

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.

Estamos juntos en esto

Para ayudar a proteger a usted y su familia, a sus compañeros de equipo, a nuestros clientes, y para poner nuestro granito de arena para frenar la propagación de la COVID-19, todos los miembros de equipo deben hacerse una evaluación antes de salir de su casa para venir a trabajar todos los días.

De acuerdo con las pautas de los CDC, hacerse una evaluación incluye:

- Tomarse la temperatura para asegurarse de que esté por debajo de 100.4 °F/38 °C
- Verificar que no tenga síntomas de COVID-19, entre ellos, fiebre, tos, dificultad para respirar

Los síntomas aparecen de 2 a 14 días después de la exposición. Siga las pautas actuales de los CDC.

Si tiene síntomas de COVID-19 o no se siente bien, no venga a trabajar. Póngase en contacto con el líder o asociado de Recursos Humanos de su ubicación y dígame que tiene síntomas y que no asistirá al trabajo. Este le compartirá los siguientes pasos que pueden ser adecuados para usted, incluyendo información sobre las opciones de licencias para ausentarse.

- Si no tiene un termómetro, por favor, póngase en contacto con el asociado de Recursos Humanos de su ubicación para que le ayude a obtener un termómetro gratuito.
- Si no se siente bien o tiene síntomas de COVID-19, revise la información de los Centers for Disease Control (CDC), Centros para el Control de Enfermedades) y la Organización Mundial de la Salud (OMS) sobre qué hacer si está enfermo.

Si desarrolla síntomas de emergencia de COVID-19, busque atención médica de inmediato. Los síntomas de emergencia incluyen*:

- Dificultad para respirar
- Dolor o presión persistente en el pecho
- Nueva confusión o no poder estar alerta (dificultad para despertarse)
- Labios o rostro azulados

*Esta lista no incluye todos los síntomas. Por favor, consulte con su proveedor de atención médica cualquier otro síntoma de salud que sea severo o preocupante.

¿No tiene médico? Llame al número que aparece al reverso de su tarjeta de seguro médico para solicitar ayuda.

Unos consejos para ayudarlo a mantenerse saludable...

- Practique el distanciamiento social tanto como sea posible (mantenga seis pies de distancia de cualquier individuo cercano, incluidos los clientes y otros miembros de equipo)
- Lávese las manos con frecuencia con agua y jabón durante por lo menos 20 segundos
- Evite tocarse los ojos, la nariz o la boca
- Cuando tosa o estornude, cúbrase con un pañuelo de papel o con el codo

Esta evaluación no tiene como fin el diagnóstico o tratamiento de enfermedades u otras afecciones, entre ellas, la COVID-19. Si usted está experimentando una emergencia de vida o muerte, por favor llame al 911 inmediatamente.

A note to our customers about the Coronavirus

Here are the steps we're taking for you:

- More time spent cleaning our stores, including cleaning surfaces like checklanes and touchscreens at least every 30 minutes.
- Limiting the number of key items per purchase, allowing more customers to get what they need.
- Getting more cleaning products, medicine and other essentials to our stores as quickly as possible.
- Temporarily stopping food sampling in our stores.
- Staffing up our store teams to support in-demand services like Order Pickup and Drive Up.

Thank you for your understanding.

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.

Purchase Limits

Due to high demand
and to support all
customers, we will be
limiting the quantities of

 to 1 each per customer.

**We apologize for
any inconvenience.**

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.

Our store hours have temporarily changed

As of _____, our hours for this store are:

Sunday: _____ a.m. to _____ p.m.

Monday: _____ a.m. to _____ p.m.

Tuesday: _____ a.m. to _____ p.m.

Wednesday: _____ a.m. to _____ p.m.

To serve all customers, we are designating the first hour of shopping for older adults and those who have compromised immune systems. We appreciate your understanding.

Thursday: _____ a.m. to _____ p.m.

Friday: _____ a.m. to _____ p.m.

Saturday: _____ a.m. to _____ p.m.

Enhanced Cleaning Checklist

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

To further reduce risk of spreading illnesses, use a disinfectant cleaner daily. Disinfectant must dwell (stay) on the surface for a minimum of 3 minutes before wiping off.

If using a bleach/water backup solution, the dwell time is a minimum of 5 minutes.

Assign staff to complete cleaning before store open, spraying a light mist on touchpoints so you don't need to wipe dry after dwell time. Continue to execute the Dedicated Cleaning Staff Checklist in addition to the Enhanced Disinfecting Checklist.

- Screens/electronics and SFS Equipment (WAT machine, air pillow machine, pack surface, printer): Spray disinfectant on a towel, then wipe device. After 3-5 minutes, wipe remaining residue with a damp towel, then wipe dry.
- Card readers: Spray the disinfectant on a towel and wipe the device. After 3-5 minutes, wipe remaining residue with a damp towel, then wipe dry. Do not directly spray the card reader and clean touchpad/buttons lightly; directly spraying or pressing too hard may cause damage.
- Transaction partitions: Spray (mist setting) disinfectant onto the partition and let dwell (stay) on the surface for 3 mins. After 3 mins, wipe the remaining residue with water or Multi Surface & Glass Cleaner and microfiber towel (to remove streaks) then wipe dry.
- Although gloves are not required when using disinfectant, vinyl gloves are available if a staff chooses.

BREAKROOM (PERMANENT & TEMPORARY)

- Door Handles
- Table Surfaces & Chairs (align with X markings)
- Microwaves
- Sink Handles/Faucets
- Refrigerator Handles
- Inside of Refrigerators and Freezers
- Counters
- Storage/Dispensers (e.g., cutlery holder, drawer handles)
- Vending Machines
- Water Fountains

OFF STAGE & OFFICES

- Staff Lockers
- Computers
- Walkie Talkies
- Desks & Chairs
- Time Clocks
- Office Door Handles

FRONT OF THE STORE

- Belted Registers & Self-Checkout (monitors, hand scanners, belts, transaction dividers, card readers, etc.)
- Restrooms (doors, locks, handles, faucets)
- Service Desk Registers
- Registry Devices/Kiosks, Photo Lab Kiosks
- Electronic Shopping Carts
- Carts (handles, top edge, drink holders)
- Self Service Beverage Coolers (handles)
- Card Readers (all registers)
- ATMs
- Cash Recyclers
- Customer Drinking Fountains

Enhanced Cleaning Checklist Continued

FOOD & BEVERAGE

- Sales Floor Cooler & Freezer Handles
- Food Service and Customer Seating Area
- Beverage Bar/Self-Service
- Food Service/Starbucks Backroom
- Food Service and Starbucks Card Readers
- Fountain Pop/ICEE Machine
- Starbucks Condiment Bar
- Drink Holders
- Food Service and Starbucks POS & Hand-Off Counter

SALES FLOOR

- Electronics Displays (e.g., video games, wearable tech, phones/tablets, etc.)
- Service Hubs/Price Scanners
- POS at Electronics
- Elevators & Escalators (touchpoints)
- Mother's Room
- Fitting Room (door handles)

BACKROOM

- SFS Equipment
- Baler (buttons/gate handles)
- Compactor (buttons/door handles)
- Receiving Doors (handles)
- Pallet Jacks & Powered Equipment
- Freight Elevators
- U-Boats (touchpoints)
- Ladders (touchpoints)

ASSETS PROTECTION OFFICE & BOOKING ROOM

- Door Handles
- Handcuffs, Benches, Walkies
- Holding Cell (door, windows and walls)
- Computers, Desks, Chairs, Computers

If Disinfectant Cleaner is unavailable:

- Use bleach and water as a backup option.
- Wear approved nitrile gloves (blue or black) when cleaning with bleach and water.
- Disinfecting bleach and water solutions must be refreshed daily (no more than 24 hours).
- Using only the approved items, follow the mixing instructions below to make one spray bottle at a time.

Bleach and Water Mixing Instructions

If your store requisitioned disinfecting bleach from the sales floor, follow the directions below if used to clean.

- Find a well-ventilated area with 10 seconds walking distance of an eyewash station.
- Wear protective equipment to protect from splash (safety goggles, rubber apron and nitrile gloves).
- Add 2 Tablespoons of bleach per 32 oz spray bottle of water; use a funnel to reduce splashing.
- Mix only what you need for the day.
- Label bottles "Bleach-Water."
- Use the "Bleach-Water" solution on hard, non-porous surfaces only.

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.

Social Distancing Playbook

Front of the Store

CARTS

Staff (not the Dedicated Cleaning Staff) should be at the front doors to clean cart basket handles and provide to every customer. Ensure store schedules reflect cart cleaning coverage from open to close.

- Use multi surface and glass cleaner
- Cart wipes are for customer use only
- Cleaning and Disinfecting Customer Payment Devices: Clean device gently using a damp and clean checklane wipe.
- Do not spray, coat or pour liquid, cleaner or disinfectant directly onto the device.
- Do not vigorously scrub and/or shake the terminals as it may trigger a tamper alert.

Between every customer interaction: Clean touchpoints (e.g., keypad, card reader, customer counter, checklane merchandise dividers).

Only spray the cloth and not directly on any of the equipment. This is causing a significant increase in broken equipment impacting the customer experience.

Checklanes

- Allow for customer social distancing of 6ft.
- Clean lane before next customer arrives to checkout.
- Open every other belted lane for 30 min. at a time. Clean all customer and staff touchpoints of closed lanes during that time (e.g., scanner, counter, handheld scanner, etc.). Continue rotation throughout the day (e.g., open odd numbered lanes at the top of the hour, and even numbered lanes during the half hour period).
- Card readers: Spray the cleaner on a towel and wipe the device. Do not directly spray the card reader. Clean touchpad/buttons lightly; directly spraying or pressing too hard may cause damage.

Plexiglass Partitions

After Plexiglas partitions are installed at your store, clean the partitions using the following guidance. While wiping the partition, hold the top of the panel to stabilize.

- Clean them with microfiber towels, regular paper towels will scratch and damage the surface.
- Continuous Cleaning: Spray Multi Surface & Glass cleaner on a microfiber towel, then wipe the partition, including edges.

Beauty

- Temporarily remove cosmetic and skin care testers from the sales floor and keep in a clearly labeled backroom location near Beauty backstock; do not remove tester fixtures. o Clean and disinfect the fixtures that remain on the sales floor and the tester units in the backroom.
- Do not toss; additional tester units will not be provided in the future.

Food & Beverage

Sampling programs should be on hold until further notice: Silent sampling (i.e., self-serve domes and tables), Deli counter sampling

- If a customer asks about these changes, staff should respond with,

"For the health and safety of our customers and staff, we have temporarily suspended all sampling programs."

Fulfillment

Staff should clean all touchpoints and supplies regularly using approved cleaning supplies and maintain social distancing guidance throughout all fulfillment processes:

- Stagger prep and pack stations, keeping stations at least 6 feet apart. o All prep stations have moveable wheels on the bottom, unlock and move.
- In redesign stores, use two pack stations on one side of the line and one pack station on the other side of the line when possible.
- When possible, designate staff to a specific prep or pack station for their entire shift, to minimize the number of times the station needs to be cleaned.
- Before starting, clean your work space and equipment.
- Move completed pallets to the dock door for the carrier to self-load.

Offstage Areas

To ensure teams have a clean and safe space to rest and recharge, encourage 6 ft. of physical space between staff in all offstage spaces, including the breakroom, time clocks and staff lockers.

- Print and post the Maintaining a Safe Breakroom poster (English | Español) in the breakroom to encourage best practices.
- Adjust the breakroom to promote social distancing. o Reconfigure breakroom setup to maximize seating while maintaining 6 feet of distance between chairs.
- Create X markings on the floor around breakroom tables with painters tape, indicating where chairs should be placed to maintain 6 feet of social distance.
- Place chairs on X markings and stack unused chairs in the corner to discourage use. o Place an additional X marking 6 feet from the time clock.
- Consider temporarily expanding the breakroom to include other areas of the store to accommodate additional staff (e.g., the training room, office spaces). Staff can also take their 30-minute meal breaks outside of the store, if desired.

Protective Equipment

Keep protective equipment clean and safe to use for staff. Cleaning varies based on the item, however under no circumstances should staff take any protective equipment to a laundromat or home to wash. Protective equipment includes:

- Cooler/freezer/Drive-Up coats, hats and gloves
- Rubber aprons
- High visibility vest
- Safety goggles and glasses

Temporarily Closed Areas in the Store

- Fitting Rooms: Customers may still use the mother's room or a fitting room for nursing if requested. o Print and post a sign at the entrance of the fitting room and on all fitting room doors. o Use stanchions (if available) or carts to block the entrance of the fitting room.



**Please wait here
until called forward.
Thank you for
practicing social
distancing.**

**This entrance
is currently
closed.**

**Please use
the other
entrance.**

We apologize for any
inconvenience.

Line Metering

In order to protect our staff and customers, this store will limit the number of customers who can be in the building at one time based on square footage; this number does not include staff.

Starting [redacted], we will limit the number of customers allowed in our building at a time based on our square footage.

Our store's new capacity is [redacted]; this does not include staff.

We will implement a line metering system to allow customers into the store.

We will otherwise run the store as we do normally.

Our first priority is the health of you, your families and our staff. We recommend limiting the number of people shopping per household. Thank you for your understanding.