

DFS Guam

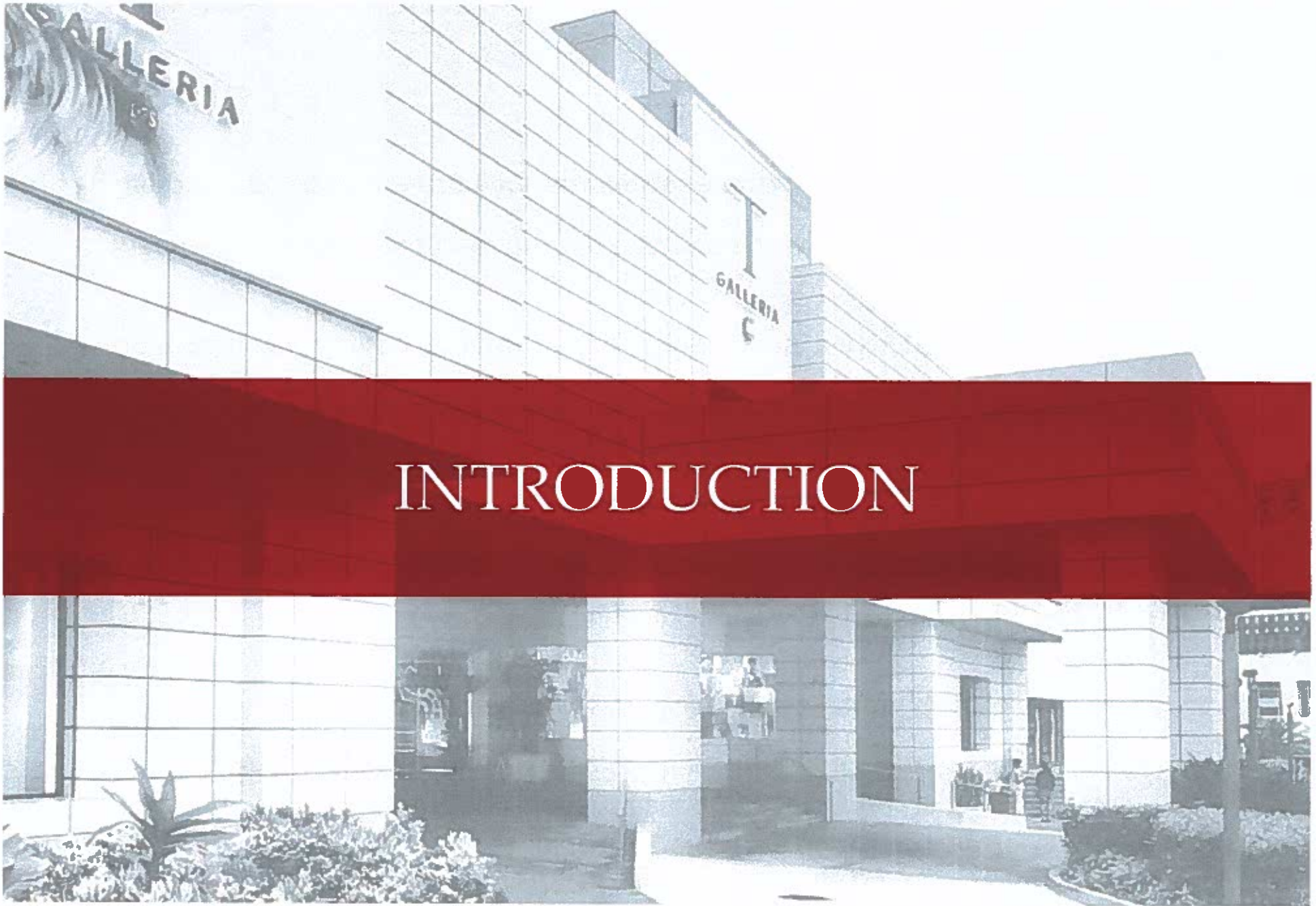
Retail Business Re-Opening Plan

as of Aug 6th, 2020

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CONTENT

- Introduction
 - Customer and Employee Wellness **Practices**
 - Category Specific Guidelines
 - Operating hours and floor map
 - Sample signage
 - Customer & Employee Wellness **Training**
 - Appendix/Others
 - DPHSS Reopening guidelines (PCOR 2 & 3)*
 - DFS Business licenses*
 - CDC Guidance for Cleaning & Disinfecting*
 - DFS BCM Organization Chart*
 - DFS Infectious Disease Response Plan*
 - DFS COVID-19 Case Handling SOP*
 - DFS Pandemic Evacuation Floor Plan*
- * Available for onsite review (included in DFS master binder).



At DFS, we care deeply about our customer and employee wellness and have developed plans to ensure adherence in accordance with the Chalan Para Hinemlo minimum Pandemic Workplace Operational guidelines which we outline in this document for your review. Should you have any questions, please contact Gerard Damian, Loss Prevention/Safety Manager at 488-3385 or Steve Cruz, AGM Operations at 777-6132.

DFS Guam L.P. operates two retail stores on Guam and a Central Distribution Center at the following locations:

T-Galleria

Lot 5076-3-5-1 & 5076-3-5-R2 New
1296 Pale San Vitores Road
Tumon, Guam 96913

The Point aka Godiva Café

Lot 5076-3-2R2 New R1
1245 Pale San Vitores Road
Tumon, Guam 96913

DFS Central Distribution Center

600 Bello Road
Barrigada, Guam 96913

In summary, the following are some of the heightened measures we are taking to ensure a safe and comfortable shopping environment for our customers and employees:

- Limit occupancy based on most recent requirements pursuant to Executive Order or Guam law.
- Mandatory use of face masks prior to entering and while shopping in our stores.
- Temperature checks (customers, employees and vendors) will be conducted prior to entry

continuation...

- Automatic hand sanitizer dispensing units will be available at all entrances as well as made available throughout the store.
- Signage will be displayed at all entrances and throughout the store to remind customers and employees of the following:
 - to maintain social distancing of at least 6 feet;
 - to wash your hands properly and regularly;
 - use hand-sanitizer when hand-washing facility is not readily available
 - to wear a mask.
 - How to stop the spread of COVID-19
 - How to promote everyday protective measures
 - Persons who are experiencing respiratory illness and symptoms of COVID_19 are prohibited from entering.
- We will ensure in-store seating and back of house meets social distancing requirements and are disinfected between use by customers.
- Floor marker will be used in areas where people will form a line to maintain a safe social distance while shopping
- Public areas i.e., restrooms and high touched surfaces will be cleaned and disinfected every 30 minutes.

continuation...

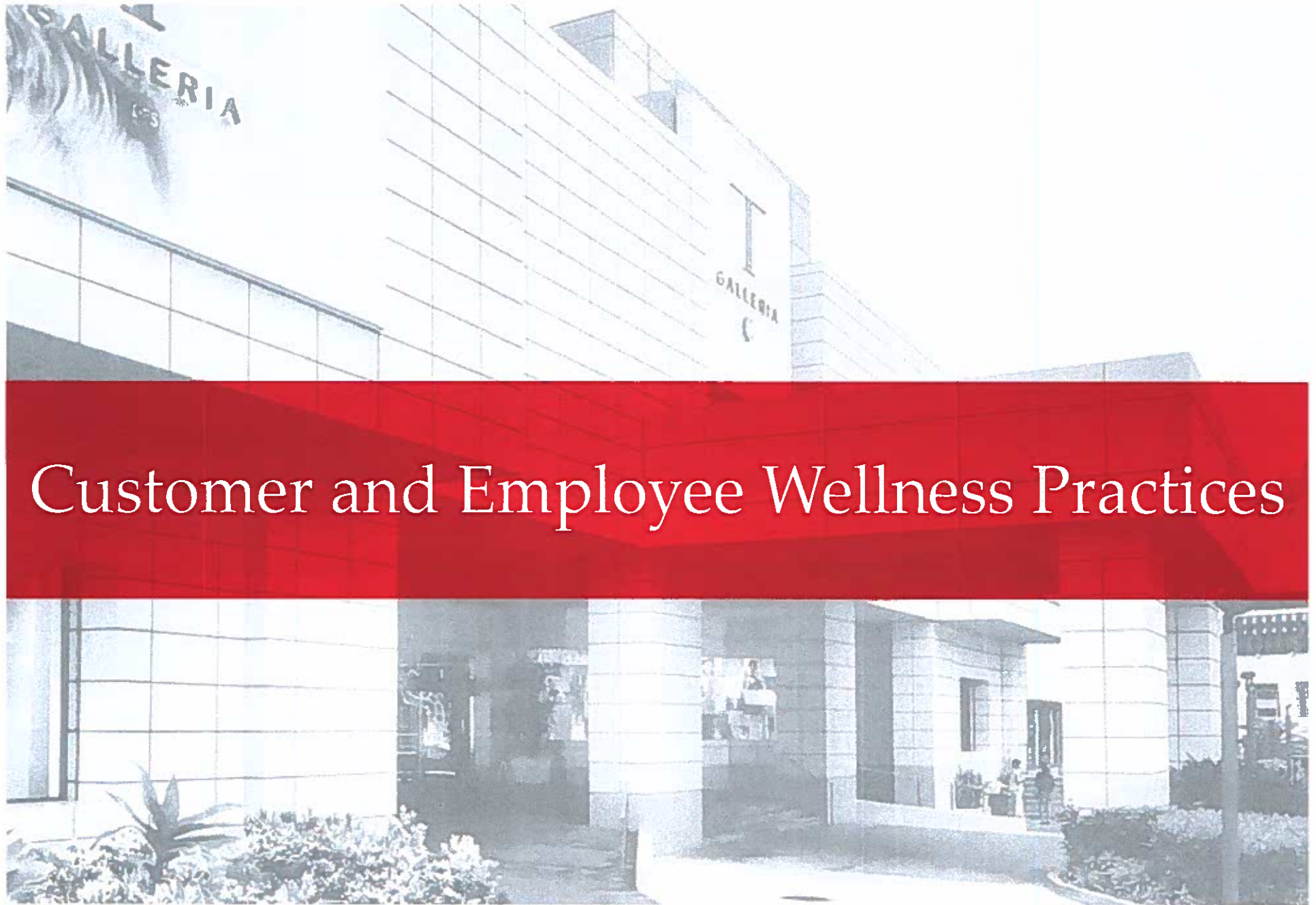
- UV lights have been installed in all AHU and increase air conditioning maintenance cleaning scheduled for maximum sanitary conditions.
- DFS will provide options to our customer for product trials, all based on their level of comfort

Employee reorientation prior to reopening

- Review of social distancing policy.
 - Managers/supervisors will be provided additional training to understand their responsibilities for enforcing policies. These individuals will be designated as responsible contacts to oversee and ensure implementation/enforcement.
- Review safety communication policy for returning employees and customers that explain safety protocols (measures DFS is taking and what precautions employees/customers should take), and where to report any issues.
- Review of workplace modification to ensure social distancing i.e., occupancy in conference and break rooms will be limited to ensure social distancing.

continuation...









- Discuss interactions and physical contact policies:
 - Hold fewer in-person meetings and using increased conference calls or video conferences where possible
 - Communicate to employees not to use other employees' workspaces/ equipment or share items. If unavoidable, item must be disinfected frequently following our cleaning and disinfecting procedures.
 - DFS will set staggered and/or spaced lunch/break schedules.
- Discuss the use of personal protective equipment (PPE) per our customer and employee guidelines.
- Review guidelines on Employee & Customer Wellness Practices.
- Review policy regarding Health and personal hygiene practices emphasizing if you're not feeling well, stay home and notify your manager. Any employee who exhibits flu-like symptoms will be sent home.




Customer and Employee Wellness Practices



DFS will **make our precaution measures visible** to customers along their journey

STORE ENTRANCE			GENERAL AREAS AND TOILETS		
 <p>Temperature check at the entrance for every customer <i>Limit number of entry points if necessary</i></p>	 <p>Hand sanitizer stations at each entrance <i>Mandatory for every customer entering the store</i></p>	 <p>Clear signage with our COVID-19 precautions at the entrance <i>Positioned as, We Care About Your Wellbeing</i></p>	 <p>Sanitize all surfaces in public areas every 30 minutes. <i>Clear signage with our COVID-19 precautions must be visible in all high touch areas such as POS counters, escalators, etc.</i></p>	 <p>Sanitizer stations must be visible across the entire store <i>Suggested placement: store/boutique entrances, escalator step off points, resting areas, water stations, outside washrooms</i></p>	 <p>Proper handwashing techniques reminders in all toilets</p>
 <p>Comply with local government regulations requiring customers to wear masks.</p>			 <p>Control traffic to prevent big crowds <i>Identify areas of potential congestion, implement floor marking for safe distance queueing</i> <i>6ft distance between customers, if required by local regulations</i></p>		

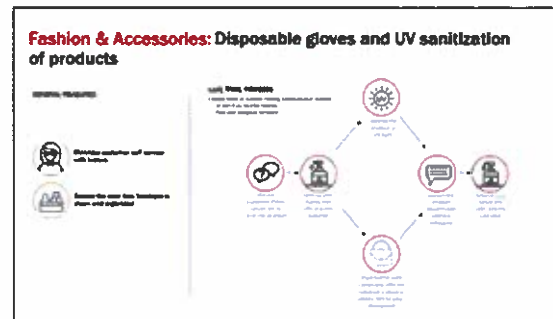
 New practice

DFS will adjust staff /customer interactions following six key principles below:

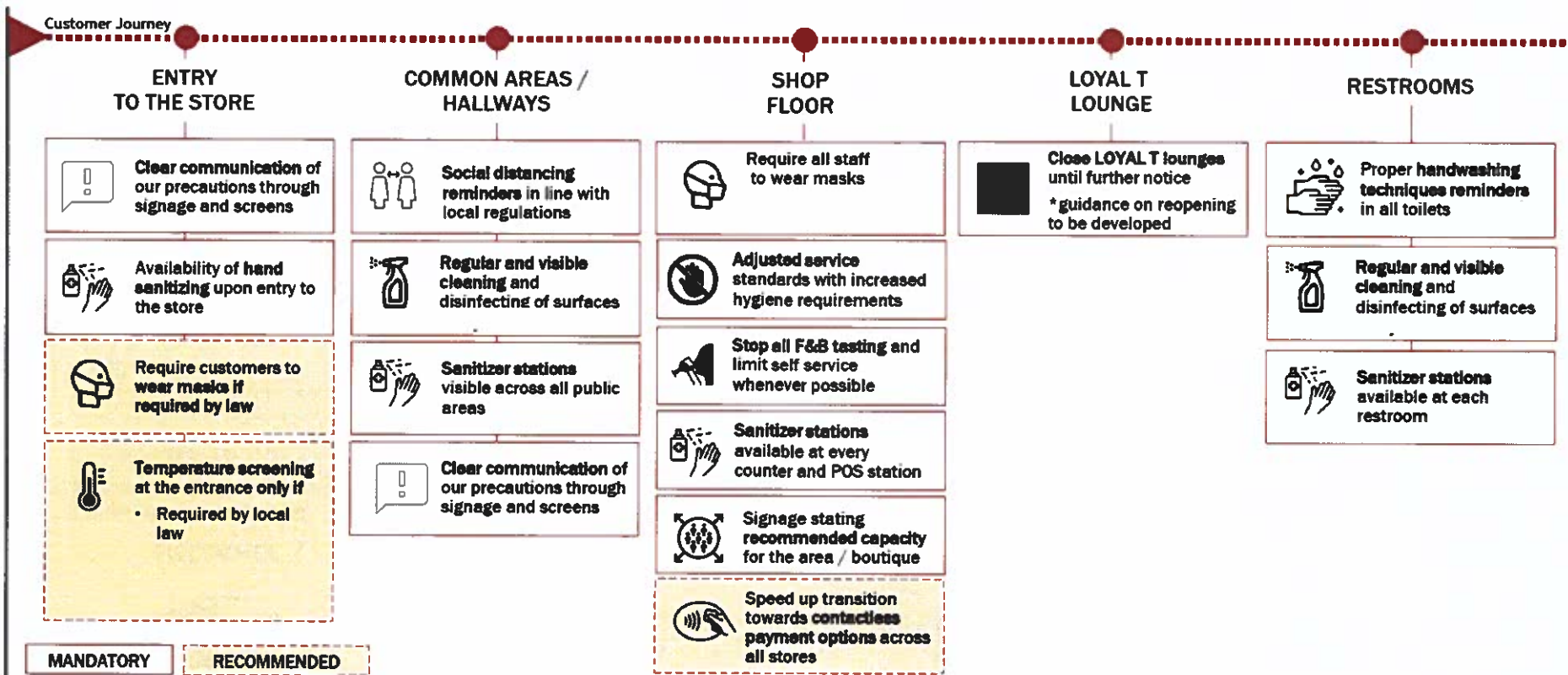
New Customer Service rules that apply immediately

- 1** Minimize customer self-service, instead guide customer through product presentation
- 2** Always ask for customer's permission and check their comfortability before product trial
- 3** Avoid touching customers' face
- 4** Sanitize your hands before and after any direct contact
- 5** Provide single use applicators for all beauty products; stop all F&B product tasting that is not individually packaged
- 6** Explain the wellness measures you are taking during product trial

Specific recommendations by category (refer to Category Specific Guideline section for detail)



Summary of DFS global measures that serves as our guide in adapting to local regulations



General Guidance on Customer Wellness



ENTRANCE

1. **Temperature checks for all customers** before entering the store
2. Offer **hand sanitizer** at the entrance
3. Show **signage** explaining the wellness measures DFS is taking to keep everyone safe
4. Follow local government guidelines for **masks**.



GENERAL AREAS

1. Hand **sanitizer stations** at boutique entrances, makeup counters, case lines, escalator step off points and outside washrooms
2. Mark the floor to indicate **safe social distance (6ft)** between customers in front of POS, between makeover counters, Loyal T lounge, etc.
3. **Sanitize** POS, iPads, testers, handrails, makeover stations, shopping baskets, POS counters including **fabric spray to sanitize sofas** and other cloth furniture
4. Display **clear signage** on sanitizing surfaces, general areas, shopping baskets indicating how often they are cleaned.
5. Empty **trash bins** every two hours



TOILET

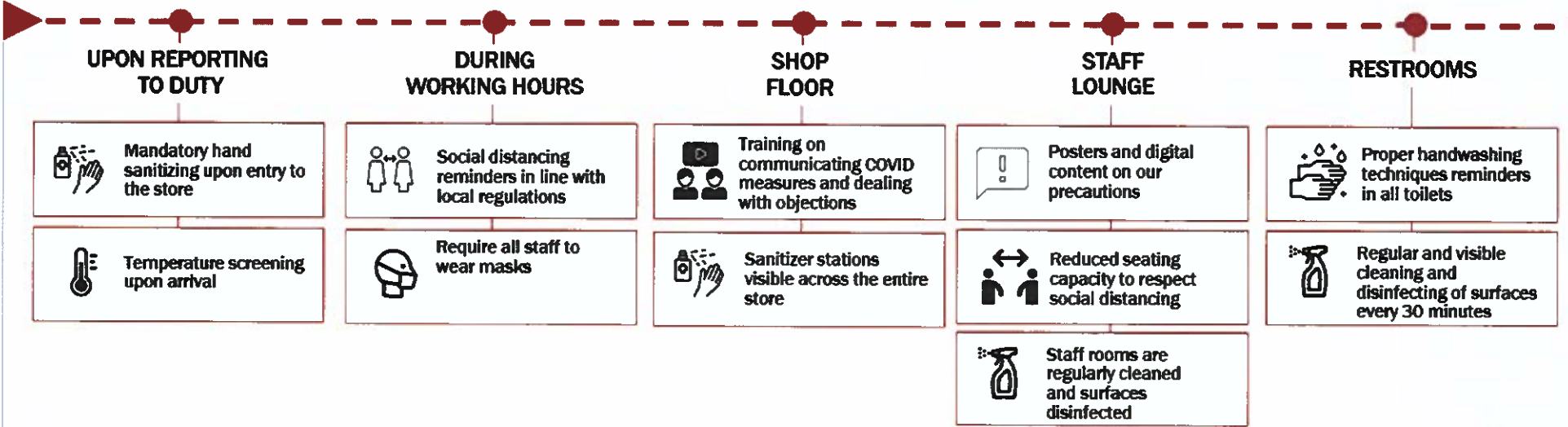
1. Add signs to mirrors **displaying proper handwashing techniques**
2. Offer **hand sanitizer** outside the washrooms
3. **Clean and disinfect** washrooms **every 30 minutes**.
4. Display **clear signage** describing regular sanitizing and cleaning practices



CHECKOUT

1. **Queue at safe distance** as indicated by markers or the floor
2. **Encourage using contactless payment**
3. If a customer uses the pin-pad or electronic signature pen, wipe it down before and after use with **alcohol wipes**
4. Associates should **sanitize** their hands after every time they **handle cash**

Here's how we protect wellbeing of our staff



We will develop simple, straightforward communications with strong visuals



Clear and visual signage at the entrances and around the store



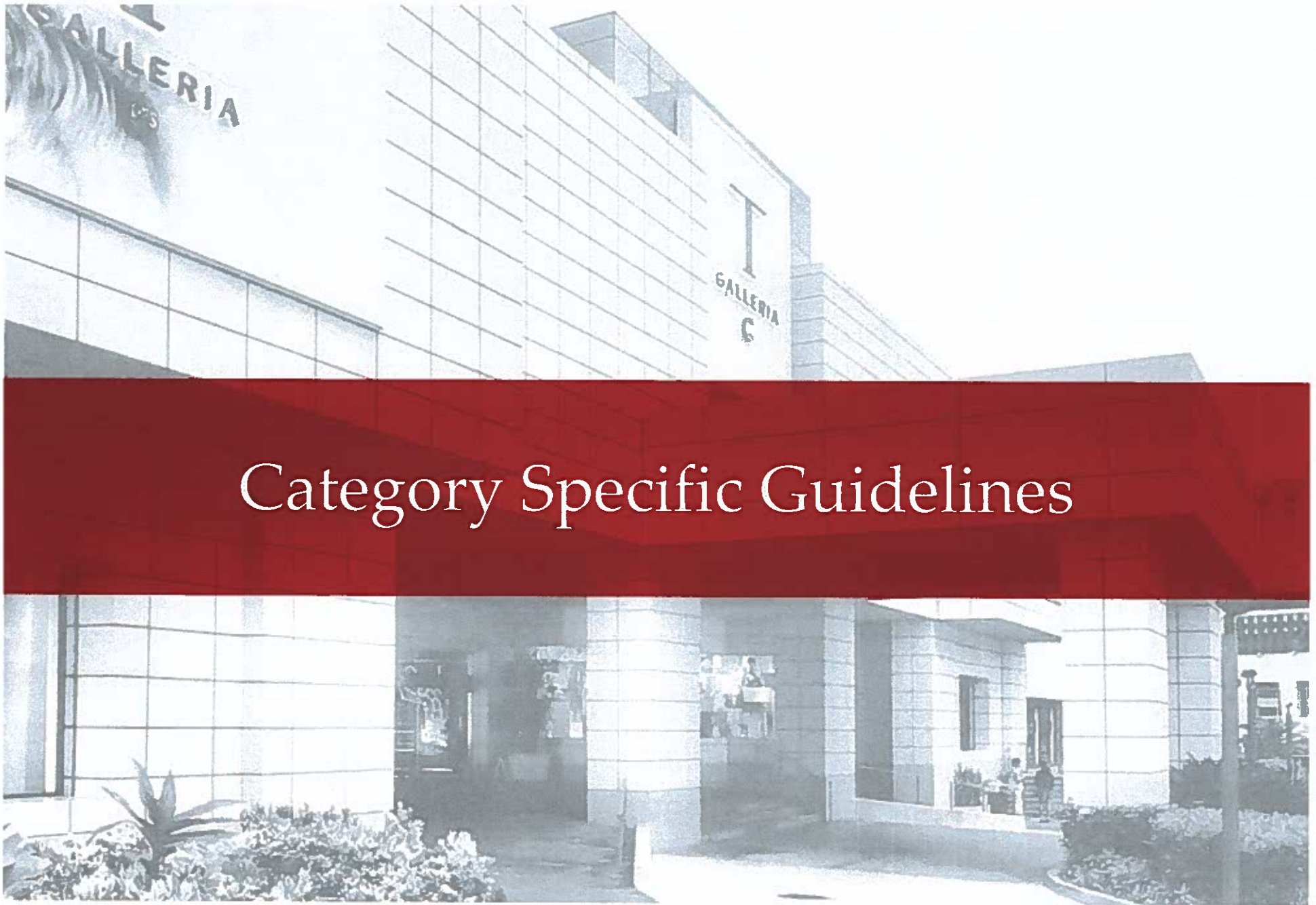
Update website with our wellness measures within one click from homepage



Include messaging on customer and employee wellness into our WeChat, email, and other social media comms

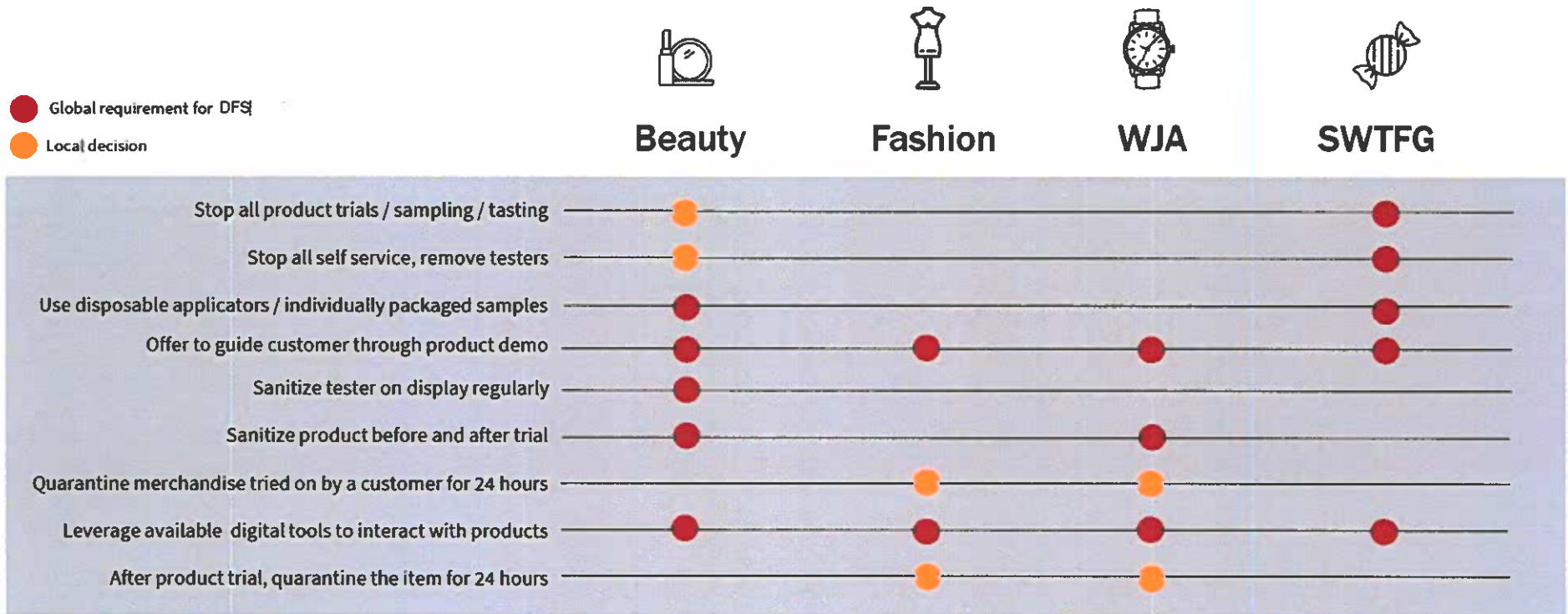


Inform our TIM partners, landlords, and other stakeholders

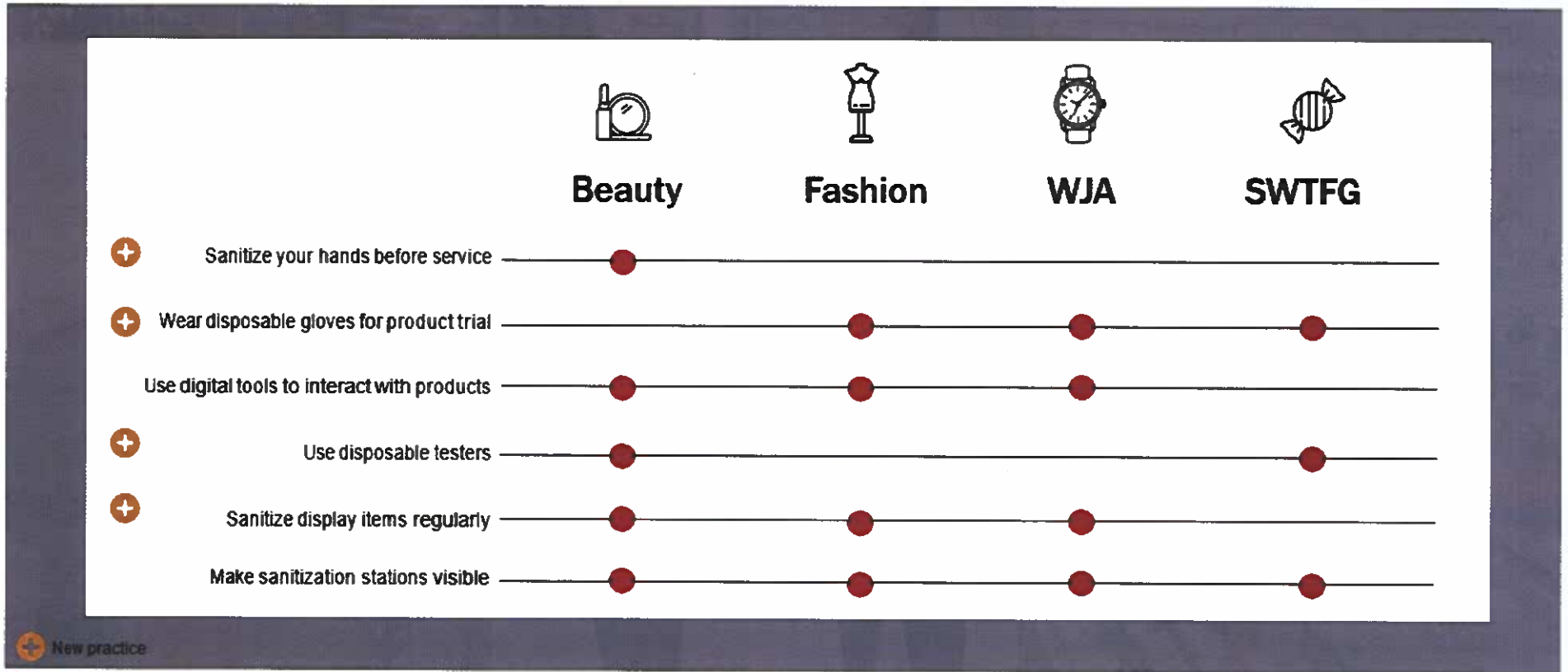


Category Specific Guidelines

Product tasting will be limited, product demos will require a various degree of changes depending on the category



Category-specific **guidelines on product demonstrations**



Beauty: Guidance on product trials



- Lip-gloss
- Eye shadow
- Mascara
- Foundation
- Blush
- Jars / pots of cream

Use disposable applicators



- Lipstick
- Highlighter stick
- Eyebrow pencil
- Eyeliner
- Foundation compact
- Perfume bottle and pump
- Skincare bottle and pump

Wipe the product with an alcohol before each application



Beauty: Hygiene is top priority, minimal self-service, provide options for product trial

GENERAL MEASURES



Minimize customer self service with testers



Use disposable applicators when possible



Spray multiuse tools and products with alcohol before and after use



Avoid touching a customer's face, apply product to their hands

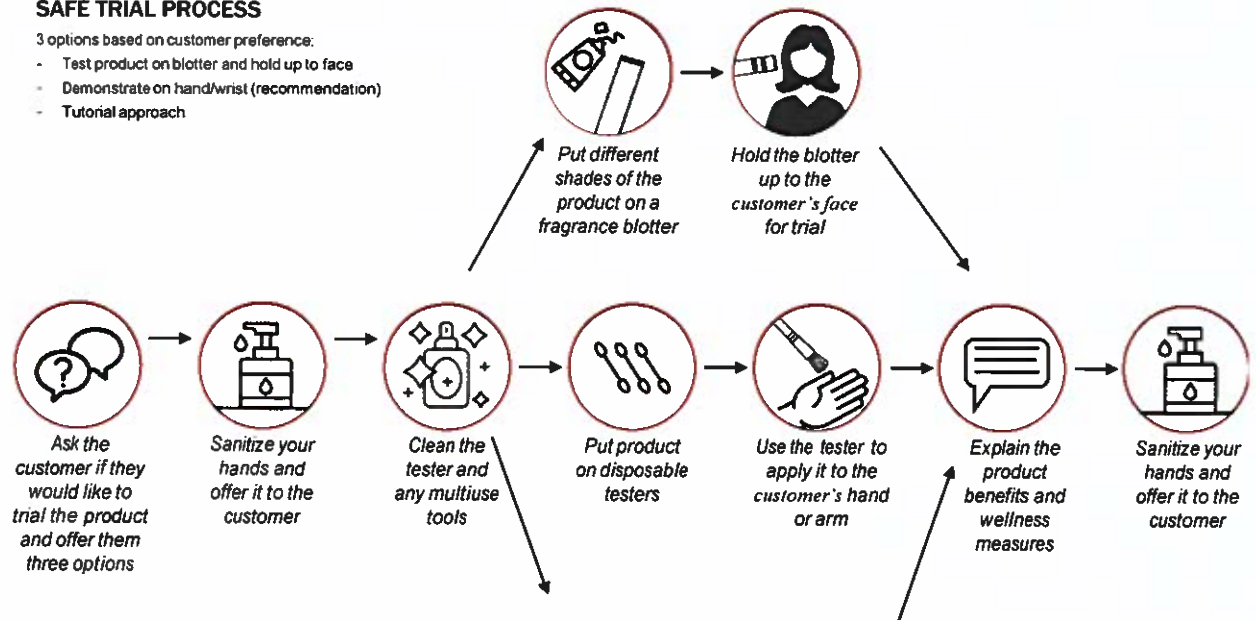


Explain wellness measures you are taking to the customer and offer them wellness tips

SAFE TRIAL PROCESS

3 options based on customer preference:

- Test product on blotter and hold up to face
- Demonstrate on hand/wrist (recommendation)
- Tutorial approach



OFFER COURTEOUS PRODUCT TRIAL GUIDELINE: SKINCARE PRODUCT TRIAL:

Skincare Product:

- ✓ **Use 70% alcohol-based hand rub for hand sanitizer before and after service**
- ✓ **Only disposal service tools allowed**
- ✓ **Do not re-use disposal service tool**
- **Liquid type (Toner, essence water etc...)**
Damp cotton pad and invite customer to experience
- **Creamy texture (Face cream, eye cream, mask, body cream, hand cream etc...)**
Use Q-tip to apply product on customer's hand and invite customer to experience.
- **Serum texture**
A drop of serum on customer's back of hand and invite customer to experience.

Remarks:

When offer the product trial:

- Adopt engaging body language, i.e. eye contact, open gestures to guide customer.
- Romance product with FAB and offer beauty tips
- Ask for customer feedback after product trial

Tester hygiene requirement:

- Tester surface: use 70% alcohol-based alcohol to sanitize
- Tester inner side: use Q-tip to wipe off the top layer
- Tester with a pump: use 70% alcohol-based alcohol to sanitize

OFFER COURTEOUS PRODUCT TRIAL GUIDELINE: MAKEUP PRODUCT TRIAL:

Makeup Product:

- ✓ **All makeup brushes are temporarily suspended**
- ✓ **Use 70% alcohol-based hand rub for hand sanitizer before and after service**
- ✓ **Only disposal service tools allowed**
- ✓ **Do not re-use disposal service tool**

- **Foundation:** sponge or Q-tip
- **Powder:** cotton pad or tissue
- **Blush:** cotton pad or tissue
- **Eye Shadow:** Q-tip or disposable eyeshadow applicator
- **Mascara:** disposable mascara wand
- **Lipstick:** Q-tip or disposable lip brush
- **All pencil type:** Use sharpener to sharp before and after usage

Remarks:

When offer the product trial:

- Adopt engaging body language, i.e. eye contact, open gestures to guide customer
- Romance product with FAB and some beauty tips
- Ask for customer feedback after the product trial

Tester hygiene requirement:

- Tester surface: use 70% alcohol-based alcohol to sanitize
- Tester inner side: use Q-tip to wipe off the top layer
- Tester with a pump: use 70% alcohol-based alcohol to sanitize

OFFER COURTEOUS PRODUCT TRIAL GUIDELINE: FRAGRANCE EXPERIENCE:

Fragrance and body product trial:

- ✓ **Use 70% alcohol-based hand rub for hand sanitizer before and after service**
- ✓ **Do not pre-spray fragrance on a blotter**
- ✓ **Discard all used blotter immediately**
- ✓ **Do not smell the fragranced blotter before passing it to customer**

Fragrance

- **Spray on the blotter and invite customer to experience**

- **Perfume balm & body cream**
Use Q-tip to get product for customer, and to invite customer to experience

Remarks:

When offer the product trial:

- Adopt engaging body language, i.e. eye contact, open gestures to guide customer
- Use catchwords when introducing perfume to increase the attractiveness of perfume.
- Share the fragrance storytelling, ingredients and design of the bottle, to enhance the interaction during the selling ceremony.

Tester hygiene requirement:

- Tester surface: use 70% alcohol-based alcohol to sanitize
- Tester inner side: use Q-tip to wipe off the top layer
- Tester with a pump: use 70% alcohol-based alcohol to sanitize
- Blotter: Discard all used blotters immediately

Watches & Jewellery: Disposable gloves and UV sanitization of products

SETUP



Minimize customer self service with display items



Ensure the counter is clean and neatly organized at all times

PRODUCT TRIAL



+ Sanitize the product with UV light before and after each trial



+ Wear disposable gloves when assisting product trial

+ New practice

Watches & Jewellery Wellness

GOLDEN RULES



Minimize customer self service with products



Ensure the case line/boutique is clean and organized

SAFE TRIAL PROCESS

- 2 options based on product material
- Alcohol wipe for metal and jewels
- Plain cloth and gloves for leather



Ask the customer if they would like to trial the product



Sanitize your hands and offer it to the customer



Clean metal and jewels with an alcohol wipe
Or use of UV wand



Explain the product benefits and wellness measures



Sanitize your hands and offer it to the customer



Wipe leather with cotton and offer the customer a glove, tissue or plastic film to wear during trial

Fashion & Accessories: Disposable gloves and UV sanitization of products

SETUP



Minimize customer self service with display items



Ensure the boutique is clean and neatly organized at all times

PRODUCT TRIAL



+ Sanitize small products with UV light before and after each trial



+ Wear disposable gloves when assisting product trial

+ New practice

Fashion & Accessories Wellness

GOLDEN RULES



Minimize customer self service with products



Ensure the case line/boutique is clean and organized

SAFE TRIAL PROCESS



Ask the customer if they would like to trial the product



Sanitize your hands and offer it to the customer



Wipe leather with cotton and offer the customer a glove or plastic film to wear during trial

Or use of UV wand



Explain the product benefits and wellness measures



Sanitize your hands and offer it to the customer

Food and Gifts: Individually wrapped samples

PRODUCT TRIAL



+ Only offer individually packaged samples or use in disposable cups



+ Ask customers to unwrap their own sample



+ Wear disposable gloves when offering samples

SUSPEND ALL SAMPLING AND TASTING

+ New practice

Spirits, Wines, Food and Gifts: Individually wrapped samples

GENERAL MEASURES



Only offer individually wrapped samples



Ensure the case line/boutique is clean and organized

SAFE TRIAL PROCESS



Ask the customer if they would like to trial the product



Sanitize your hands and offer it to the customer



Ask the customer to unwrap the product themselves



Explain the product benefits and wellness measures



Sanitize your hands and offer it to the customer

SUSPEND ALL SAMPLING AND TASTING



Reopening Plan



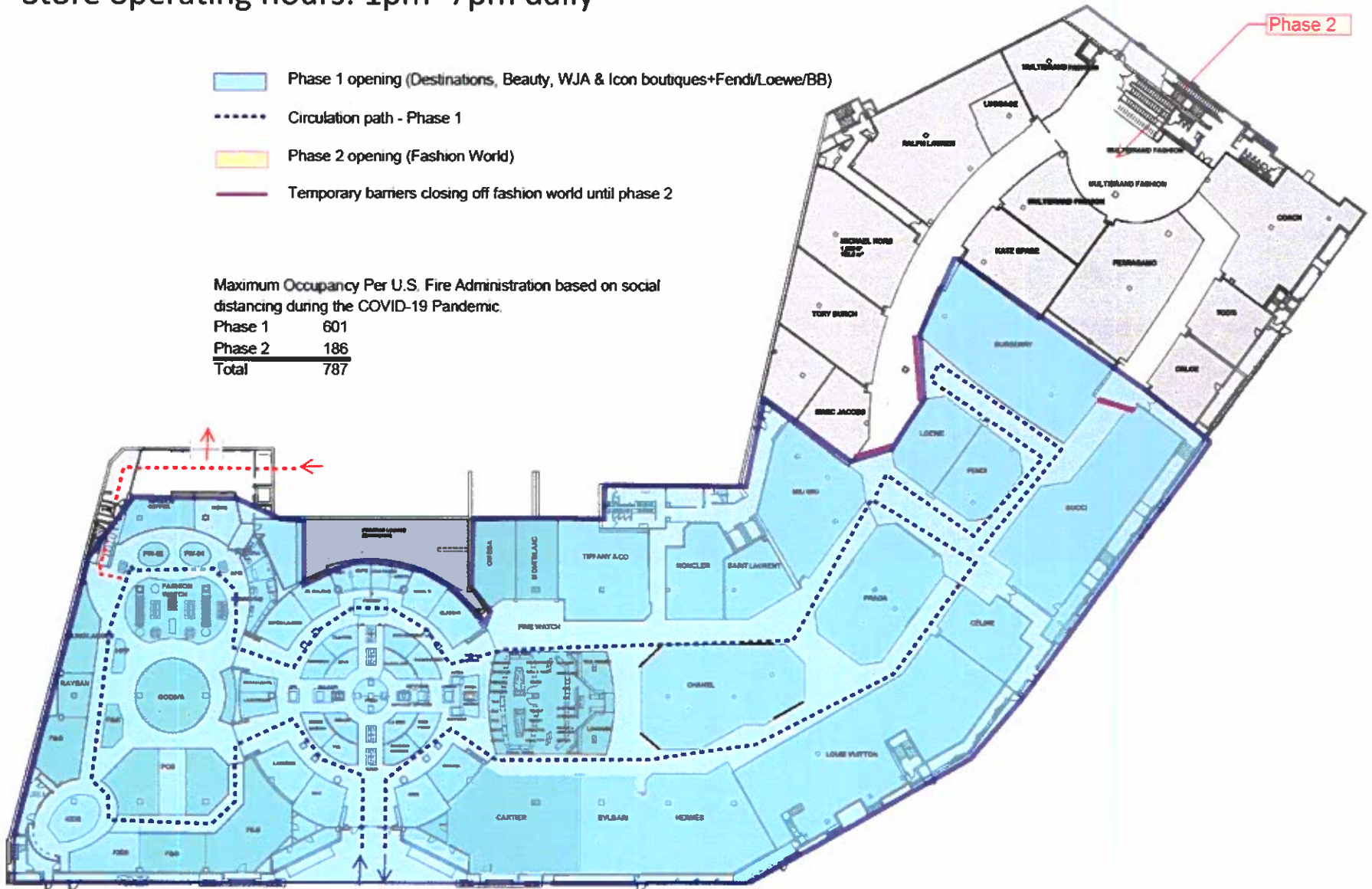
T Galleria by DFS Guam – (Phase 1 reopening date TBD)

Store operating hours: 1pm~7pm daily

- Phase 1 opening (Destinations, Beauty, WJA & Icon boutiques+Fendi/Loewe/BB)
- Circulation path - Phase 1
- Phase 2 opening (Fashion World)
- Temporary barriers closing off fashion world until phase 2

Maximum Occupancy Per U.S. Fire Administration based on social distancing during the COVID-19 Pandemic.

Phase 1	601
Phase 2	186
Total	787



T Galleria by DFS Guam

Queuing, POS & UV wand plan

- Phase 1 opening (Destinations, Beauty, WJA & Icon boutiques)
- Temporary barriers closing off fashion world until phase 2
- Queuing lines (6 FT distance markers)
- POS location (16)
- UV hand wand placement (20)
- Stanchions

INTERIOR Floor Markers (Icon Brands)

Location	# of Markers
Hermes	4
LVMH	15
Prada	7
Mui Mui	5

EXTERIOR Floor Markers

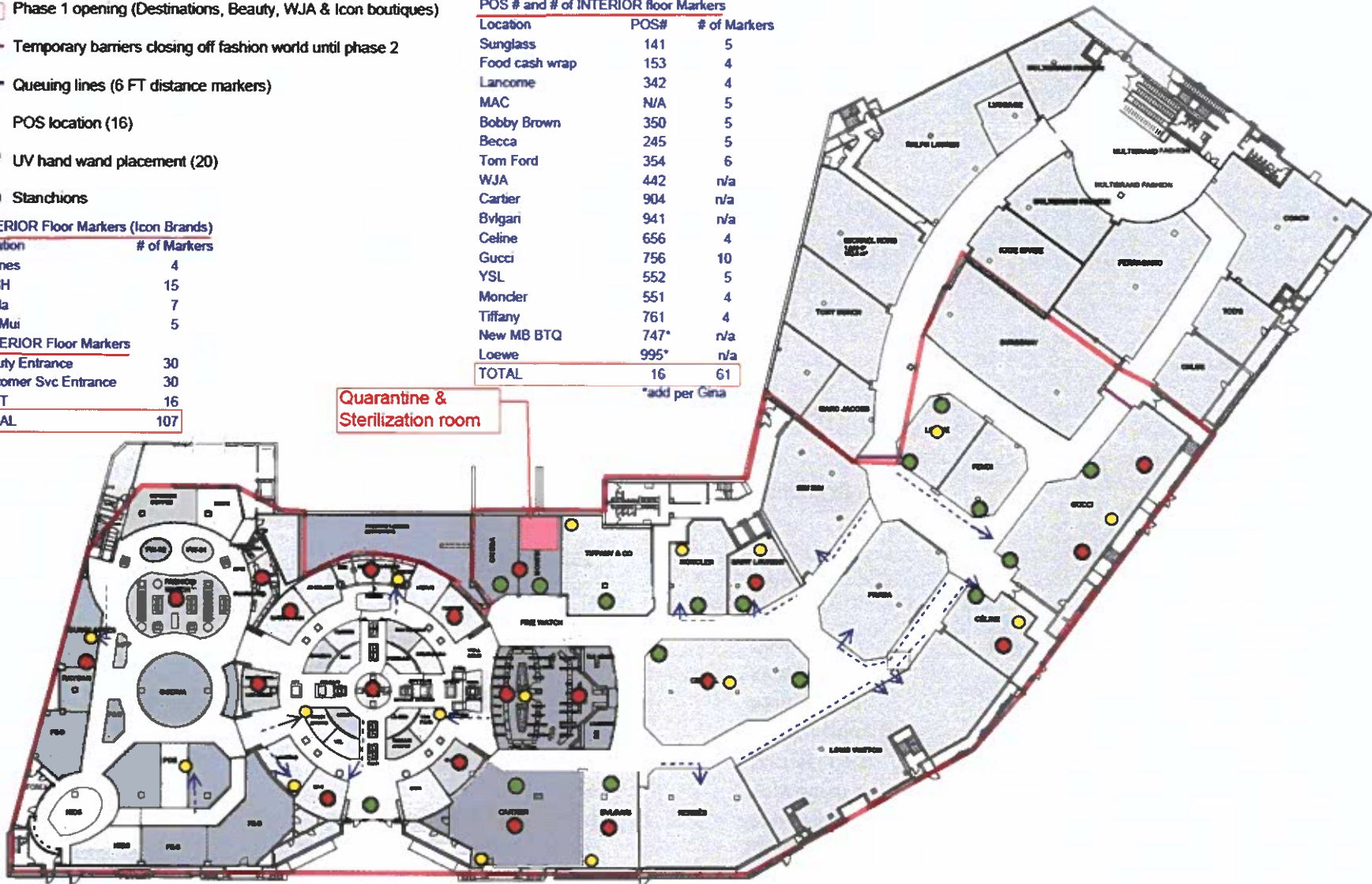
Beauty Entrance	30
Customer Svc Entrance	30
TCAT	16
TOTAL	107

POS # and # of INTERIOR floor Markers

Location	POS#	# of Markers
Sunglass	141	5
Food cash wrap	153	4
Lancome	342	4
MAC	N/A	5
Bobby Brown	350	5
Becca	245	5
Tom Ford	354	6
WJA	442	n/a
Cartier	904	n/a
Bvlgari	941	n/a
Celine	656	4
Gucci	756	10
YSL	552	5
Moncler	551	4
Tiffany	761	4
New MB BTQ	747*	n/a
Loewe	995*	n/a
TOTAL	16	61

*add per Gina

Quarantine & Sterilization room



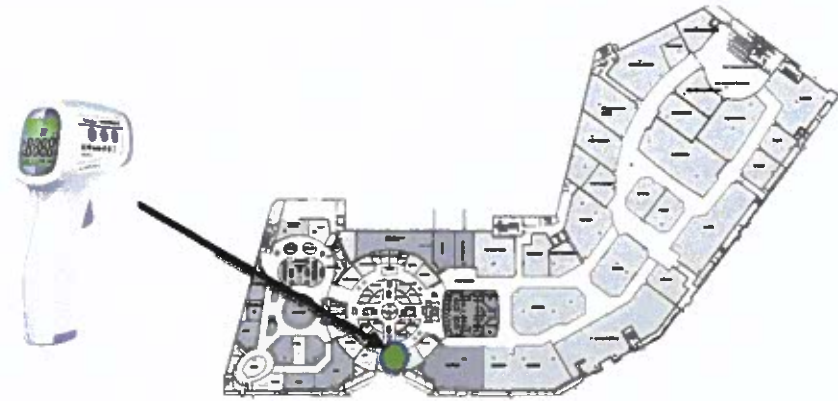
T Galleria by DFS Guam

Occupancy calculation per U.S. Fire Administration based on social distancing during the COVID-19 Pandemic

TOTAL BUILDING OCCUPANCY	Occupancy
Phase 1 (destinations, beauty, luxury and Icon BTQ's)	601
Phase 2 (fashion world)	186
Phase 1 & 2 combined	787
By World	Occupancy
Destinations	168
Beauty	124
Luxury & Icon Btq's + Fendi, Loewe & Burberry	309
Fashion World excludes Fendi & Loewe & BB	186
	787
By Individual branded Boutiques - Phase 1	Occupancy
Omega	7
MontBlanc	5
Tiffany	14
Moncler	9
Saint Laurent	7
Mui Mui	18
Prada	19
Gucci	29
Celine	9
Louis Vuitton	44
DFS (former Chanel)	26
Hermes	20
Bvlgari	9
Cartier	22
Burberry	31
Loewe	8
Fendi	8
	285

By Individual branded Boutiques - Phase 2	Occupancy
Marc Jacobs	6
Tory Burch	14
Michael Kors	17
Polo (include LSS)	29
Multi-brand	52
Kate Spade	12
Coach	22
Rimowa	7
Chloe	7
	166
Godiva Café	6

Temperature check to be performed inside the main entrance (section stanchion off), once passed, customer will be required to use the automatic hand sanitizing dispenser prior to proceeding to shop. Stanchions to be used to direct customer to que in line.



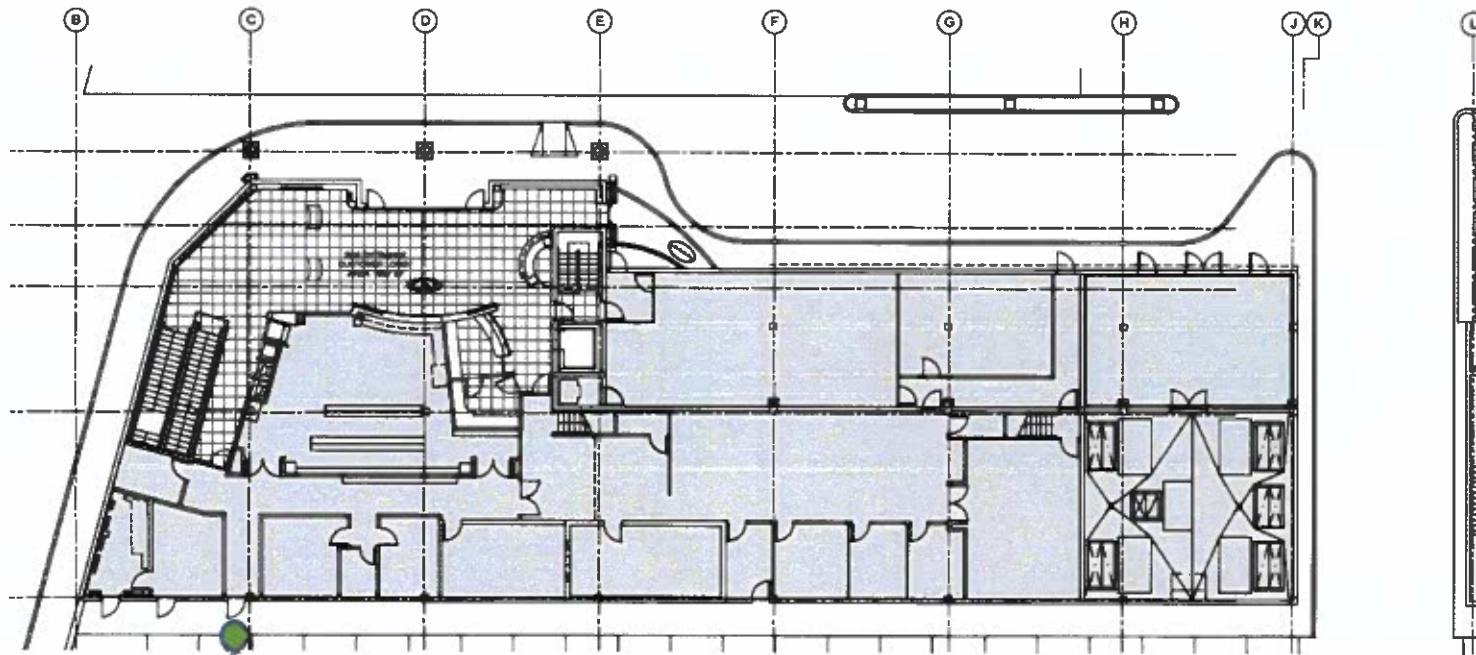


temperature check to be performed at the main entry points and manned by security.



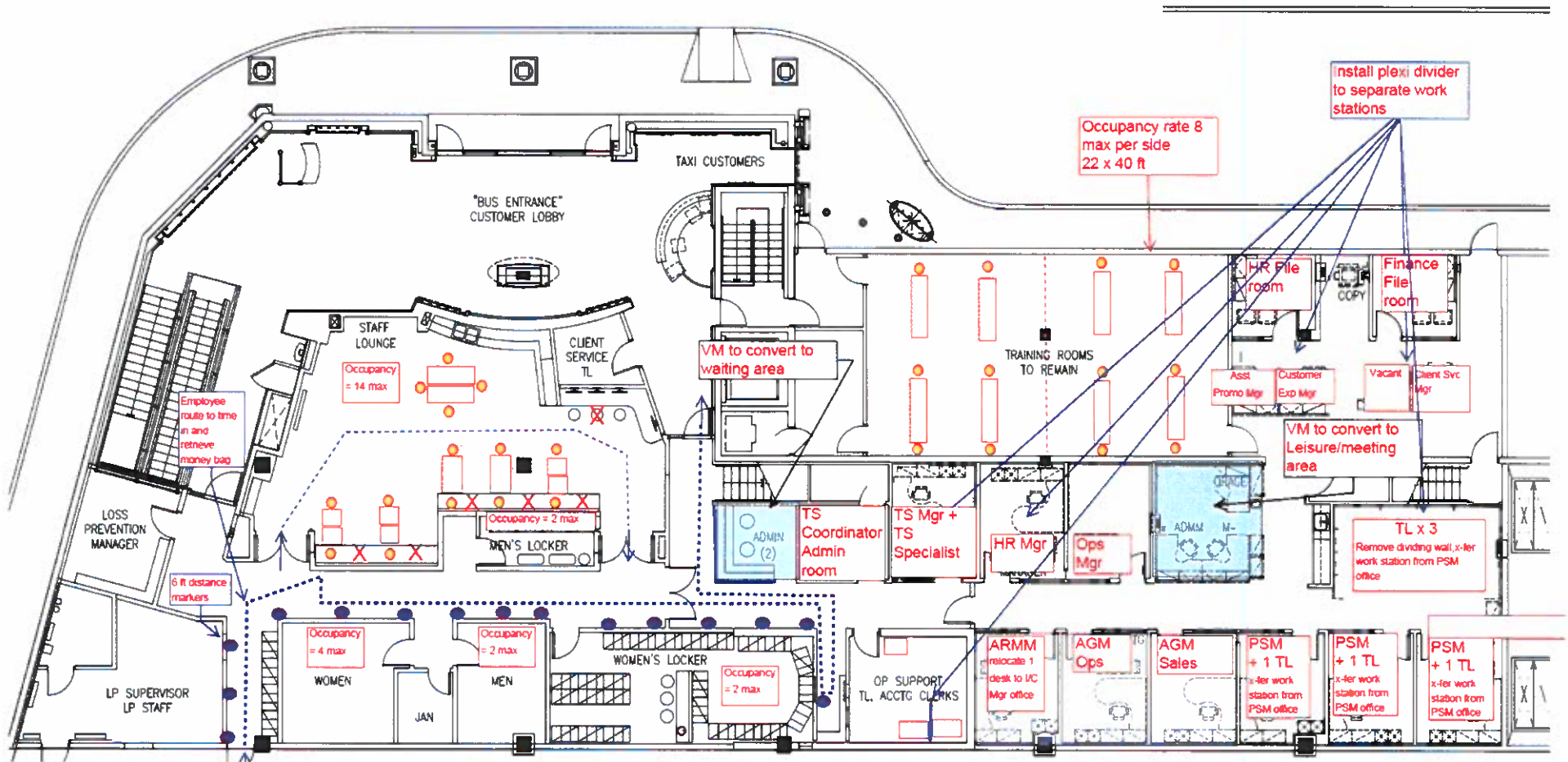
Automatic hand sanitizer dispensing units will be placed throughout the store as well as made available at all counters

Employee Entrance – Parking Level



Temperature check to occur at security check office, once passed, employees will be required to use sanitize their hands.

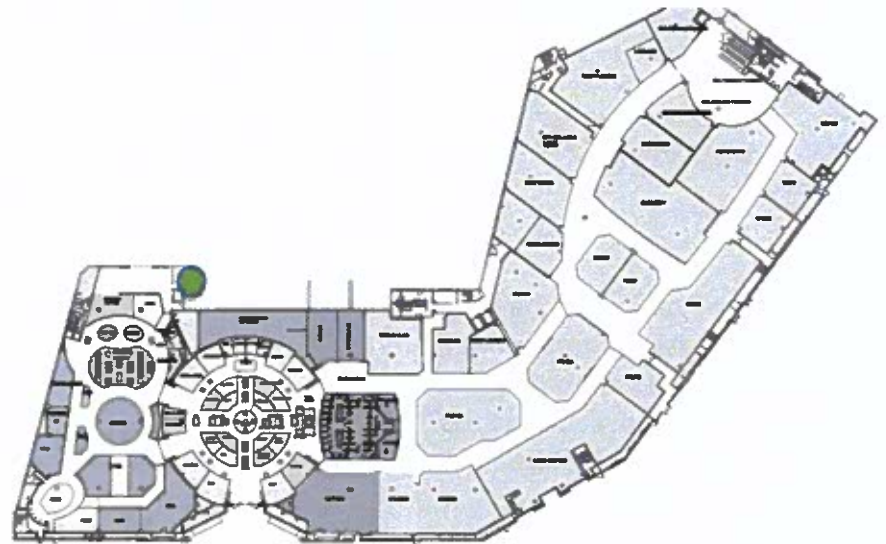
2nd floor Back of House modifications to comply with 6 ft distancing



Main bus drop off entrance – Phase 2 (timing to be determined)



Temperature check to be performed outside the entrance, once passed, customer will be required to use the automatic hand sanitizing dispenser prior to entering the store. Stanchions to be used to block access and sign to direct customer to que in line.



DFS Guam –Godiva Cafe

Phase 2 opening TBD - Store operating hours: 1pm~7pm daily



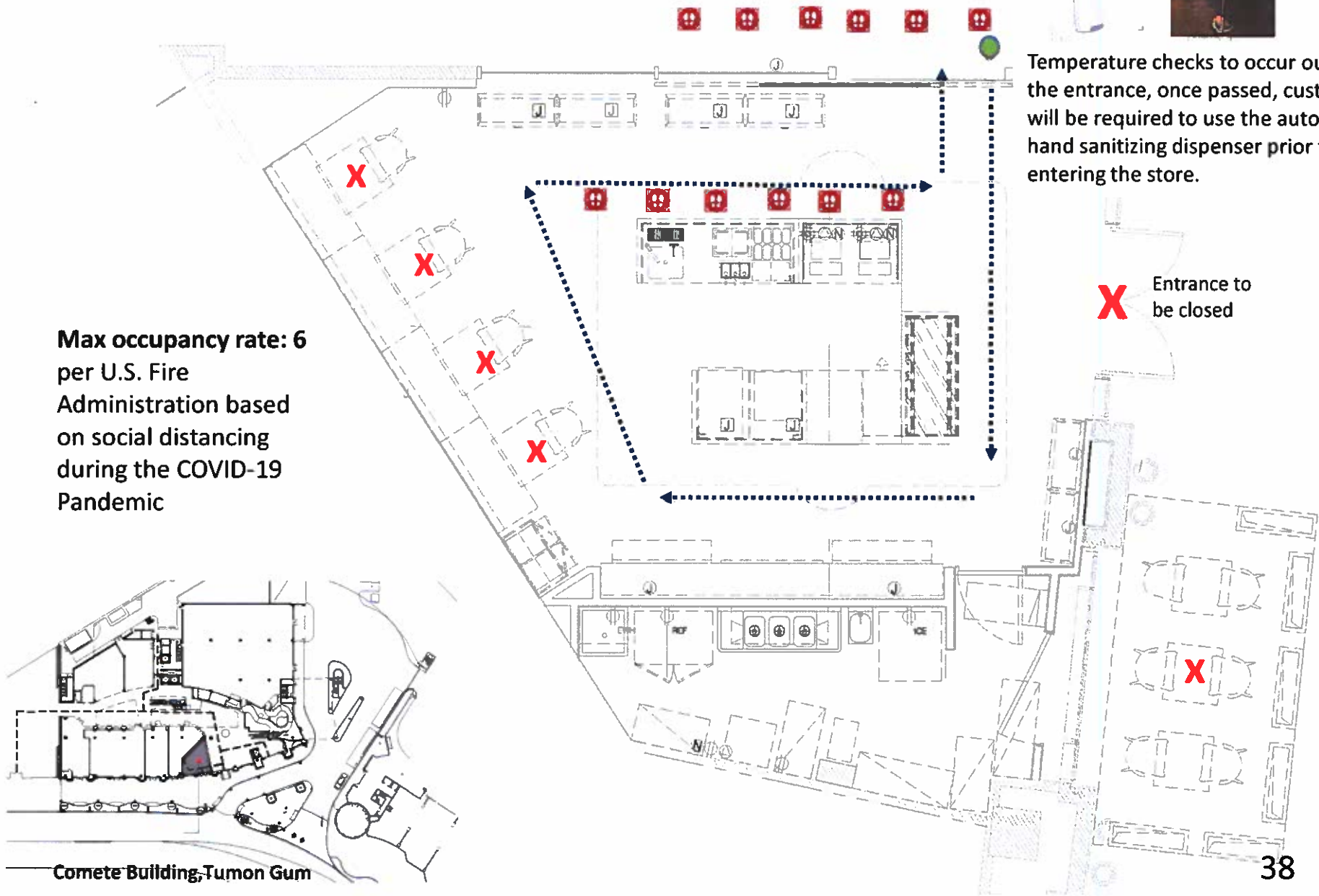
Temperature checks to occur outside the entrance, once passed, customer will be required to use the automatic hand sanitizing dispenser prior to entering the store.

X Entrance to be closed

Max occupancy rate: 6
per U.S. Fire
Administration based
on social distancing
during the COVID-19
Pandemic

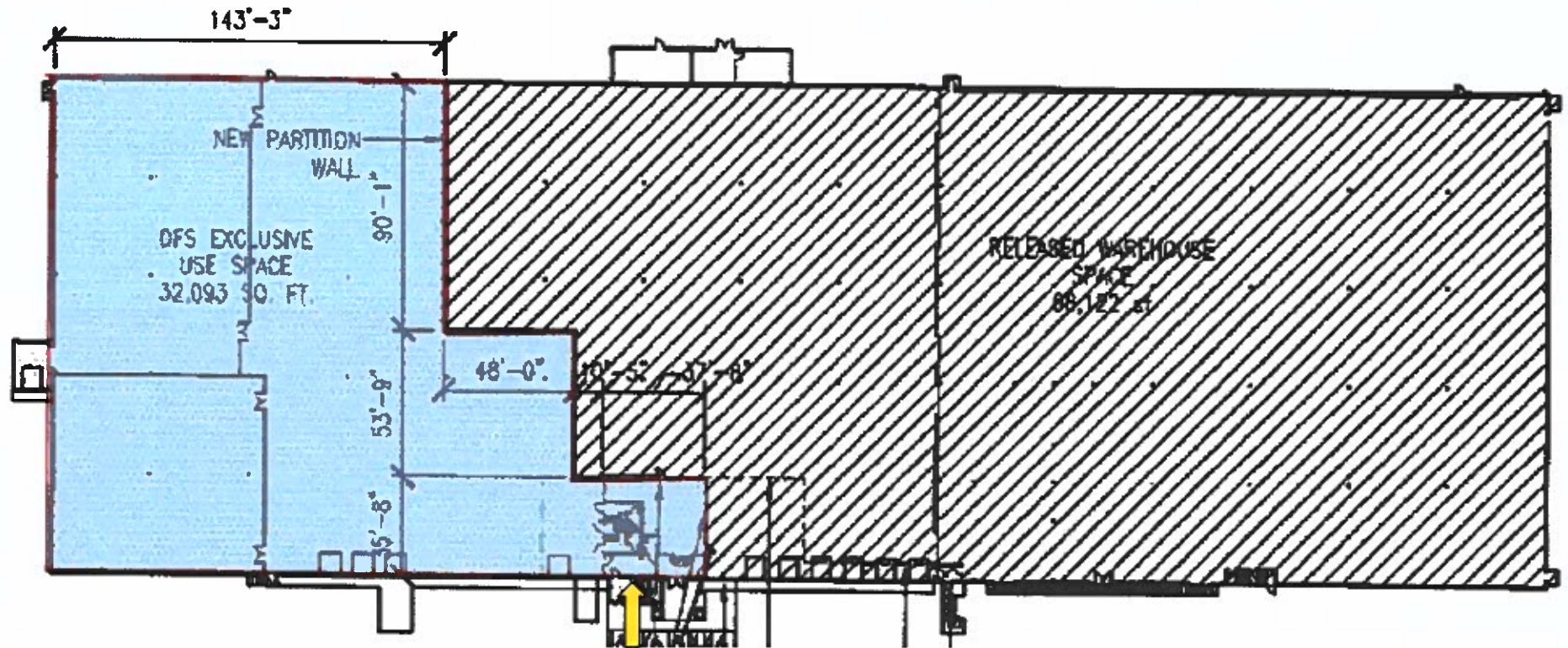


Comete Building, Tumon Gum



DFS Guam – Central Distribution Center

Operating hours: 7am~5pm Monday~Friday



Temperature checks to occur at the main entrance of the WH, once passed, employees and visitors i.e., delivery personnel will be required to wear a mask and sanitize their hands prior to entering.



SAMPLE SIGNAGE

Signage will reflect our **customer obsessed** culture

- Overall message is that we care about the wellness of our customers
- Tone will be positive and inclusive
- Specifically explain what is being done to protect their health

WE CARE

At DFS, we care deeply about our customer and employee wellness. These are some of the measures we are taking to ensure a safe and comfortable shopping environment.

1. Increased cleaning of public areas and surfaces.
2. Marked general areas to maintain a safe social distance while shopping with us
3. Offer alcohol-based sanitizers available across the store
4. Provide options for your product trials, all based on your level of comfort
5. All our staff members go through daily temperature checks and will have to wear masks inside the store.

But we also need your help! We ask that you allow us to take your temperature and sanitize your hands upon entering. We are in this together, and we will come out stronger!

KEEPING YOU SAFE AT DFS

WE ARE CLOSELY MONITORING THE SITUATION AND TAKING ALL NECESSARY MEASURES TO KEEP OUR STORES SAFE AND HYGIENIC.

THANK YOU FOR YOUR UNDERSTANDING AND SUPPORT!

DFSで安全にお過ごしいただくために状況を注視し、安全で衛生的な環境を維持できるよう、必要な対策をすべて行っております。お客様のご理解とご協力に感謝いたします。

We'll be taking the temperature of all guests before entry. Guests with readings below 38C are welcome to enter.
ご来店時にお客様への体温を測定いたします。38度未満の方はご入店いただけます。

To protect our guests and staff, please maintain a distance of 5 feet from others upon entering the store.
お客様とスタッフの安全のため、店内では6フィート（約1.8m）の列間距離を確保していただきますようお願いいたします。

We kindly require that our guests wear a face mask at all times.
店内では常にマスクの着用をお願いいたします。

Our frequent disinfecting procedures ensure a safe and hygienic environment for you to enjoy.
衛生的で安全にお過ごしいただけるよう、繰り返し消毒作業を実施しております。

We invite you to help yourself to our hand sanitizers provided at all of our counters.
店内各所に手洗用消毒液を準備いたしましたので、どうぞご利用ください。

KEEPING YOU SAFE AT DFS

We are closely monitoring the situation and taking all necessary measures to keep our stores safe and hygienic. Thank you for your understanding and support!

Icons: Social Distancing, Face Mask, Hand Sanitizer, Temperature, Disinfecting, Hand Hygiene.

KEEPING YOU SAFE AT DFS

We are closely monitoring the situation and taking all necessary measures to keep our stores safe and hygienic. Thank you for your understanding and support!

Icons: Social Distancing, Face Mask, Hand Sanitizer, Temperature, Disinfecting, Hand Hygiene.

SIGNAGE: Posters displayed at entrance, on pylons and digital screens in store

HOW TO HANDWASH

Restrooms

THANK YOU
FOR PRACTICING SOCIAL DISTANCING

ソーシャルディスタンスへのご協力ありがとうございます

Floor Markers



OUR PRODUCTS ARE
**SANITIZED
REGULARLY**

BEFORE AND AFTER EVERY USE

商品は着用前後および定期的に消毒しております。

KEEPING YOU SAFE AT DFS

We are closely monitoring the situation and taking all necessary measures to keep our stores safe and hygienic.
Thank you for your understanding and support!

DFSで安全にお過ごしいただくために
状況を注視し、安全で衛生的な店舗を維持できるよう、必要な対策をすべて行ってまいります。
お客様のご理解とご協力に感謝いたします。



TO SAFEGUARD OUR GUESTS AND STAFF,
PRODUCT TRIALS, SAMPLING, AND
**TASTINGS HAVE
BEEN SUSPENDED**

FOR THE TIME BEING

お客様とスタッフの安全のため、商品の試食や試飲などを一時的にお休みしております。

KEEPING YOU SAFE AT DFS

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Thank you for your understanding and support!

DFSで安全にお過ごしいただくために
状況を注視し、安全で衛生的な店舗を維持できるよう、必要な対策をすべて行ってまいります。
お客様のご理解とご協力に感謝いたします。



FOR YOUR PEACE OF MIND,
ANY PRODUCTS TRIED ON BY A GUEST WILL BE
**QUARANTINED AND SANITIZED
FOR 24 HOURS**

安心してご利用いただくため、試着後の商品は24時間隔離しております。

KEEPING YOU SAFE AT DFS

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Thank you for your understanding and support!

DFSで安全にお過ごしいただくために
状況を注視し、安全で衛生的な店舗を維持できるよう、必要な対策をすべて行ってまいります。
お客様のご理解とご協力に感謝いたします。

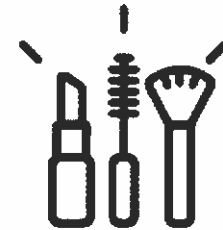
A5 for BEAUTY (Option 1)



OUR BEAUTY ADVISORS
**SANITIZE
THEIR HANDS**

BEFORE SERVING YOU

ビューティアドバイザーは、
個別の接客前に手指を消毒しております。



FOR YOUR PEACE OF MIND,
OUR TESTERS ARE
**SANITIZED
REGULARLY**

BEFORE AND AFTER EVERY USE

安心してご利用いただくため、
テスターは使用前後および定期的に消毒しております。

KEEPING YOU SAFE AT DFS

We are closely monitoring the situation and taking all necessary measures to keep our stores safe and hygienic.
Thank you for your understanding and support!

DFSで安全にお過ごしいただくために
状況を注視し、安全で衛生的な店舗を維持できるよう、必要な対策をすべて行ってまいります。
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Wet hands with water
用流水湿润双手



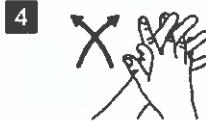
Apply enough soap to cover
all hand surfaces
涂抹足量的洗手液 (或肥皂)



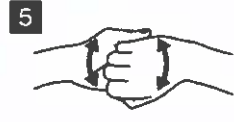
Rub hands palm to palm
掌心相对并相互摩擦



Right palm over left dorsum
with interlaced fingers and vice versa
右手掌放在左手背上, 手心对手背
和左手掌放在右手背上, 手心对手背



Palm to palm with fingers interlaced
掌心相对, 双手交叉沿指缝相互摩擦



Backs of fingers to opposing palms
with fingers interlocked
虎口交叉, 将手指放在另一手手心摩擦,
双手交换进行



Rotational rubbing of left thumb
clasped in right palm and vice versa
大拇指, 一手握另一手大拇指于手心摩擦,
双手交换进行



Rotational rubbing, backwards and
forwards with clasped fingers of right
hand in left palm and vice versa
其他尖, 指尖合拢于另一手心
前后旋转摩擦, 双手交换进行



Rinse hands with water
用流水将双手彻底冲洗干净



Dry hands thoroughly
with a single use towel
用一次性纸巾彻底干双手



Use towel to turn off faucet
用纸巾触碰水龙头



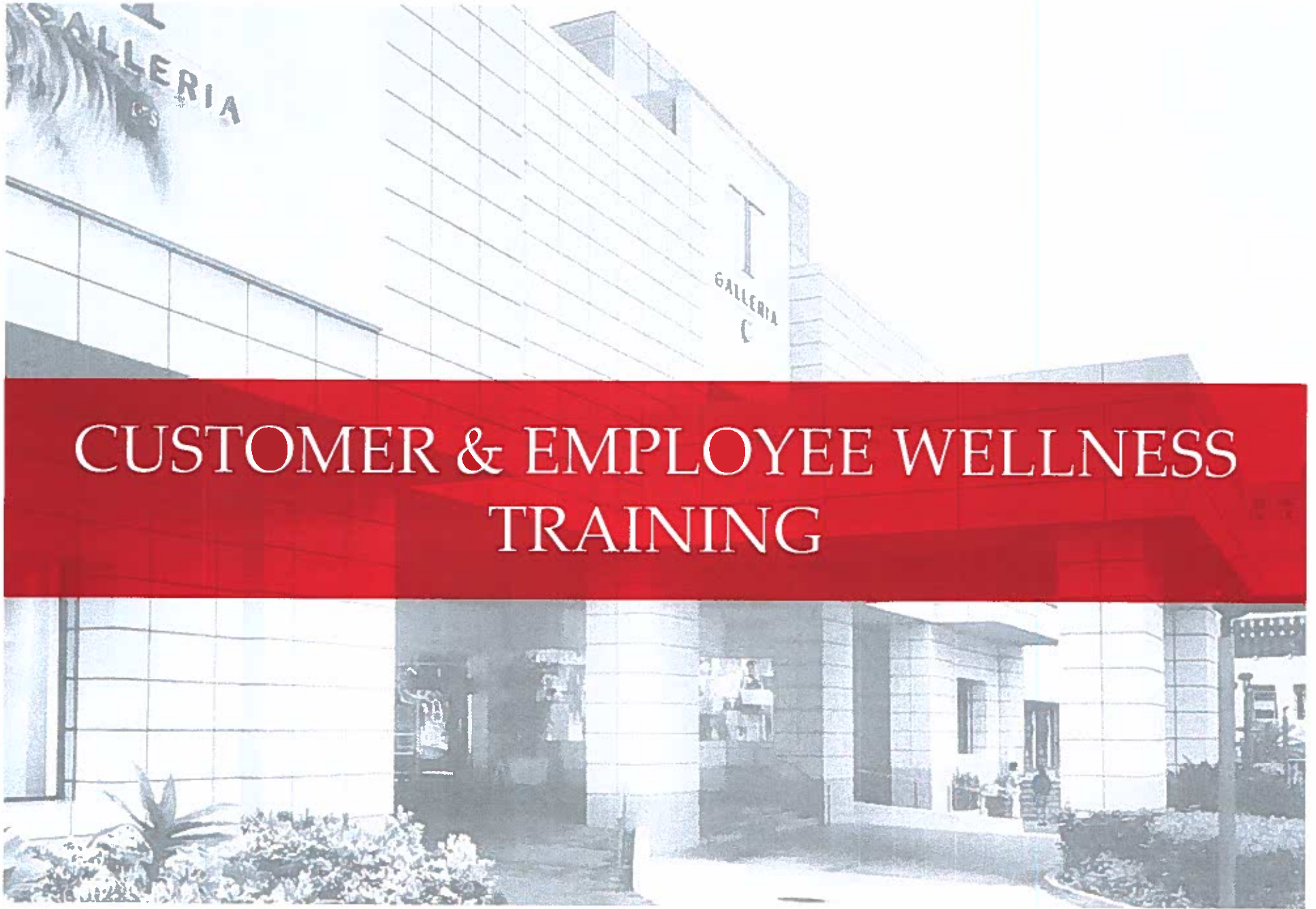
Your hands are now safe
双手已干净, 继续做他事

HOW TO HANDWASH

如何正确洗手

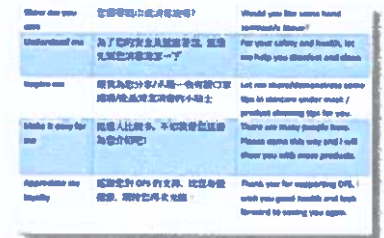


DFS GROUP LIMITED



CUSTOMER & EMPLOYEE WELLNESS TRAINING

Wellness Training Approach



All staff is required to complete E-Campus module to get familiar with the new wellness measures

- Introduction to core wellness measures
 - Employee Wellness
 - Store Environment Changes
 - Six Rules of Customer Service
- Walk through new product trial SOPs in each category

Even if you and every DFS associate follows these guidelines closely, our customer will not notice the difference unless you talk about it.

☰ We Care About You and Our Customers! <small>15 MIN</small>	
☰ Core Wellness Measures <small>15 MIN</small>	Icebreaking +
☰ Product Trail <small>15 MIN</small>	Answering Questions and Addressing Concerns +
☰ Communicating With Customers <small>15 MIN</small>	Guiding through Product Trial +
☰ Completion Quiz <small>15 MIN</small>	Maintaining Distance +
☰ Wrap Up <small>15 MIN</small>	Wellness Tips -

Mark the following that are true.

- Cleaning will be increased to every 2 hours
- The Loyalty lounge will have minimized seating
- Staff must sanitize their hands before and after
- Only individually wrapped food samples are available
- Ask permission to touch a customer's face

Wellness Tips

During this time, many people are focused on living a healthier lifestyle. You can make conversation with them by talking about wellness and offering them tips such as

1. Encourage mask all day
2. You will be gathering soon

Eye station

Use Disposable Applicator

Wipe the product with alcohol before application

SUBMIT

Workshop will be held to help staff **understand** and **practice** the procedures

- Focus on role playing specific situations and gaining confidence to communicate measures

Content	Environment	Group	Facilitator	Timing
Core Wellness Training	Classroom training	Entire team	SCM/LD/AGM	100 min
<i>break</i>				<i>15 min</i>
Category Practice Round 1	Practice on the shop floor	1/3 of team	PSM	35 min
<i>break</i>				<i>5 min</i>
Category Practice Round 2	Practice on the shop floor	1/3 of team	PSM	35 min
<i>break</i>				<i>5 min</i>
Category practice Round 3	Practice on the shop floor	1/3 of team	PSM	35 min

* Alternate plan: half the group would do the classroom training first, then category practice. And the other half of the group would start in the categories and then move to the classroom training.

Is it safe to shop here?
What is this store doing to protect me?



Store Environment Changes

- Hand sanitizer is available throughout the store
- Cleaning is increased to every two hours
- Loyal T lounges are closed
- Signage reminding customers to maintain a safe social distance

To Say or Not to Say

SAY

- Commenting on local conditions: I'm not sure, but you can check the government website for the latest updates!
- Product Thank: Would you like me to help you try that out?
- Explaining Wellness Measures: Okay, before you try it all I'm just going to clean the switch.
- Social Distance Reminder: It is a bit crowded here right now. To maintain healthy social distancing, would you prefer to come back in a few minutes? Perhaps you could look in China and see how they do it?
- Wellness Tip: While from this screen, a little eye massage before you shop can help you reduce the stress and improve your focus.
- Reassuring: Would you like to take your phone with an official order?
- Answering Questions: We have instituted policy changes since the pandemic for our customers' wellness. But, I'm not sure about that, but let me ask my manager.

DO NOT SAY

- Commenting on local conditions: I heard that a coronavirus spread all their locations last week.
- Product Thank: Give me your hand to try it.
- Explaining Wellness Measures: Wait while I get everything ready.
- Social Distance Reminder: It is too crowded here. You can't come in. Maybe try later.
- Reassuring: Have you heard the news lately?
- Answering Questions: I don't know. Read the sign by the entrance.

T-Gather is critical time to practice what they have learned

- Wellness briefings during daily T-Gather will bring new measures to life through videos, roleplays, games, etc.
- The topics do not have any given order, except the Welcome Back T-Gather must be day 1 of reopening

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
WEEK 1	Welcome Back T-Gather! We Are DFS	Product Trial Team Category		Six Rules for Customer Service Team Category	Icebreaking Team Location		Wellness Tips Team Category
WEEK 2	Changes to Our Environment Team Category		Sanitizing Team Location	Local Regulation Team Category		Six Rules for Customer Service Team Category	Crowd Buster Team Location
WEEK 3		Product Trial Team Category		Celebrate Success Team Category		Handwashing Team Location	
WEEK 4	Wellness Tips Team Category		Objections Team Category		Celebrate the Destination Safety Team Location		Wellness Products Team Category

A series of BOH posters will remind staff of the wellness measures



Core Content Reminders



Do's and Don'ts



Wellness Tips

