

# Store Huddle Manager Talking Points

**Managers:** Lead a store huddle, sharing the following information with all store employees.

I want to start by thanking everyone for your continued flexibility and hard work as we quickly ramped our stores back up—your performance has been amazing! I want to share some important information with you related to our organization's response to the Corona Virus pandemic.

1. First, in March of this year, GCNA became the first organization to be recognized with a HealthyVerify Certification. A HealthyVerify Certification tells customers our business takes the health of its customers and employees seriously by implementing the latest safety techniques. In order to maintain this certification, we have to meet all the requirements.
2. To ensure we are meeting all requirements, a new **Disease Prevention Team Member Guide** has been developed. The Guide was built to explain the specific steps that GCNA has taken to meet the requirements contained in the HealthyVerify Procedures. The Guide is available for you on the Learning Portal. We also have copies available in the breakroom.
3. The good news is that we are already meeting most all of the requirements with the procedures that have already been put into place. For example:
  - **Symptom Screening** through our daily questionnaire process
  - **Safety Measures** such as the wearing of MASKS and GLOVES
  - **Store Precautions** including:
    - Plexiglass sneeze guard partitions at all checkout counters
    - Floor markings, spaced 6 feet apart, in checkout lanes
    - Signs detailing the need for all persons to maintain 6 ft. distance wherever possible
    - Dressing Room Closures
    - Disinfecting high touch areas like our doors, shopping carts, credit card machines, registers and timeclocks.
  - **Modified procedures** for accepting and processing our donations

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4. One of the requirements of the HealthyVerify Certification that has not yet been put in place is the **Daily Temperature Check**.

## Daily temperature checks

- We will soon start daily temperature checks for all store employees.
- All employees, including myself, will need to be checked before work can begin.
- Anyone registering a temperature in excess of the CDC's recommended 100.4F will be sent home and not permitted to work.
- Human Resources will contact the affected employee the same day to explain the appropriate next steps.

**Note:** if it is determined that the employee should not return to work for a specified amount of time, the employee must work through the HR-Leaves department before returning to work. A doctor's note will not be accepted for return to work without HR's approval.

5. While we believe these safety measures and precautions will help protect us and our customers, they cannot prevent diseases from spreading in all cases.
6. I am asking each of you to review the new Guides and to sign off that you have read, understood and will abide by the requirements contained in the Guide.
7. If you have any general questions, please ask. If you have specific, personal questions, please talk to any of the managers on duty. Thank you.