

COVID-19 OPENING PLAN

Staff Requirements

A safe and secure Sanctuary Brookline opening will be rooted in the strict adherence of the policies set forth within this presentation

Social and Physical Distancing

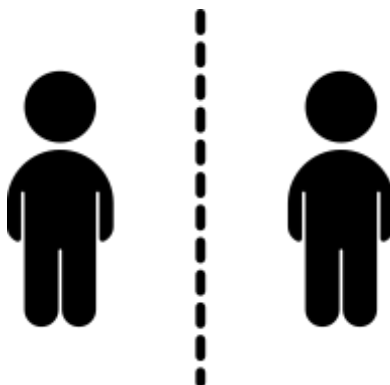
- Interventions and measures will be taken to maintain the 6' social distancing rule and mitigate the number of times customers come into close contact with each other.

Staff and Customer Safety and Well Being

- Establishing a safe and clean retail environment with readily accessible sanitizing stations, disposable masks and single use gloves and corresponding use requirements by our customers and our staff.
- Enforce an environment of regular self-monitoring and preventative measures that ensure that our team and our customers are taking responsibility for the quality of their health when visiting our store.

Cleaning, Sanitizing, Disinfecting

- A comprehensive daily environmental safety and cleaning regimen will be implemented to ensure the frequency and desired level of sanitizing, disinfecting and cleaning is achieved and is trackable and measurable in real time.



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Staff Requirements

Mandatory face-mask use at all times with exception of when consuming food or beverages in the break room and while maintaining social distancing.

Mandatory glove use when on shift and changed after;

- food consumption,
- a scheduled break,
- bathroom usage, and as directed by management

Hand-washing required

- upon entering the building,
- anytime gloves are changed, and
- upon exiting the building.

Frequent and thorough hand sanitizing;

- Upon entering the building,
- Anytime gloves are changed, and

Strict stay-at-home policy when not feeling well

"No congregation" rule of groups greater than 5. (in break room)



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Staff Requirements

“No personal items” rule to include no cell phone use on the property other than when on break time and only in the staff area.

Staff entry will be permitted through the back entrance only where a full stock of disposable masks and gloves will be stored next to a staff hand wash station.

Manager on duty to perform a touchless temperature check of all staff upon entry. No-contact Forehead Digital thermometers that are FDA certified are to be used.

A health and safety symptom checklist for employees to complete when clocking in (available in English and Spanish in HOMEBASE time clock program) with a health and safety report that summarizes checklist results and alerts managers if employees indicate symptoms.

Mandatory real time shift audits reporting using the Company’s digital platform – Jolt – to achieve digital real time oversight of team accountability, and compliance to the above requirements.

COVID Control Plan training will be delivered as part of the pre-opening training and orientation and will be signed off on as part of staff training records.



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Guest Requirements

To ensure guest and staff health and wellness, Sanctuary will be implementing the following operational protocols to ensure a safe, secure environment and experience for all.

1. Guest entrance signage to include:

- “Be Safe-Stay Safe”
- Facemask required for entry.
- Touchless hand sanitizing required for entry.
- Optional glove use available.
- Social distancing required at all times
- No congregation rule “no gathering of more than 5”
- Debit card is preferred, however cash is always accepted

2. Facemask and single-use glove pick-up station prior to entering the store’s reception vestibule.

3. Touchless hand sanitizer station located prior to entering the store’s reception vestibule.

4. Six (6) feet physical distance between each guest in the reception vestibule, in queue or at the register counter between staff members.

5. Queue floor foot print markings and stanchions to guide guests to social distance correctly.

6. Cash only register queues with separate SOP’s for the staff members operating these stations to include upgraded hand care and cash handling procedures.



Look for this symbol on our floor plan to see
where to find our Community Ambassadors

COVID-19 OPENING PLAN

Guest Requirements

- 7. Plexiglass sneeze and social distancing guards** will be placed between each operating register and guest. These will be approximately 3' x 4' in size with a 8" pass through at the base.
- 8. All HVAC systems will operate at a higher CFM to ensure constant and continuous air exchange** occurs in all areas of the facility.
- 9. Refuse containers for mask and glove collection** will be located at the store's exit.
- 10. A touchless hand sanitizing station will be available for guest use** as they exit the store.
- 11. Touchless hand sanitizing stations** will be available for guest use in all bathrooms.



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Sanitation Requirements

A comprehensive daily environmental safety and cleaning regimen will be implemented to ensure the frequency and desired level of sanitizing, disinfecting and cleaning is achieved, and is trackable and measurable in real time.

- Dedicated facility cleaning team members will be assigned to perform hourly COVID level cleaning tasks to ensure the desired level of cleaning is achieved consistently throughout the day.
- A digital checklist will be completed for each cleaning “lap” performed by the facility team member and is documented real time in JOLT operational software by the team member performing the “lap” with photo documentation and time stamp.
- Managers on duty will be required to regularly audit the daily cleaning task completion – and will receive alerts when time sensitive tasks are not completed on time and are required to take immediate action.
- Managers on duty will be responsible for ensuring sanitation protocol is followed by all POS Agents coming onto the sales floor to start a shift or return to a shift.
- POS line managers will ensure that each active POS station and debit card reader is wiped down between each customer and a full station wipe down is completed at the end of each shift.



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Sanitation Requirements

Hourly Facility Cleaning Requirements

- Clean, sanitize and disinfect bathrooms to include retail floor bathroom; downstairs staff bathroom; and gallery bathroom
- Clean, sanitize and disinfect Homebase sign-in iPad
- Clean sanitize and disinfect all door handles
- Empty all mask and glove refuse bins
- Restock masks and gloves for all POS stations and customer entrance station

Close of Business Cleaning Requirements

- A complete and comprehensive deep clean of the following areas at close of business
- Bathroom fixtures including faucets, sinks, toilet handle and seat, toilet paper and hand towel dispensers, soap dispensers, door handles and door locks.
- All counter tops and light switches in the reception area, on the retail floor, and employee break room area.
- All exterior and interior railings, door handles, door locks, keyboards, security scanners, light switches and any other areas in frequent contact with customers or staff.
- The staff break room area to include the all kitchen equipment, sink and faucet, water fountain, lockers, tabletops and chairs.
- Offices to include computers, copiers/printers, desks and other surfaces.



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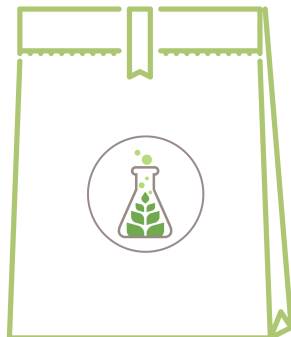
Retail Protocols

Sanctuary will be implementing strict operational protocols to ensure a safe and secure retail experience while fully supporting the State's COVID-19 requirements.

Guest Care and Operational Protocols

- **Reserve Ahead is mandatory.** The online Reserve Ahead order system will require reserved pick-up times. The Reserve Ahead system will open and close its ordering capabilities based on demand, however, it is anticipated that Reserve Ahead ordering will begin to accept orders for the following day, at 9:00 PM, the evening prior.
- **Security to body count** on entrance and exit and communicate as needed via walkie talkie to ensure internal occupancy of 48 persons is maintained.
- **Stanchion plan and marked floor footprints** to further assist in correct social/physical distancing.
- **Numbers placed on 1st stanchion** for each POS line so we can direct customers to the appropriate next available queue.
- **Increased facility support** to ensure safe and clean environmental experience.
- **Community Ambassador Program** to ensure consistent communication and support to our customers as they acclimate to the "new normal".

Sanctuary will be requesting permission from the Town of Brookline to allow the first of-the-morning Reserve Ahead customers be given access to the retail store floor 15 minutes prior to the Town-approved start of business, to minimize queuing in front of the store and on the sidewalk. Sales transactions will begin at 10:00 AM Monday-Saturday and 12:00 Noon on Sunday.



Brookline COVID-19 Customer Flow

Max. COVID occupancy:
48 persons



ID checkpoint



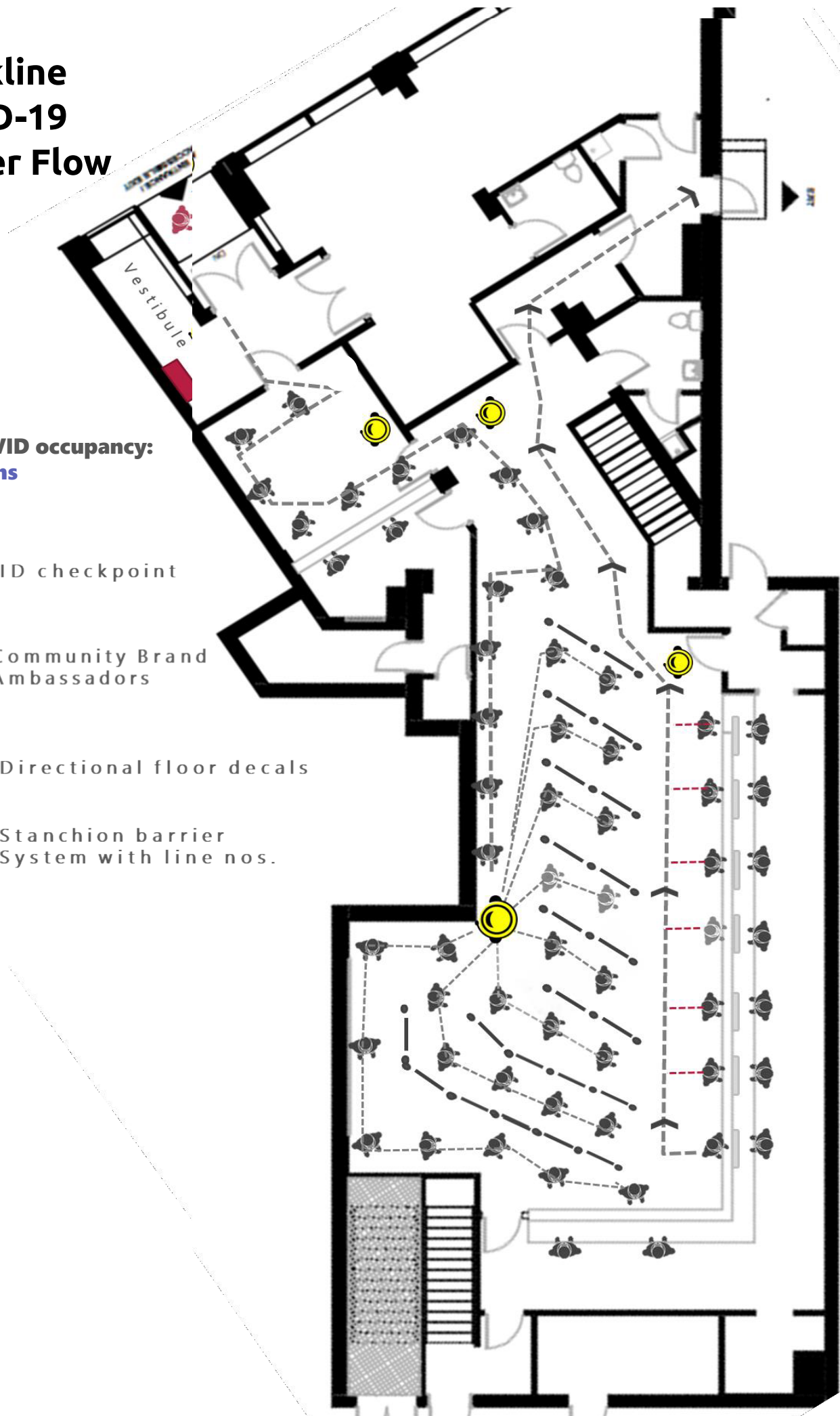
Community Brand Ambassadors



Directional floor decals



Stanchion barrier System with line nos.



SOCIAL DISTANCING CUSTOMER FLOW

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Stanchion
barriers with
line nos.

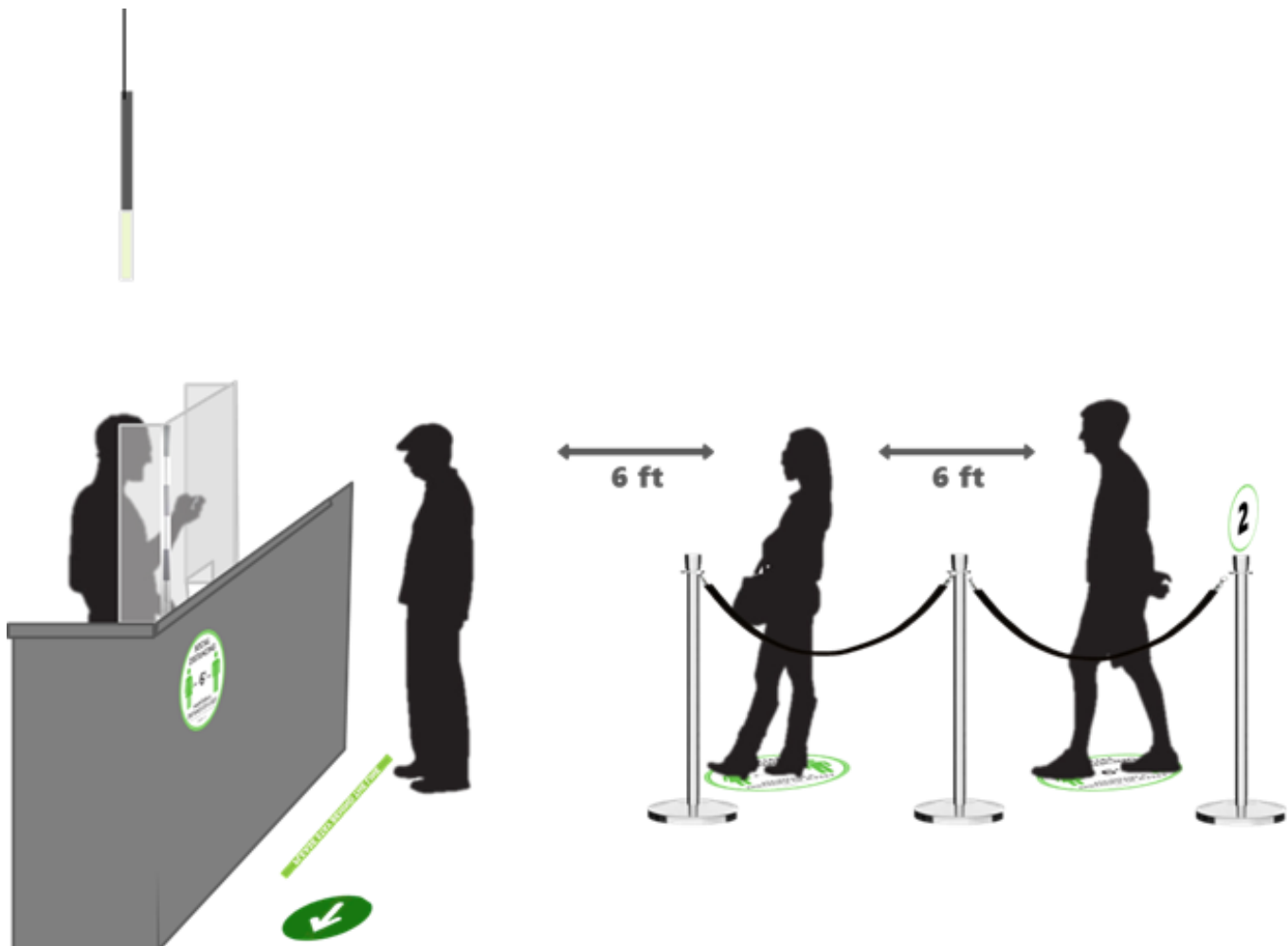


6' floor decals
Marks 6' marks



Flow floor
decals

PLEASE STAY BEHIND THE LINE



COVID-19 OPENING PLAN



ID checkpoint



Community Brand Ambassadors



2

Stanchion barriers with line nos.



6' floor decals
Marks 6' marks



Flow floor
decals

PLEASE STAY BEHIND THE LINE

