or displaying flu like symptoms should notify their direct Supervisor and People@TNGRetail.com to excuse themselves from work for a minimum period of 14 days. Team Members are permitted the use of any accrued sick time, if applicable.

Employee Compensation

Currently, we are implementing work from home opportunities for those positions with primary job duties that can effectively be performed remotely. This also includes Team Members who work at client site locations. Team Members who do not have the ability to work from home and are sick, elderly, pregnant, have a compromised immune system, or facing quarantine, are permitted to use any accrued sick time. Team Members who do not fall into the referenced categories will not be compensated for any unapproved absences.

Returning to Work

For the health and safety of everyone, Team Members who call out of work due to illness (COVID-19 or otherwise) must self-quarantine for a minimum of 14 days. Prior to returning to work, Team Members must provide a doctor's note, clearing them for work.

Responsibilities

Senior Management will be actively involved with all levels of establishing and maintaining an effective safety response plan. Our Safety Team and other members of our Management Team will participate in ongoing safety and health program activities by:

- Promoting TNG Retail Services' COVID-19 Response Plan
- Providing safety and health education and training
- Reviewing and updating safe work practices expectations
- Additionally, all Managers, Supervisors and lead personnel are responsible for the implementation and execution of the COVID-19 Response Plan within their areas of responsibility

The primary responsibility for coordinating, implementing and maintaining TNG Retail Services Safety Program has been assigned to:

Name: Pamela Nerby Function/Title: Safety & Worker's Compensation Manager

Telephone: 208-207-0075 Email: PNerby@TNGRetail.com

Safety and Health Training

TNG Retail Services ensures that all Team Members are knowledgeable of the materials, equipment, known hazards and applicable controls, as they relate to their day to day operations. We are committed to continuously monitor developments and making updates to this Plan due to fluidity of this situation and update guidance provided by the previously referenced governing bodies.

Training Responsibilities for safety include the following:

- All Client Site Management, store/staff support, all TNG Retail Services Team Members
- To all Team Members given new job assignments for which training has not previously been received
- Whenever new substances, unrecognized hazards, processes, procedures or equipment are introduced to the workplace
- To Supervisors, to familiarize them with the safety and health hazards to which Team Members under their immediate direction and control may be exposed
- Shoulder to shoulder training should be limited to maintain physical distancing protocols
- Use of videos for new Team Members are encouraged with Q/A after to mitigate exposure

Each Team Member should understand the following:

- No Team Member should report to work if they fail a Health Screening Check

- No Team Member is expected to undertake a job until she/he has received instruction on how to do it safely and properly, and is authorized to perform the job
- No Team Member should undertake a job that appears to be unsafe. No Team Member should use chemicals without fully understanding their toxic properties and without the knowledge required to work with them safely
- Mechanical safeguards must always be in place and kept in place
- Personal protective equipment must be used when and where required, and be properly maintained
- Team Members are to report to a designated individual all unsafe conditions encountered during work or to their zones to their immediately Supervisor, Client Site Manager or National Safety Trainer
- Any work-related injury or illness suffered, however slight, must be reported to Management at once.

The Safety Manager will oversee the Safety Response Plan. The Safety Manager and Training Team will be responsible for facilitation of training updates to all Team Members and planning with regional management to schedule training. They will also identify any existing Team Members who need retraining. The Safety Manager and Training Team are responsible for safety record maintenance.

TNG Retail Services Safety Guidelines

At TNG Retail Services our Team Members and Management Team play a significant role in the success or failure of our safety program. All Team Members are expected to follow guidelines, general safety rules and responsibilities.

Team Member responsibilities for safety include the following:

- Practicing safe work habits and following all safety policies, company expectations and regulations
- Not operating equipment without the necessary safety features in place
- Wearing and maintaining appropriate safety equipment as required by safety directive or Supervisor
- Maintaining equipment in good condition, with all safety features in place when in operation
- Maintaining Good housekeeping within designated work area
- Reporting all injuries and incidents to your Supervisor immediately
- Participating in safety by attending safety calls, meetings or submitting suggestions for improvement to safety@tngretail.com

All Team Members are expected to perform their jobs in a safe conscious manner and to execute tasks to the best of their ability. Team Members must never circumvent safety features and must always follow the safety guidelines established by TNG Retail Services.

The following methods are used to reinforce training messages and information provided with this plan:

1. Provision of policies
2. Training updates
3. Safety performance evaluations

Performance evaluations are made at all levels. A Team Member's safety performance can be evaluated on the following factors:

- Adhering to outlined safety practices
- Reporting unsafe acts, conditions and equipment
- Utilizing safety equipment properly
- Show understanding through knowledge and skill checks
- Offering suggestions for solutions to safety problems
- Inspecting safety equipment and procedures before using and starting the job
- Early reporting of illness or injury that may arise as a result of the job

Team Members' failure to adhere to established safety procedures may result in a statement of non-compliance issued by their Supervisor in accordance with TNG Retail Services guidelines. Clients who wish to advise of a safety performance concern (outstanding or non-compliant) may contact the Safety Manager as follows:

Name: Pamela Nerby Function/Title: Safety & Worker's Compensation Manager

Telephone: 208-207-0075 Email: PNerby@TNGRetail.com

Team Members are not limited to the general safety exceptions outlined in this plan. Team Members are required to adhere to any additional rules or expectations established by TNG Retail Services' Safety Program and our Client sites safety guidelines.

Appendix I
COVID-19 All you need to know ...

COVID-19

All you need to know about the Coronavirus (COVID-19)



You can help stop COVID-19 by knowing the signs and symptoms:

- Fever (100+ degrees F)
- Cough
- Shortness of breath

Seek medical advice if you,

- develop symptoms
- AND**
- have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.



There are simple things you can do to help keep yourself and others healthy

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



People can help protect themselves with everyday preventative actions.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

Patients with COVID-19 have experienced mild to severe respiratory illness.

Symptoms* can include

FEVER



COUGH



*Symptoms may appear 2-14 days after exposure.

SHORTNESS OF BREATH



Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

What to do if you are sick:

- Stay home except to get medical care
- Separate yourself from other people and animals in your home
- Call ahead before visiting your doctor
- Wear a facemask
- Cover your coughs and sneezes
- Avoid sharing personal household items
- Clean your hands often
- Clean all "high-touch" surfaces every day
- Monitor your symptoms

For more information: www.cdc.gov/COVID19



Appendix II
Chemical Safety

We move products to move businesses forward.



Chemical Safety

Date: March 17, 2020

TNG Retail Services Team Members:

We are making every effort to stay on top of the ever-evolving current situation that surrounds the COVID-19 (Coronavirus), and the impact it is having on you our Team Members and your families. In our continuing efforts to ensure the over Health, Safety and well-being of you our Team Members and your families, it's important to address chemical Safety.

Our current climate has placed an emphasis on cleaning and disinfection. Vigilance on cleaning can pose a risk without the appropriate education on the potential hazard(s) of mixing chemicals. Not everyone is aware that the mixing of certain chemicals together is lethal.

With all the "Stay in Place Orders" in effect, the use of one of these lethal mixes may not be known for days as it would affect the entire household. We urge management to speak to all your Team Members to education them on the following chemical safety. And urge our Team Members to educate your families on the potential risks. Education allows us the opportunity to address hazards and possible life-threatening incidents before they occur.

Chemical Safety

Ensure that bottles are properly labeled. Lockup or store bottles that are hazardous out the reach of children. Create an emergency list to keep handy in the event of an emergency including below.

- 911
- Poison Control
- Police
- Fire
- Emergency Contact (parent, grandparent neighbor, etc.)

Educating our children how to respond in an emergency is the best way to prepare them for one. The following link is a great educational resource "[How to Handle an Emergency](#)" for Kids. The site also provides a version in [Spanish](#).

Hazardous Cleaning Products Mixtures

DO NOT MIX THESE CLEANING PRODUCTS

<p>BLEACH + VINEGAR Bleach and vinegar mixture produces chlorine gas, which can cause coughing, breathing problems, burning and watery eyes.</p>	
<p>BLEACH + AMMONIA Bleach and ammonia produce a toxic gas called chloramine. It causes shortness of breath and chest pain.</p>	
<p>BLEACH + RUBBING ALCOHOL Bleach and rubbing alcohol makes chloroform, which is highly toxic.</p>	
<p>HYDROGEN PEROXIDE + VINEGAR This combination makes peracetic/peroxyacetic acid, which can be highly corrosive</p>	

NOTE: In the event, one of these combinations occurred please evacuate the building immediately and **CALL 911** to inform of the caustic hazard.

Sanitizing Recommendation

The CDC recommends using a solution of 1 tsp bleach to 1 gallon of water to disinfect areas after cleaning. Use soap and warm water to clean all surface areas before disinfecting. Allow surface to air dry after disinfecting.

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>

Thank you from your Safety Team



Appendix III
Health Screen Checks

Daily Health Screen Checks

To help increase the level of safety and health within our stores and community, effective this week (04/8/2020) we are asking the following of all TNG Retail Services Team Members:

- Wear a cloth face covering or mask while at work in the stores
 - Ensure the cloth covering or mask is professional and does not contain graphics or inappropriate language
 - If you cannot purchase an appropriate covering, there are links below on how to make a face cover or mask.
- Complete a Health Screening Self-Check **daily** before coming to work.
 - If you answer **YES** to any of the below questions, please **CALL YOUR SUPERVISOR** and **DO NOT REPORT TO THE STORES.**

Health Screening Self-Check:

1. Do you have any of the following symptoms, that are UNUSUAL or NEW for you?
 - a. Cough?
 - b. Shortness of breath?
 - c. Sore Throat?
 - d. Chills and Body Aches?
2. Do you have any of the following symptoms?
 - a. Diarrhea
 - b. Nausea/vomiting
3. Do you have or feel like you have a fever?
4. Do you have a member of your household suspected or diagnosed with COVID-19?

