

*One*Ashley
BIGGER. BETTER. STRONGER.

COVID 19

Coronavirus FAQ's

What is COVID-19?

- According to the World Health Organization, COVID-19 is the infectious disease caused by the most recent strain of coronavirus.

What is Coronavirus?

- Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

What is a Pandemic?

- The World Health Organization defines a pandemic as “the worldwide spread of a new disease.” In the simplest sense, a pandemic is an outbreak of a disease which occurs over a wide geographic area and affects an exceptionally high proportion of the population. A pandemic is not necessarily more deadly than an epidemic, it has just spread more widely.

What are the Symptoms?

- The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

How does COVID-19 spread?

- People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets.

What can I do to protect myself and prevent this?

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
- Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing. Why? When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus.
- Avoid touching eyes, nose and mouth. Your hands can transfer the virus to these areas and make you sick
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

What should you NOT do?

- Do not spread misinformation of COVID-19 to our guests. Make sure you getting your information from credible and reliable sources. There are many different media outlets out there that just do not give all the facts. Keep yourself informed by going straight to the sources. You can find all the factual information you need about the COVID-19 here on the CDC website:

<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html> or you can go to the WHO website: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Area's of Focus

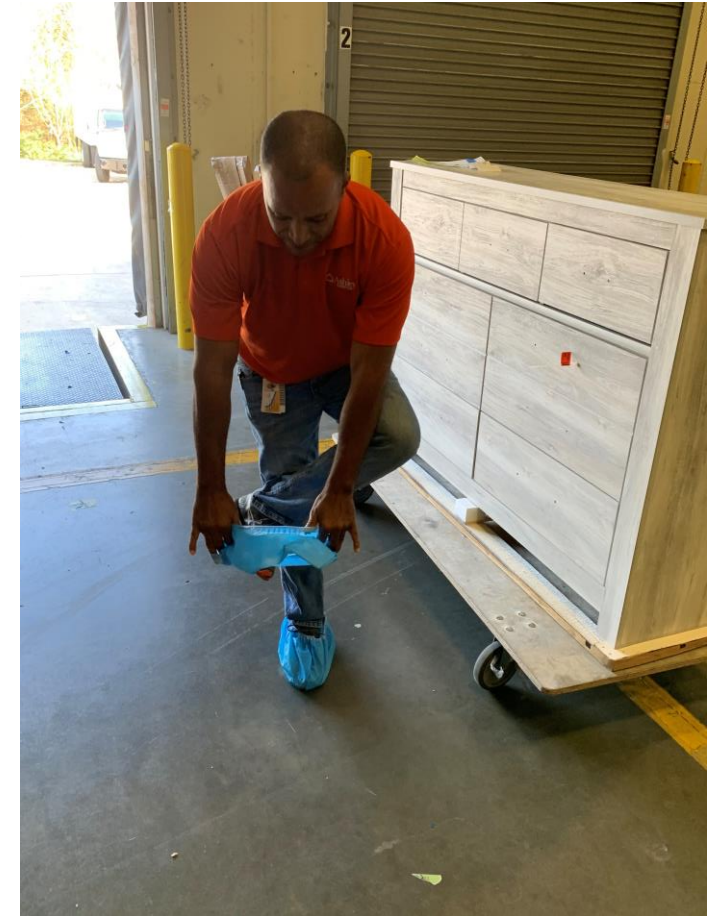
1. Delivery Professionals/Outside Technicians
2. Stores
3. Office/Customer Care
4. Warehouse/RDC

Delivery Professional/Outside Technician Standards

To ensure the well-being of our customers we are asking that our Delivery Professionals and Outside Technicians adhere to the following guidelines to help maintain cleanliness when interacting with our customers.

Step 1: When the Delivery Professional or Outside Technician arrives at the customer's home they should be putting on shoe protectors right before they go into the customers home.

These should be worn from the moment they enter to the moment they leave the customer's home.





Delivery Professionals and Outside Technicians Standards

Step 2: After putting on the Shoe protectors, Delivery Professionals or Outside Technicians should use hand sanitizer to clean their hands of any germs. Make sure you are getting all surfaces of the hand and the wrist area.

Delivery Professionals and Outside Technicians Standards

Step 3: Once they have properly sanitized their hands, the Delivery Professionals or Outside Technicians should put on rubber gloves on both of their hands. This should be done from the moment they enter the home to the moment they leave the home. This will provide the customer ease of mind knowing that the Delivery Professionals or Outside Technicians are protecting their furniture from skin contact.



Delivery Professionals and Outside Technicians Standards

Step 5: Delivery Professionals and Outside Technician's should be wiping down their dashboard and interior of the truck three times a day. Before they start, after their lunch and at the end of the night.

Also it is important we are wiping the back of the trucks door latch after every stop



Delivery Professional and Outside Technician Standards

- Delivery Professionals and Outside Technicians should have spare shirts with them to avoid the visual of heavy perspiration that may create a concern for the customer
- Delivery Professionals and Outside Technicians should be wiping down their dashboard and interior of the truck once a day.
- Sanitary wipes should be used pre-delivery on the latch of the truck, wiping it down. Post-delivery the Delivery Professionals and Outside Technicians should use it to wipe down any doorknobs that were touched.
- The overall appearance of trucks and service vans should be well maintained. Trucks and service vans should be frequently washed on the outside so that we avoid any stressors for the customer.
- Delivery Professionals and Outside Technicians need to be in good health and avoid allowing drivers who are showing signs of any type of flu like symptoms from entering a customer's home.

Store Cleaning and Disinfecting

Clean and disinfect

- Clean AND disinfect frequently touched surfaces four times per day (recommended times – 10:00 AM, 2:00 PM, 6:00 PM, 9:00 PM). This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks and high traffic areas.
- Thoroughly clean restrooms at least a minimum of 3 times per day
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.



Store Cleaning and Disinfecting

To disinfect:

Most common EPA-registered household disinfectants will work. Use disinfectants appropriate for the surface.

Options include:

- **Diluting your household bleach.**

To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water
OR
- 4 teaspoons bleach per quart of water

Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.

- **Alcohol solutions.**

Ensure solution has at least 70% alcohol.

- **Other common EPA-registered household disinfectants.**

Products with [EPA-approved emerging viral pathogens](#) claims are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).

Store Cleaning and Disinfecting

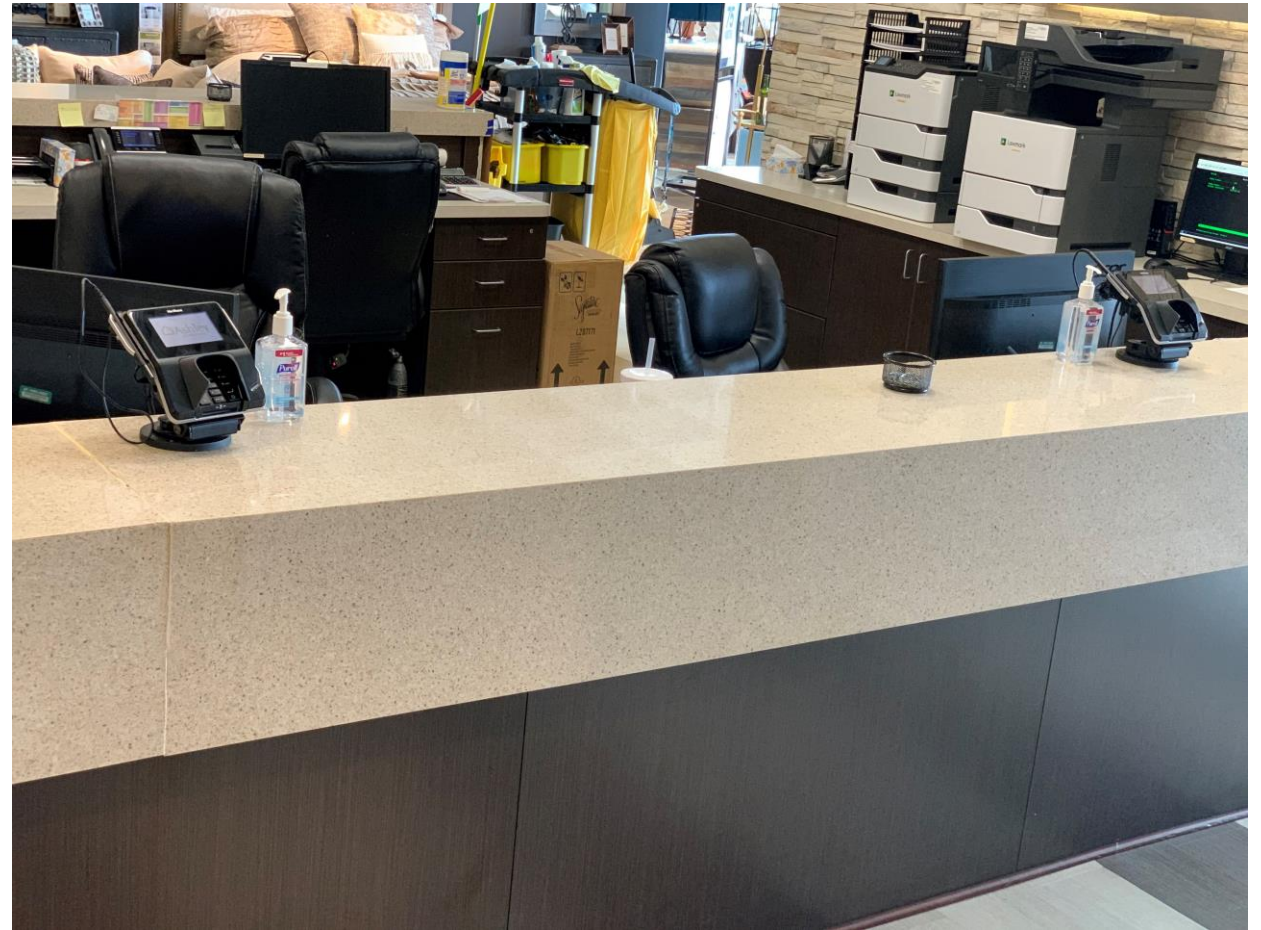
How to clean and disinfect:

Surfaces:

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. [Clean hands](#) immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- Customer service: Empty trash, spray trash bin with Lysol, wipe down phones, computers, chairs and counters. Refill hand sanitizers.
- Greeter Station: wipe and spray it down with Lysol. Wipe the front door handles with disinfectant wipes, mop front area up to the carpet, refill the hand sanitizer and Lysol spray the area when done.
- Breakroom: Clean it up, throw all the trash away, Lysol spray and clean the sink, counters, tables, water fountain, coffee machine and all appliances are cleaned and wiped down, spray Lysol once done.
- Bathrooms: Empty trash, use bleach on toilets and sinks, wipe the counters and mirrors down, refill soap, toilet paper and paper towels, disinfect water fountains, mop the floors and Lysol sprays the whole area when done. Also have add Coronavirus signage in the bathrooms.
- Walk to all terminals and kiosks and empty trash, spray trash bin with Lysol, wipe phones, mouse and computers down and spray Lysol.
- Walk the whole floor to make sure nothing was missed, depending on how the carpet is, vacuum it at least once a day. Dust furniture daily and clean all the glass and accessories. Spray Lysol over all the beds on the floor and the mattress in the bedding gallery.
- Before leaving work make sure to clean the bathrooms, breakroom, office, and walk the floor again to make sure everything is clean and sanitized

Store Cleaning and Disinfecting

- Clean our stores 4 times per day (10 AM, 2 PM, 6PM, and 9PM)
- Hand Sanitizer stations should be placed at the Entrance/Exit, Outside the Restrooms, Inside/Outside of breakrooms and at the point of sale area.
- Store staff should be washing their hands at least every hour
- The checklist for cleaning the various areas in the store should be signed off on and submitted to appropriate leader.



Mattress Gallery Protocol

Mattress gallery's should have all surfaces wiped down with disinfecting wipes.

All mattress's should be sprayed with Lysol as well



STORE DISENFECTION CHECKLIST

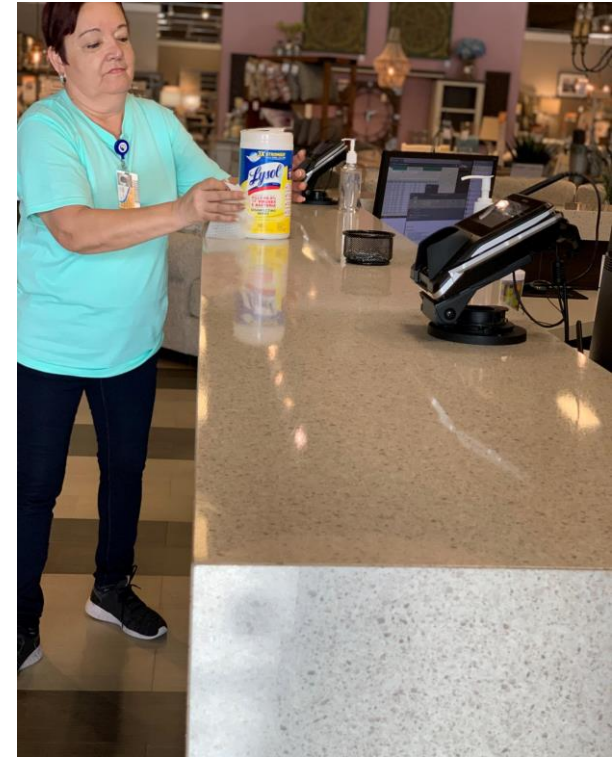
Store Location: _____ DATE: _____



AREA	10 AM	2 PM	6 PM	9 PM
Customer Service Counter				
All Keyboards				
Mouse				
Computer Monitor				
Concierge Desk (Greeter Station)				
Phone's/Headsets				
Front Doors				
Doorknobs				
Light Switches				
Office Counter Tops				
Breakrooms				
Bathrooms				
Tablets				
Pin Pad's				
Empty Trash/Clean Trash				
Wipe Pens				
Office Chairs				
Walkie Talkies (Ear piece and microphones)				

Sale Associate Interaction

- Do not initiate or engage any skin to skin contact with the Customer including the traditional handshake.
- Social distance yourself from the Customer. Meaning stay at least 3 feet away within your interaction with the guest.
- The way we interact with the customer has to be incredibly respectful.
- Have to change our perception of how we have interacted with the customer before and maintain boundaries when working with the customer.
- Under no circumstances should we be within 3 feet of the customer.



Touch Points

Store FAQ's

What areas should be cleaned throughout the day?

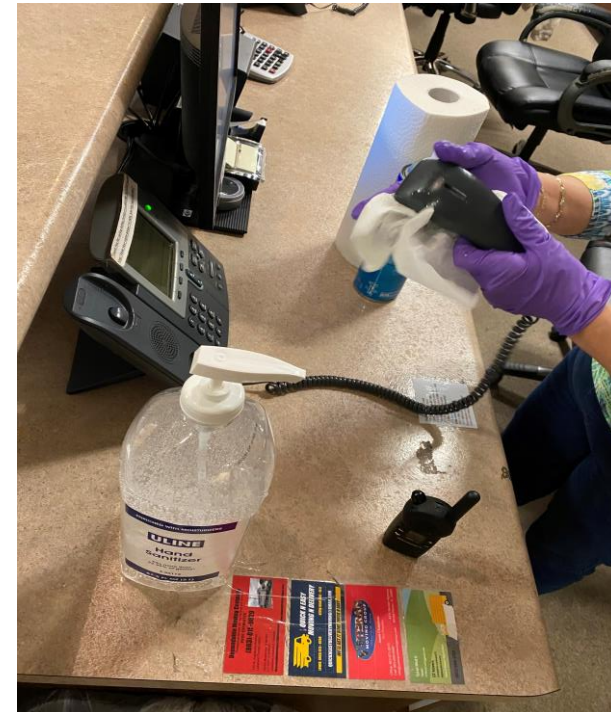
- Bathroom three to four times a day, Breakroom three to four times a day, Lysol and change paper in the bathroom multiple times throughout the day (as needed).

What are "high touch point" surfaces?

- Door handles, greeter stations, breakrooms, bathroom stalls and customer service counter are high touch points.

What cleaning solvents can be used?

- Lysol spray, Lysol wipes, fabuloso mixed with bleach and water in the mop bucket, also has a spray bottle with the mixture.



Office/Customer Care

Office/Customer Care

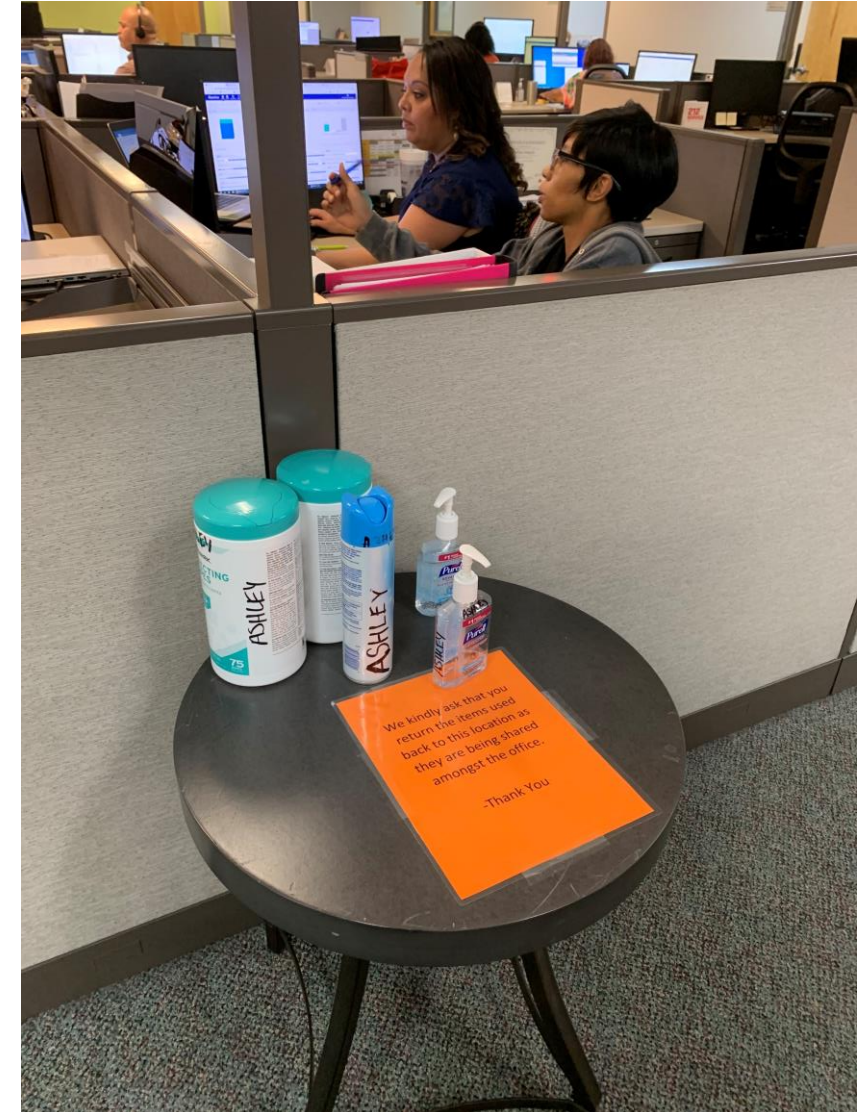
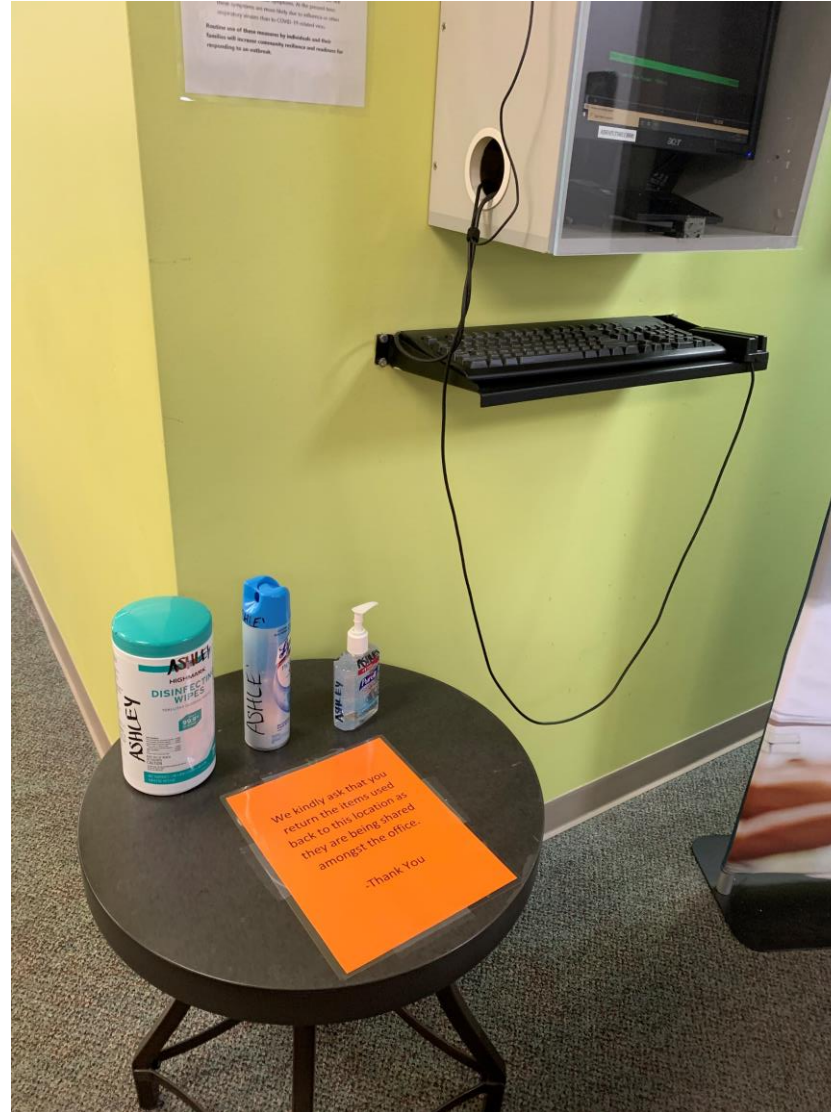
Customer Care will be using the below talking points/scripts for any delivery confirmation questions we get from customers:

In light of the recently reported COVID-19 Virus, our Delivery Professionals are taking a pro-active approach to ensure the health and welfare of both our customers and associates. Some of the protocols we are taking but no limited to are:

- Our delivery professionals and outside technicians are using hand sanitizers
- They also will be wearing protective gloves and booties
- Performing truck cleanings daily

Office/Customer Care

- Make sure to provide office spaces with multiple areas for employees to access hand sanitizers, Lysol, and Disinfectant wipes.
- Areas should be near the restrooms, break rooms, front doors.
- Employees who are showing flu like symptoms should be monitored and asked to work from home if their condition worsens.



Office/Customer Care

- Break Room's should be cleaned in its entirety at least 3 times per day. Once in the morning, afternoon and before end of the day.
- Rest Rooms should be cleaned fully minimum 3 times per day. Making sure every touch point, faucets, handles, knobs, toilet paper holder, paper towel holder, doors, etc. are all cleaned
- Door handles both inside and outside of the office should be cleaned.
- Copiers/printers and other common work spaces should be cleaned twice a day
- Personal desks should be wiped down before shift, after lunch break and before leaving their shift.

OFFICE DISINFECTION CHECKLIST

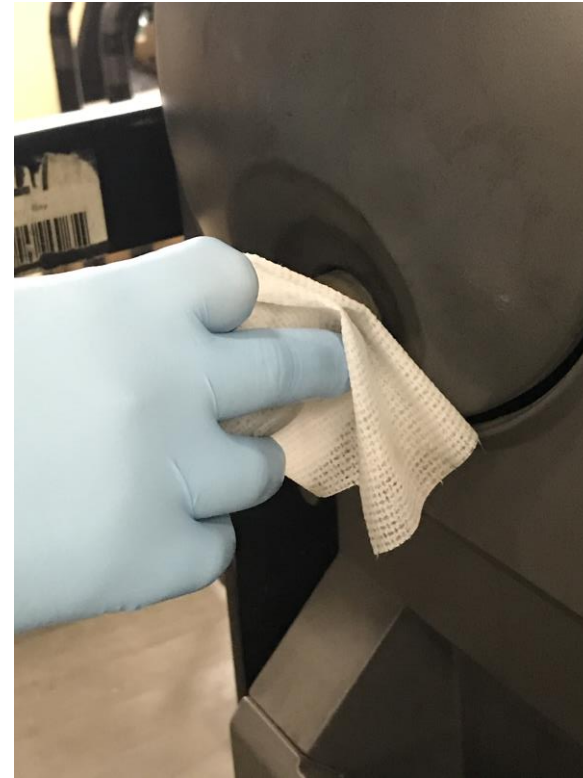
Employee Name: _____

DATE: _____

AREA	SHIFT START TIME	SIGN-OFF	SHIFT END TIME	SIGN-OFF
EQUIPMENT				
Walkie Talkies (Ear piece and microphones)				
Head Set's				
HIGH TOUCH POINT AREA'S				
Computer Monitor's				
Computer Mouse				
Computer Keyboard				
Office Desk				
Doorknobs				
Light Switches				
COMMON AREA'S				
	10 AM	1 PM	4 PM	7 PM
Break Room				
Bathroom's				
Printer/Copier				
Entry Way Door's (DC Door, Building Door, Etc.)				
Empty Trash/Clean Trash				
				INITIALS REQ.

Warehouse/RDC

All PIV's should be wiped down at the start and the end of shift using a disinfectant wipe and using gloves while doing so.



Warehouse/RDC

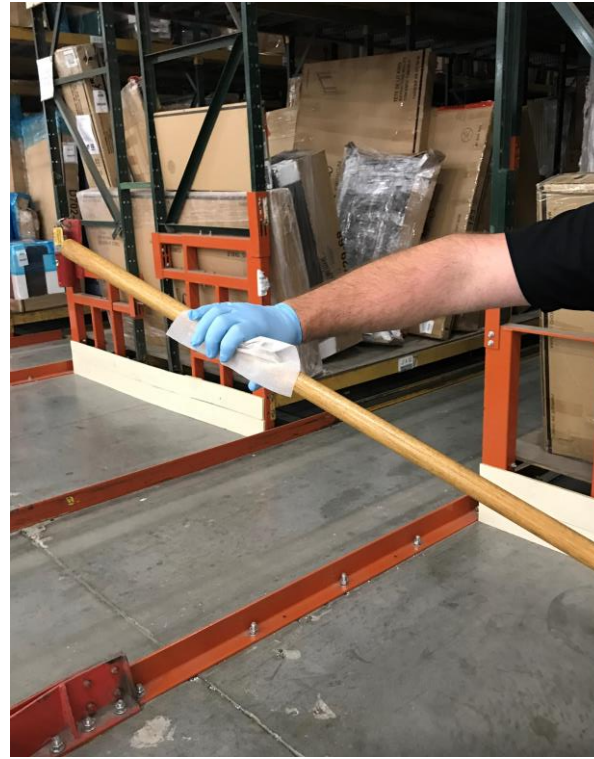
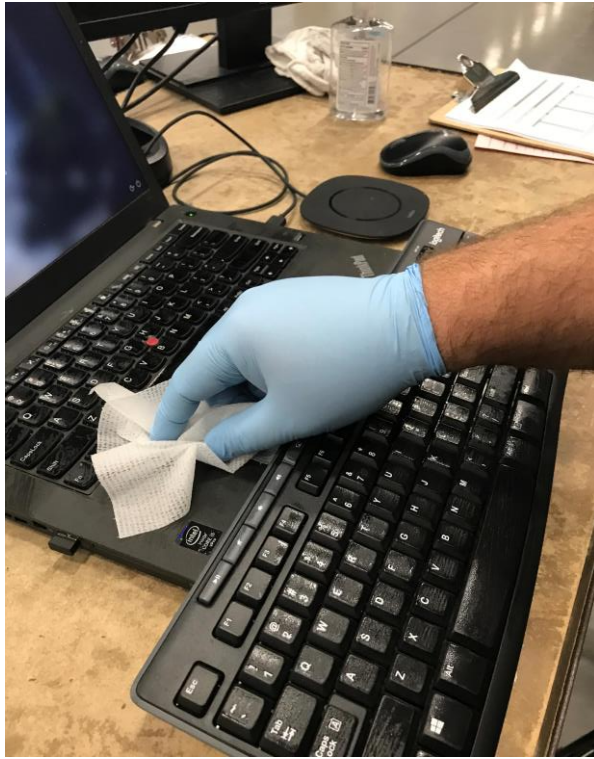
At the start and end of shift, all scanners and walkie talkies should be wiped down using a disinfectant wipe



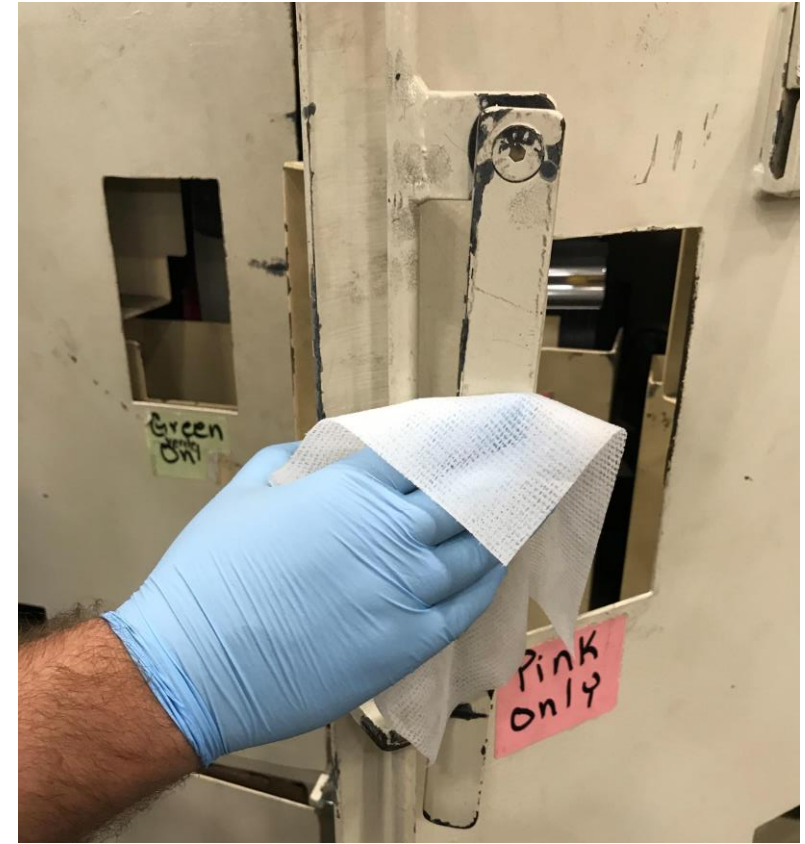
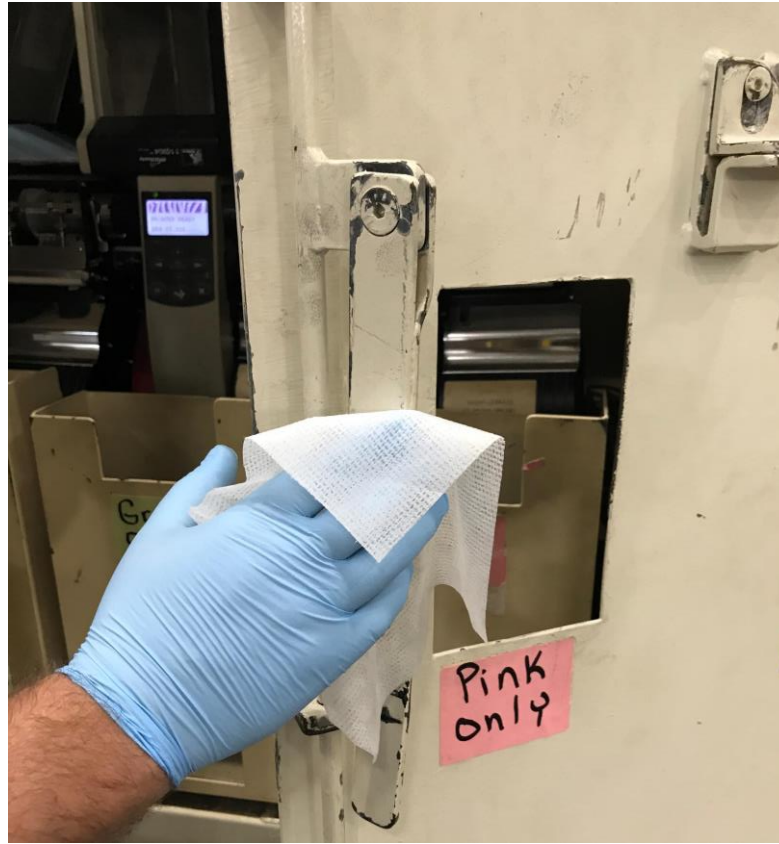
Warehouse/RDC

All controls and operational equipment should be wiped down with a disinfectant wipe twice a day. Once at the beginning of the shift and again at the end of the shift.





All general property/tools should be wiped down with a disinfectant wipe at the start and end of all shifts



Any printer or printer cabinets should also be wiped down with a disinfectant wipe at the start and end of all shifts

Warehouse/RDC

- Hand sanitizer should be readily available to employees in the following areas:
 - Break Rooms
 - Returns Desk
 - Picking Desk
 - Prep Desk
 - Assembly Desk
 - Receiving Desk
- Employees should also wear gloves while assembling furniture and touching any open product with their hands to eliminate skin to wood contact.

DC DISINFECTION CHECKLIST

Employee Name: _____ DATE: _____



AREA	SHIFT START TIME	SIGN-OFF	SHIFT END TIME	SIGN-OFF
EQUIPMENT				
PIV's				
Scanners				
Walkie Talkies (Ear piece and microphones)				
Control Knobs (compactor etc.)				
HIGH TOUCH POINT AREA'S				
Computer Monitor's				
Computer Mouse				
Computer Keyboard				
Front Doors				
Doorknobs				
Light Switches				
Phones				
COMMON AREA'S				
	10 AM	1 PM	4 PM	7 PM
Break Room				
Bathroom's				
Empty Trash/Clean Trash				
				INITIALS REQ.