



RESPOND → PLAN → RETURN STRONGER

Target's SAFE Retail Guide



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Target

- Based in Minneapolis, Minnesota
- Nearly 1,900 stores in all 50 states
- 350,000+ team members
- 75% of the U.S. population lives within 10 miles of a Target store
- 5% of our pre-tax profits go to communities we serve

Overview: SAFE Retail Guide

- As an “essential business” Target has remained open through the pandemic
- We’ve learned a great deal over the past few months
- We developed this resource for any business to help them navigate our new reality
- Getting help: local health department, city council members, etc.



Retail



Considerations for Retail Operations Post COVID-19

We're in this together

To help protect you and your family, your fellow staff, our customers, and to do our part to slow the spread of COVID-19, all staff should do a self-check before leaving home to come to work each day.

As per CDC guidelines, a self-check includes:

- Taking your temperature to ensure it is below 100.4°F / 38°C
- Checking for symptoms of COVID-19, including fever, cough, shortness of breath

Symptoms appear 2-14 days after exposure. Continue to follow current CDC guidelines.

If you have symptoms of COVID-19 or do not feel well, do not come to work. Contact your HR representative and let them know that you have symptoms and will not be in to work. They will provide you with next steps that may be right for you, including information on leave of absence options.

- If you do not have a thermometer, please acquire one.
- If you don't feel well or have symptoms of COVID-19, review the information from the Centers for Disease Control (CDC) and World Health Organization (WHO) on what to do if you are sick.

If you develop emergency warning signs for COVID-19, get medical attention immediately. Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse (difficulty awakening)
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other health symptoms that are severe or concerning.

Don't have a doctor? Call the number on the back of your health insurance card for help.

A few tips to help you stay healthy...

- Practice social distancing as much as possible (keep six feet of separation from any nearby individual, including customers and other staff)
- Frequently wash your hands with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth
- Cover your cough or sneeze with a tissue or inside of your elbow

This self-check is not intended for the diagnosis or treatment of disease or other conditions, including COVID-19. If you are experiencing a life-threatening emergency, please call 911 immediately.

Safety is the new loyalty program

The best loyalty program – and the only one that matters – is providing a **safe environment** for your team and your shoppers.

Communication has never been more important

- Communication with employees, contractors, vendors, and shoppers is more important than ever
- Expectations, training – and evolving as the situation changes
- Imagery matters: signage, visible examples of cleaning, etc.

SAFE Retail

Screening

Access

Face Coverings

Enhanced Safety



Screening

- Health screening for employees (at home or onsite) – plan/policy
- Encouraging customers to not shop sick



Access

- Access to benefits and services if employees don't pass health screenings
- Access to pay and well-being benefits for all staff
- Special hours for employees and vulnerable populations to access essentials
- Access to "essential" items by limiting purchase quantities
- Access to "out of store" options – curbside, delivery
- Access to resources through company community giving



Face Covering + Protective Equipment

- Face coverings for employees and customers
- Other protective measures for retail workers (gloves, plexiglass shields) as needed



Enhanced Safety Measures

- Enhanced cleaning protocols
- Social distancing protocols
- Monitoring and metering the number of people in a store
- Temporary changes to return policy

SAFE Retail: Screening

- Health screening checklist for employees to do at home every time they get ready to come to work
- Signs to post at the front of the store promoting healthy shopping behaviors
- Create a culture of personal responsibility and precaution

Screening: Signage Example

**Not
feeling well?**



If you have symptoms now or had in the last 24 hours, including a cough or fever, we can't allow you to shop with us today.

Please take these steps to avoid spreading germs

- Wash your hands frequently for 20 seconds with soap and water
- Don't touch your eyes, nose and mouth
- Cover your mouth when coughing or sneezing
- Avoid close contact with people who are sick
- Clean and disinfect objects you use or touch frequently
- Stay home while you're sick; please visit our website for essentials and prescription delivery information.

**Thank you for
your understanding.**

SAFE Retail: Access

- Access to additional pay and benefits for employees
- Special, dedicated hours for vulnerable populations to access stores
- Access to “out of store” options – curbside, delivery so people can get what they need without entering the store

Access: Helping Customers Shop Safely

Vulnerable Shopping Hours

We're reserving the first hour of shopping every [redacted] and [redacted] for our most vulnerable customers, including those over 65 years old, pregnant women or those defined by the Centers for Disease Control and Prevention (CDC) as vulnerable or at-risk.

We're asking all our customers who do not identify in one of those categories to refrain from shopping during that hour, as a courtesy to others.

SAFE Retail: Face Coverings

- We provide face coverings to all TMs and also require them and outside vendors and *Shipt* shoppers to wear them while inside Target stores
- Enforcement varies by jurisdiction, so make sure you know what your expectations are as a retailer

Face Coverings and PPE

**Due to an
emergency order,
you must wear
a face covering
to enter this store.**



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SAFE Retail: Enhanced Safety Measures

- Enhanced cleaning protocols and checklists
- Social distancing protocols, including creative ways to ensure people are following guidelines
- Think about returns and exchanges – how can you adapt these policies

Enhanced Safety: Cleaning Protocols

Staff Cleaning Checklist

The safety of our customers and staff is our continued priority, including a clean store for customers to shop

Stores should receive 12 hours of payroll per day to execute continuous cleaning throughout the day using multi-surface & glass cleaner. Cleaning should happen open to close. Spray cleaner on surfaces, wipe clean and let any residual air dry.

- Screens/electronics: Spray multi-surface & glass cleaner on a towel, then wipe device.
- Card readers: Spray the multi-surface & glass cleaner on a towel and wipe the device. Do not directly spray the card reader and clean touchpad/buttons lightly; directly spraying or pressing too hard may cause damage.
- Transaction partitions: Spray multi-surface & glass cleaner cleaner on a microfiber towel, then wipe the partition, including edges.
- Although gloves are not required when using disinfectant, vinyl gloves are available if staff chooses.

FRONT OF STORE

- Belted registers (monitors, belts, ledge, dividers, etc.)
- Self-Checkout (monitors, hand scanners, etc.)
- Card readers
- Restrooms (doors, locks, handles, faucets)
- Service Desk registers
- Registry devices/kiosks
- Photo Lab kiosks
- Electronic shopping carts (handle and top edge)
- Checklane beverage coolers (handles)
- ATMs
- Cash Recyclers
- Exterior doors
- Transaction partitions

FOOD & BEVERAGE

- Starbucks card readers
- Hand-off counter
- Cooler and freezer handles

SALES FLOOR

- Fitting room (high-touch areas, including door handles)
 - Elevators and escalators (touchpoints, if applicable)
 - Restrooms

OFF STAGE & OFFICES

- Breakrooms
 - Staff lockers
 - Time clocks

Cleaning Supplies

- Multi surface & glass cleaner
- Food Area: non-woven light gray cloth
- Checklane and Customer Service: paper towels
- Spray bottle

Enhanced Safety: Social Distancing

Social Distancing Playbook

The safety of our customers and staff is our continued priority, including a clean store for customers to shop.

Encourage staff to keep physical distance from other staff, third party vendors or customers. Make sure staff are empowered to put their own health first. Allow them to wash their hands and disinfect their walkie/device when they want.

- Having staff stock in different aisles and staggering employees every other lane
- Limiting the number of staff unloading trucks
- Completing interviews, meetings, reviews, etc. in larger spaces (e.g., training room)
- Staggering staff rest breaks and meal periods within wage and hour compliance guidelines, and encourage staff to follow six feet guidance when in the breakroom.
- Cleaning and disinfecting frequent touchpoints in the breakroom, including chairs, tables, refrigerator handles, counters, etc. so staff can recharge in a clean space during their breaks.
- Keeping cleaning and disinfecting supplies on hand to allow ongoing cleaning.

Conclusion

- Team members know that you're putting their health first
- Customers should leave feeling safe and wanting to return
- Safety is a key point of differentiation