



—— In-store excellence begins here. ——

COVID 19 Agent Protocol & Guidelines

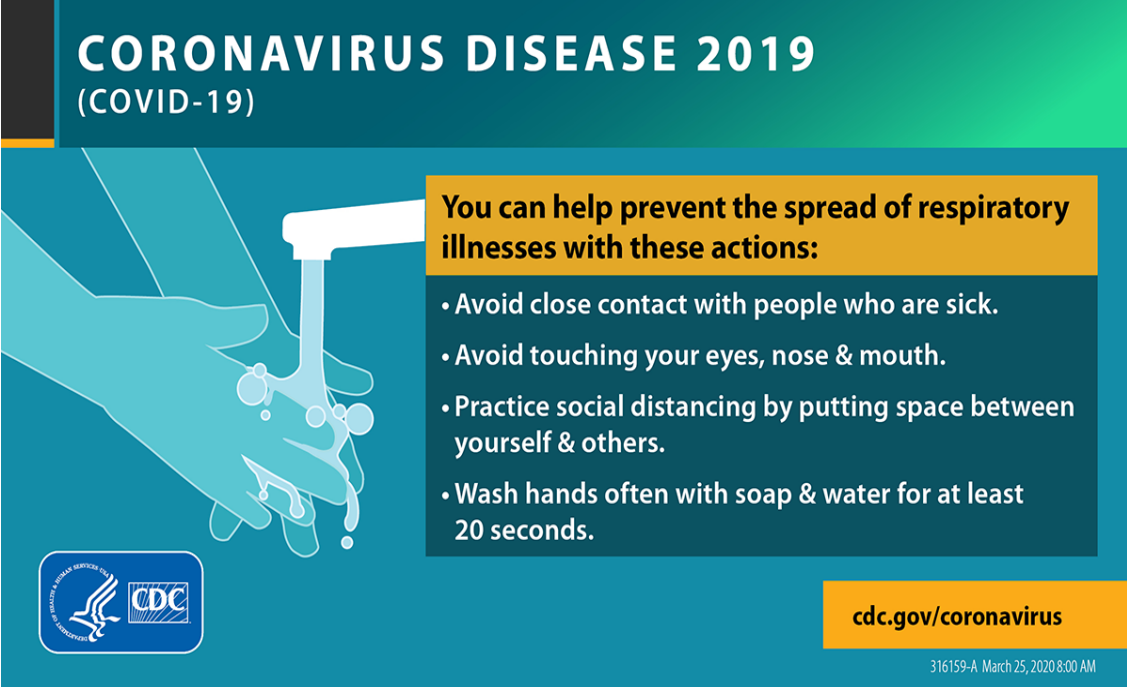
Spring 2020

This training focuses on what we will be implementing in stores, ensuring a more comfortable and safe experience for the store team members, consumers, & yourself!

Partner with store manager:

- To outline services performed that day upon arrival to the store
- If at any point you feel uncomfortable or unsafe during your visit
- If store team members have any concerns with you being there for their personal safety


Have a polite & professional conversation with store manager and have them determine an appropriate resolution.



CORONAVIRUS DISEASE 2019
(COVID-19)

You can help prevent the spread of respiratory illnesses with these actions:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose & mouth.
- Practice social distancing by putting space between yourself & others.
- Wash hands often with soap & water for at least 20 seconds.

 [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

316159-A March 25, 2020 8:00 AM

Prior to entering the store for your visit:

- Have you, or a member of your household tested positive for Covid-19 within the last 14 days?
- Have you, or a member of your household returned from a high-risk area within the last 14 days?
- Have you, or a member of your household had a high temperature within the last 14 days?
- Have you, or a member of your household had a persistent, dry cough within the last 14 days?
- Have you, or a member of your household lost their sense of smell or taste or both within the last 14 days?
- Have you, or a member of your household suffered from a persistent or lingering headache within the last 14 days?
- Have you not received all your Personal Protective Equipment for store visits?
- Do you not have all of your Personal Protective Equipment in store with you?
- In general, are you not feeling well today?

If you answered YES to any of the questions above or are believed to be ill, you are not permitted to complete visits for the safety of others. Decline the visit in your app. Do not start the visit in app.

1. Personal Protection Equipment (PPE)
2. Store and Store Manager Guidelines
3. Sanitizing & Safe Distancing
4. Maximum Occupancy
5. Additional Important Information



- Reps must bring to all visits:
 - Face coverings
 - Gloves
 - Hand Sanitizer

ThirdChannel will be providing a facemask, gloves and sanitizer, but we strongly recommend that Reps purchase additional protective equipment.



- Call ahead and confirm each visit with the Store Manager
- Reps must abide by the Manager standards set by the store, this should be discussed upon checking in
- Be transparent with the activities you will be performing in store that day
- Building relationships and trust with store teams is crucial to success of in-store activities

Communicate any new store policies with your ThirdChannel Team



Reps **MUST** sanitize their hands:

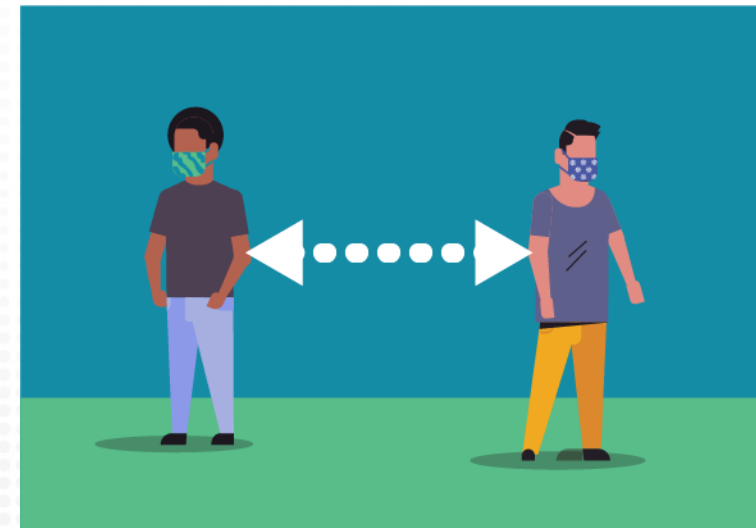
- Before & after touching any commonly touched surfaces within the store environment, device, or phone
- Upon entering the store
- After handling products

This is for your safety as well as the safety of others in store. Avoid touching your mouth, nose and eyes.



Reps **MUST** maintain a safe distance:

- At least 6 feet of distance between every person, including Store Employees & Customers
- Face coverings do not substitute for social distancing



Reps **MUST** abide by the occupancy standards set by the store:

- Be prepared to wait to enter if conducting visit during a busy time
- If a large influx of people are in store you may be asked to remove yourself from the store for a temporary period of time

If store management asks you to leave due to occupancy, abide by their request and email:

support@thirdchannel.com



***Remove yourself from any uncomfortable situations and reach out to your program managers immediately!!

***If the store team has **any issues** with your performance/behavior in the store, we will conduct an investigation which will/could result in termination from the program **effective immediately...**