

Individual Setting

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

- Communication
 - All merchandisers should be making pre-calls to their stores (determined by region) in accordance with this policy to eliminate any unwarranted exposure or travel.
 - When speaking with the store make sure you have a plan for the following so there will be no physical hand offs to maintain the physical distancing protocols.
 - Totes/Deliveries
 - Equipment
 - New Product
 - Schematics
 - Speak to store management, be sure to follow up with an email so they can reach you if any changes to directives occur.
 - Make sure you are checking with management to see if any of the following apply for the area and/client you will be servicing.
 - Face covering protocols
 - Health and/or Temperature Checks
 - Team Members are required to stretch before arrival to the store or in the store parking lot before entering the store.
 - Stretching should be done before shift start and upon return from lunch.
- 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.



- Face covering will be kept on in all public areas outlined in local governing or client policy in these areas.
- 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 perform daily health screen if you have any unusual symptoms, fever or you or a family member is diagnosed with COVID-19 you should stay home and notify your Supervisor.
 - Team Members are to report to stores Health Screening Self-Check where applicable.
 - Each member must answer in SRS the health check questions before starting work. (*A “Yes” reply to any question you should send an email to your management team*)
- 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 and 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.
 - Recap the videos answer questions (*Follow Checklists*)
 - Recap all Safety process and policies
 - Assign tasks, enable them through this process maintaining physical distancing.

Phase 2-Store

- Merchandiser needs to notify store management they are in the store.
- Merchandiser shall follow store protocol with regards to client traffic patterns established. Follow all protocols outlined.
- Merchandiser needs to find all equipment in designated area for job task.
 - Ensuring they will not cross over to get equipment.
 - I.E. place the equipment in a basket/U-boat on the aisle where it is needed.
 - Be mindful of store personnel who are following similar protocols.
 - Customers have right of way.
 - If a customer comes into the aisle, you are to stop and ensure the customer has proper physical distance. This includes check-out lanes.
 - If that requires you to leave the aisle than you will need to leave the aisle.
 - If permitted, Merchandiser can attempt to close off the aisle while service is completed to maintain distancing from other clients.
 - There will be no physical hand off-of merchandise to another person.
 - There will be no physical hand off-of equipment to another person.
 - There will be no physical hand off of schematics to another person.
 - There will be no physical hand off of tags to another person.
 - Minimize touching items to execute the task.
 - If equipment is transferred it must be sanitized first.
 - All equipment that is damaged or unable to be moved alone will be photographed, tagged for return and documented accordingly.
 - 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). (Capture tote/box tags (all that apply, all relevant identifying markers)



Phase 3 - Backroom

- Merchandisers are required to handle all NIS, back stock, out of code and place in the back room by their self in accordance with protocols set by Division/Client/Vendor.
- Merchandise return slips will be left on totes in accordance to policy.
- Tags will be picked up via the Clients or stores policy for merchandising from a designated area to avoid physical hand off.
- 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 they are clean and disinfected.
- Team Members will ensure before store sign-out, that all workspaces and equipment have been cleaned and sanitized to company and client's store protocols in accordance with this policy.
- Team Member will notify store management of any opportunities in accordance with this policy. Ensure you are noting name and title of person(s) informed.

