

'THE DRY CLEANER' COVID-19 REOPENING

SERVICING CUSTOMERS & TDC TEAM MEMBERS

Most TDC locations will reopen to adjusted service hours on **June 1, 2020**

Due to public and staff safety, some locations may remain temporarily closed until future notice. Contact your location directly *prior* to pick up/drop off to ensure it is open. All LOCATION contact details are listed on www.thedrycleaner.com

Supermarket Cleaning Management is taking extended measures to ensure our customers, Loblaws staff and The Dry Cleaner team members remain safe during these unprecedented times. The following will be implemented over the coming weeks:

- Adjusted store hours of operation to better serve our communities
- We are requesting that customers who regularly engage with the public, wear masks during order pick up and drop off to protect the health and safety of our team members
- TDC staff should use a mask and gloves during the handling of customer garments and cash
- Plant delivery drivers must wear gloves and mask during pick up/delivery
- Markings on the floor to ensure a minimum of 6ft distancing (including customers and employees)
- Installation of barrier(s) between cashier and customer
- Contactless payment options where possible to minimize cash handling

- Regular temperature checks of team members may be completed on site at the discretion of Loblaws
- Hand sanitizer available for customers at cashier
- Customers who are 60 years and older, those with disabilities, and those defined as high risk, should contact their store prior to pick up/drop off to ensure they receive accommodated service
- Increased cleaning procedures, on top of TDC's standard protocols
- All food consumption by team members must be consumed away from the customer-contact areas
- Customers must remove all personal items from their garments prior to drop off
- We are adjusting order pick up dates/ hours to provide the cleaning facility efficient time for garment cleaning
- Team members and customers should stay home if they feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention. We request team members inform their Store Manager & SCM if a store closure is necessary. Follow the directions of your local health authority

RE-OPENING CLEANING PROCEDURE

The following **MUST** be completed prior to the store's opening.

- Counter must be free of debris and clutter
- Disinfect counter and other high, customer-contact areas, including but not limited to, debit terminals, hangers, etc.
- Laundry bags must undergo cleaning/sanitation

- Installed plexiglass must be disinfected
- Sweep, mop and clean the front of the location (including the area beneath and around the counter) as well as all interior areas
- Dust and sanitize all interior areas of the location, including without limitation, all counter tops, signs, computer, tech equipment, conveyors and racks
- Ensure the location is free of all food or beverage items
- Ensure that the location is free of ALL garbage, packaging, loose papers, hangers, bags, and other items not used in daily retail operations.
 - Only clear plastic garbage bags may be used, as this is a requirement for use of the trash compactor on site

DAILY CLEANING

Pre/Post Store Hours

- To ensure customer safety, **daily** sanitation procedures must be completed outside store hours
- Team members must perform sanitation of plexiglass, countertop, interior and customer-contact areas
- Laundry bags must undergo **weekly** cleaning/sanitation

During Store Hours

- TDC's Standard Operation Manual's cleaning procedure should be followed to uphold the store's appearance & integrity
- Light cleaning should be managed during the hours of operations