

Refresh & Remodel Teams

We at TNG Retail Services value the health and safety of all our Team Members. In order to help maintain your health and safety currently we are rolling out new protocols for all reset Team Members to follow. This new protocol outlined herein is based on maintaining 6 feet of physical separation, sanitation, safety and health check protocol requirements. This is divided into 4 simple phases.

Phase 1 - Due Diligence

Team size should consist of no more than 10 -15 Team Members. Remodels time frame will need to be adjusted to allow for less personnel to execute same task per division process.

Team leads will need to make sure they are doing their due diligence before going to the store.

- Travel & Hotel
 - Team Members will not carpool together (shared household exemption).
 - Non-driver wavier may not be supported during this time. (unless household exempt applies)
 - Team Members will not share hotel rooms to maintain social distancing standards.
 - Team Members will maintain physical distancing protocols in all hotel social and eating and parking areas as outlined in this protocol.
- Store Preparation
 - Store to make sure there is a plan in place for no physical hand offs to maintain the physical distancing protocols.
 - Schematics
 - Equipment
 - New Product
- Team Huddles
 - Going forward all team huddles will be done electronically before entering the store.
 - Whether this is done via text, email, phone or store parking lot is up to the team and how they best communicate.
 - If conducting in store parking lot, please be mindful to keep physical distancing.



- All stretching will be done before arrival to the store or in parking lot to distancing protocol.
- Team Members need to be informed of face covering protocols.
- Team Members need to be aware of health checks and/or temperature checks if applies to your area before coming to store.
- Team Members needs to be informed of physical distancing and sanitization protocols before coming to store.
- The key is to minimize the number of gatherings as much as possible.
- Do not congregate in groups in any areas within or outside the store without maintaining physical distancing protocol.
- Face Cover/Mask
 - Team Members need to be informed of face covering protocols.
 - All ABS/SWY stores require a cloth face covering to work while in public in their stores.
 - Wear a clean mask daily.
 - Do not touch outside of mask before or after wear – now contaminated.
 - Remove mask by loops or ties and storing mask in clean bag (brown or Ziplock)
 - Clean mask daily with soap and water before reuse.
 - Reference Company DIY PDF - “How to Make a No Sew Face Mask” for options - [TNG COVID-19 Updates](#)
- Health Checks
 - Team Members must report to stores Heath Screening Self-Check where applicable.
 - Each member must answer in SRS the health check questions before starting work. *(A “Yes” reply to any question will trigger an email to management team)*
 - Team Members will need to be informed of face covering protocols where applicable to local governing ordinances.
 - Face covering will be kept on in all public areas outlined in local governing policy in these areas.
- Physical Distancing
 - Team Members need to maintain awareness at times to store and customers presence to ensure 6-foot physical distancing protocol.
 - Customers have right of way!



- Team Members will need to stop what they are doing (merchandising, etc.) to move out of the way, allow customer(s) or store personnel appropriate distancing to protocol.
- Sanitization
 - Ensure wiping and disinfection of all equipment that must undergo transfer of any kind from person to person between uses at any time during shift.
 - Hand washing regularly or a minimum of 20 seconds with soap and warm water
 - Beginning each shift
 - Before and after bathroom breaks
 - Before and after break/lunch (Before touching any food)
 - Before and after any activities where they may be touching their face, eyes, nose or mouth, after touching their eyes, nose or mouth
 - End of shift before leaving the store.
- Training
 - Minimize shoulder to shoulder training maintain physical distancing
 - Educate and ensure new Team Members watching the appropriate new hire videos.
 - Answer questions they have.
 - Assign to a smaller set, enable them through this process maintaining physical distancing.

Phase 2 - Remodel Execution

- Store Walk
 - Lead needs to arrive a minimum of 30 minutes before the shift starts to walk sets with the Reset Coordinator ensuring physical distance to ensure all schematics and equipment are available.
 - Lead needs to acquire and place schematics on registers for each team member to pick up.
 - No physical hand offs should be made.
- Equipment Handling
 - Lead needs to find all equipment and lay out for team members in a designated area.
 - Ensuring team will not cross over to get equipment.
 - I.E. place the equipment in a 6-wheeler or on a pallet on the aisle where it is needed or with the corresponding schematic when applicable.



- All equipment used in merchandising needs to be handled by the Team Member alone. (Usually completed by construction)
- All equipment that is damaged or unable to be moved alone will require the set be placed in clean-up and documented accordingly.
- All extra equipment needs to be palletized and shrink wrapped.
- Pulling | Temping
 - This process varies by division. Can be two separate tasks or executed at the same time.
 - Each Team Member is required to pull and handle all items within their assigned set NIS, back stock, out of code and place on pallet, temporary roll cart, gondola or in the back room by their self in accordance with division protocols of product pulling and handling.
 - Merchandiser is to clean and disinfect the section according to division and client protocol.
- Setting Process
 - Team Members need to maintain awareness to customers presence to ensure 6-foot physical distancing protocol.
 - Customers have right of way!
 - Team Member is to move out of the way, to allow customer appropriate distancing to protocol.
 - Once the set is assigned the merchandiser needs to understand that they now own that set.
 - There will be no hand off of merchandise to another team member.
 - There will be no physical hand off of equipment to another team member.
 - No physical hand of schematics to another team member.
 - If team members are using carts/6 wheelers, then that is their carts/6 wheelers not to be used by another team member. Using carts are prohibited vary by division.
- Team Sets (***Team lead must manage this process***)
 - Team sets are (i.e. Chips, CSD beverage, Ice Cream, etc.)
 - Team Members work from each side of set toward the middle.
 - Stop or complete own section leaving 6-8 feet distancing in the middle (complete section in whole) w/cleaning, tagging.
 - Assigned person will complete middle section after other sections.
- Communicate with store FMC or Reset Coordinator to have tags laid out on the registers or designated area for each team member to pick up. No hand offs.



- Team Members are not to congregate around the FMC offices.
- Each team member is to tag their own section by themselves.
- All safety hazards are to be identified (5 W's)
 - photographs sent to the Safety Team (Safety@tngretail.com), notify the store management of hazards note who you notified (name title).

Phase 3 - Backroom

- Each team member is required to handle all NIS, back stock, out of code and place in the back room by their self in accordance with division protocols of handling.
- If team members are using carts/6 wheelers, then that is their carts/6 wheelers not to be used by another team member. They need to ensure they are cleaned and disinfected according to division protocol before returning to backroom.

Phase 4 - Store Check out

- Team Members need to clean their assigned work area(s)
- Team Members will ensure upon returning any carts/6 wheelers, they are clean and disinfected to division protocol.
- Team Lead will ensure prior to Team Member store sign-out all workspaces and equipment are cleaned and disinfected to division and Clients Store protocols in accordance with this policy.
- Lead needs to ensure team store checkout processes are followed in accordance with this policy and division policy.
- Wiping of computer and stylist after each use.

