

May 8, 2020

TO: Department of Public Health and Social Services

RE: Operational Guidelines, Protocols, and Procedures

Hafa Adai,

The following are the operational guidelines, protocols, and procedures we will have in place for Monday, May 11, 2020. These operational guidelines, protocols, and procedures will be implemented to ensure the safety of our staff and customers.

I. Face masks are mandated for all staff and customers.

II. Social Distancing Policies:

- a. Store layout has been modified to an open floor layout to ensure a 6 feet distance is placed between customers and staff.
- b. Signs will be placed on the front door and cashier area reminding customers to maintain social distancing of at least 6 feet, avoid touching surfaces unnecessarily, washing hands properly and regularly, use gel hand-sanitizer when hand washing facility is not readily available, and to wear a mask.
- c. A 6 customer limit will be implemented in the store.
- d. All customers waiting outside the store, will be 6 feet apart as marked by tape markers.
- e. A plexi-glass shield will be placed at registers.
- f. All employees are aware of store guidelines, protocols, and procedures to ensure the safety of themselves and customers.

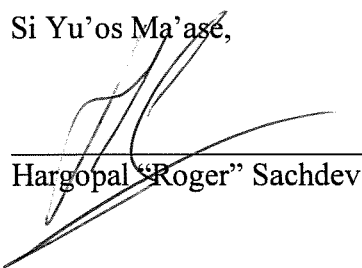
III. Sanitary Workplace Conditions and Policies:

- a. Extra cleaning and disinfecting will be done on common areas and items held by customers periodically.
- b. Cleaning supplies/hand sanitizers/gloves will be available for staff.
- c. Store hours have been modified to 11 am-5 pm.

IV. All staff and customers are required to stay home if they are feeling sick.

If you should have any questions or concerns, please feel free to contact us at our store location.

Si Yu'os Ma'ase,



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Hargopal "Roger" Sachdev