



# Riggs Distributing Physical Distancing and Sanitization Protocols for Re-Opening

Riggs Distributing is closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, public health advancements, and industry group guidelines and will continue to make changes as necessary or appropriate to these protocols and procedures.

## **Introduction**

Riggs Distributing cares deeply about our family of team members and our communities. In March, Riggs Distributing closed due to the COVID-19 pandemic. Riggs Distributing believes this decision was in the best interest of the team members and community.

Now that California is preparing to reopen the economy, Riggs Distributing has formulated this plan to outline how its business locations will comply with or exceed all public health protocols. As applicable state and local restrictions begin to be lifted, Riggs Distributing's primary goal is protecting the health and safety of our team members, customers and communities. These protocols for re-opening rely on the best available science on sanitation methods available. This program will continue to be updated as more expert guidance becomes available.

## **Customer Health and Safety**

The health and safety of our customers and our community is our number one priority. The following outlines steps taken to ensure customer health and safety.

### **Tools and Procedures**

The following tools and procedures will be utilized to protect our customer's health and safety:

**Personal Protective Equipment (PPE).** CDC Recommended PPE, including face masks, will be required for anyone entering each location. If a customer does not have a face mask, they will be denied entry to location. If a customer refuses or removes the required PPE, the customer will be denied entry or removed from the location. PPE will be verified and distributed at customer entrances.

**No Touch Thermometers.** At each point of entry, a team member will conduct noninvasive temperature checks utilizing no touch thermometers. Customers confirmed to have a temperature over 100.0°F will not be allowed entry and will be directed towards appropriate medical care of their choice.

**Physical Distancing.** Current public health guidelines recommend physical distancing of six feet or more. State and local health authority guidelines on proper physical distancing will be followed. Customers will be advised to practice physical distancing by standing at least six feet away from other customers and team members. Team members will ensure that customers do not congregate in groups. Customers who decline to follow physical distancing guidelines will be removed.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at customer entrances. All hand sanitizer provided will be alcohol-based and contain at least 60% alcohol. Note that signs will encourage washing hand with soap and water for 20 seconds over use of hand sanitizer, especially if hands are visibly dirty.

**Signage.** There will be health and hygiene reminders throughout the showrooms and offices, including physical distancing reminders, the proper way to wear, handle and dispose of face masks, the proper way to use gloves, wash hands, sneeze, and use hand sanitizer.

**Team member Training.** Managers will be trained on how to identify (through CDC Screening Questions) and swiftly respond and how to report all presumed cases of COVID-19 on premises to the local health department (<https://www.cdph.ca.gov/>). Customers who are exhibiting any of the symptoms of COVID-19 will be denied entry.

**Contact Tracing.** If we are alerted to a presumptive case of COVID-19 of any team member at any Riggs location, we will work with the local health department (<https://www.cdph.ca.gov/>) to follow the appropriate actions recommended by it.

**Continuous Cleaning and Sanitizing.** All areas of each location will be cleaned and sanitized according to state, local and CDC guidelines.

## **Admission to Riggs locations**

**Points of Entry.** Points of entry will be limited to allow available customer entrances to be actively monitored to ensure proper physical distancing is being followed, appropriate PPE is being worn and health checks are being performed prior to the customer entering.

**Customer Arrival.** A team member will greet each visitor. Customers will be screened and asked to use hand sanitizer and to wear a face mask.

**Health Self-Declaration Questionnaire.** Each customer, prior to being granted entry will be required to complete a Health Self Declaration Questionnaire. The Questionnaire will ask if the customer has, within the last 14 days, displayed any known symptom of COVID-19, been exposed to someone known to have COVID-19, or if the customer has traveled to or from a country that is listed on the CDC website as a “Level 3 or 4”.<sup>1</sup> Anyone answering questions indicating that they have been exposed and/or is ill will be denied entry.

<sup>1</sup> Level 4 = Widespread ongoing transmission with restrictions on entry to the United States.

Level 3 = Widespread ongoing transmission without restrictions on entry to the United States.

Reference: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

**Temperature and Health Check.** A team member will conduct noninvasive temperature checks utilizing no touch thermometers and make initial observations for known symptoms of COVID-

19. Anyone displaying a temperature over 100.0°F<sup>2</sup> or displaying a cough, shortness of breath or other known symptoms of COVID-19 will not be allowed in property.

**Entrance Doors.** Customers will enter through doors that are manually operated by a team member.

**Re-admittance after denial of entry.** In accordance with CDC guidelines<sup>3</sup>, if a customer has been denied entry due to suspected or confirmed COVID-19, he or she will not be allowed to enter the Riggs Facilities until (1) either at least 3 days has passed since recovery defined as resolution of fever without use of fever-reducing medications and improvement in respiratory symptoms and at least 10 days have passed since the symptoms first appeared or (2) no further symptoms are present and a negative COVID-19 test result is provided.

## **Team member Health and Safety**

The health and safety of our team members is of utmost priority. Failure of any team member to follow these guidelines will be subject to discipline, up to and including termination.

The following outlines steps taken to ensure team member safety.

### **Workplace Coordinator**

In accordance with CDC guidelines, Riggs Distributing has designated a single team member, at each location, who will be responsible for COVID-19 issues and their impact at the workplace. The Manager at each location has been designated as the COVID-19 Workplace Coordinator. (does not have to be on site physically)

### **Tools and Procedures**

The following tools and procedures will be utilized to protect our team member's health and safety:

**Personal Protective Equipment (PPE).** CDC Recommended PPE, including face mask, will be provided to all team members and is mandatory at all times. Exception masks are optional for TM that works in an enclosed office; must be worn when leaving office.

**Gloves.** Gloves will be available for team members. However, the use of gloves may inhibit certain job duties of team members. If a team member chooses to not wear gloves because of his or her job duties, additional frequent hand washing and hand sanitizing will be required. Training on the correct use of gloves will be provided.

**No Touch Thermometers.** At each team member entrance, a team member will conduct noninvasive temperature checks utilizing no touch thermometers. Anyone team member

---

<sup>2</sup> <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>

displaying a temperature over 100.0°F<sup>4</sup> will be taken to a private area for a secondary temperature screening. Team members confirmed to have a temperature over 100.0°F will not be allowed entry and will be directed towards appropriate medical care.

**Physical Distancing.** Throughout each location, state and local health authority guidelines on proper physical distancing will be followed. Team members will be advised to practice physical distancing by standing or sitting at least six feet away from other team members or customers. Team members who decline to follow physical distancing guidelines will be subject to discipline up to and including termination.

**Hand Sanitizer.** Hand sanitizer dispensers, will be placed at key team member entrances, including break rooms and the time clock. All hand sanitizer provided will be alcohol-based and contain at least 60% alcohol. Team members are requested to wash their hands every 30 minutes with soap and water for 20 seconds over use of hand sanitizer, when possible, especially if hands are visibly dirty.

**Signage.** There will be health and hygiene reminders throughout each location and team member areas including physical distancing reminders, the proper way to wear, handle and dispose of face masks, the proper way to use gloves, wash hands, sneeze, and use hand sanitizer.

**Manager Training.** Managers will be trained (CDC COVID-19 screening questions) on how to identify and swiftly respond and report all presumed cases of COVID-19 to the local health department (<https://www.cdph.ca.gov/>). Team members who are exhibiting any of the symptoms of COVID-19 while at any Riggs locations will be denied entry or and directed towards appropriate medical care.

**Contact Tracing.** If we are alerted to a team member with a presumptive or confirmed case of COVID-19, each location will work with the local health department (<https://www.cdph.ca.gov/>) to follow the appropriate actions recommended by it, including notification to other team members who may have come into contact with the positive team member.

**Continuous Cleaning and Sanitizing.** All areas will be cleaned and sanitized according to state, local and CDC guidelines.

**Updated Vendor Admittance Procedures.** In order to limit the number of contacts, all vendors will be required to make contactless deliveries at an exterior drop-off point. Managers will be tasked with coordinating this policy with the vendors. Team Members handling deliveries will be required to sanitize immediately following contact with the delivered goods. To the extent that contactless delivery is not possible, or a vendor requires access, vendors will be subject to the same admission restrictions as employees, will be required to wear appropriate PPE at all times and will be required to observe all applicable physical distancing requirements.

---

<sup>4</sup> <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

## Admission to Riggs

All team members will be subject screening upon entrance to work.

**Points of Entry.** Points of entry may be limited to allow all available team member entrances to be actively monitored to ensure proper physical distancing is being followed, appropriate PPE is being worn and health checks are being performed prior to the team member entering the location. Team members will only be allowed to enter via monitored entrances, which may be the same entrance available to customers.

**Team Member Arrival.** Team members will be screened and asked to use hand sanitizer. Employer provided PPE will be distributed and required to be worn by all team members any time that the team member is on the premise.

**Health Self-Declaration Questionnaire.** All team members, prior to being granted entry will be required to complete a Health Self Declaration Questionnaire. The Questionnaire will ask if the team member has, within the last 14 days, displayed any known symptom of COVID-19, been exposed to someone known to have COVID-19, or if the team member has traveled to or from a country that is listed on the CDC website as a “Level 3 or 4”.<sup>5</sup> Anyone answering questions indicating that they have been exposed and/or is ill will be denied entry.

**Temperature and Health Check.** A team member will conduct noninvasive temperature checks utilizing no touch thermometers and make initial observations for known symptoms of COVID-19. Anyone displaying a temperature over 100.0°F<sup>6</sup> or displaying a cough, shortness of breath or other known symptoms of COVID-19 will be discreetly taken to a private area for a secondary screening.

**Secondary Screening.** Team members escorted to the secondary screening area will be provided with appropriate PPE. The secondary screening area will be private and isolated. A team member, using appropriate PPE (including gloves, a surgical face mask and eye protection) will use a temporal thermometer to record a second temperature. Team members confirmed to have a temperature over 100.0°F or displaying other known symptoms will not be allowed entry and will be directed towards appropriate medical care. Team members who refuse the secondary screening will be denied entry and provided a COVID-19 information card. Team members who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

**Scheduling.** Schedules will be developed to optimize physical distancing and reduce team member contact with other team members. To the extent practicable, team members whose job functions require equipment or tools will be assigned those tools for the duration of their

---

<sup>5</sup> Level 4 = Widespread ongoing transmission with restrictions on entry to the United States.  
Level 3 = Widespread ongoing transmission without restrictions on entry to the United States.  
Reference: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

<sup>6</sup> <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

shift to avoid multiple team members touching that equipment or tool. Upon shift change, all tools and equipment must be sanitized prior to being passed on to the next team member.

**Re-admittance after denial of entry.** In accordance with CDC guidelines<sup>7</sup>, if a team member has been denied entry due to suspected or confirmed COVID-19, he or she will not be allowed to enter until (1) either at least 3 days has passed since recovery defined as resolution of fever without use of fever-reducing medications and improvement in respiratory symptoms and at least 10 days have passed since the symptoms first appeared or (2) no further symptoms are present and a negative COVID-19 test result is provided.

If a team member claims that the symptoms being displayed are not a result of COVID-19, but of a chronic health problem (e.g. asthma or allergies), a doctor's note confirming the claim will be required in addition to a negative COVID-19 test result.

### **Preopening Preparations**

In anticipation of these requirements upon re-opening, each location is being provided a checklist of required items to accomplish at certain time intervals prior to opening. These items include procurement of required cleaning supplies and PPE, team member recall and training, adjustment of team member schedules to account for physical distancing requirements. Each Riggs Location is responsible for meeting and verifying each item on each list at the time intervals noted.

### **Team member Training**

In addition to the standard Cal OSHA team member training, team members will be given further training covering the following topics:

- a) Hand washing
  - Verbal instruction from manager
  - CDC instructional video
  - Provide a recommended situations in which to wash hands
  - Posters provided and hung throughout cardroom
- b) Coughing and sneezing etiquette
  - Verbal instruction from manager
  - Posters provided and hung throughout cardroom
  - Provide tissues and wastebaskets
- c) Face covering/gloves (wearing and disposing)
  - Verbal instruction from manager
  - Detailed written instructions provided to team member
- d) Safely handling cleaning supplies
  - Verbal instruction from manager
  - Detailed written instructions provided to team member

---

<sup>7</sup> <https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>

- e) Education on how the virus spreads, avoiding contact with sick person(s), staying home when sick, avoiding touching eyes, nose, and mouth with unwashed hands, avoiding sharing person items with co-workers, tissues, no-touch trash cans and hand sanitizers, social distancing
  - Verbal instruction from manager
  - Posters provided and hung throughout cardroom
  - Detailed written instructions provided to team member
- f) Avoiding contact with sick person
- g) Staying home when sick

## **Reporting Requirements**

**Local Health Department Reporting.** In the event of a presumed case of COVID-19 is identified, the Human Resource department handling the case will immediately notify the local health department of a possible case of COVID-19.

**Internal Reporting.** In the event of a presumed case of COVID-19 is identified, the team member will notify their Manager, and prepare an incident report. The report will be submitted to Human Resources. At a minimum, the incident report is to include the customer or team member name, identification information, if the temperature reading(s) was above 100.0°F and if they were transported for medical care. Customers and team members who have previously displayed an elevated temperature may NOT return until they have been medically cleared. The incident report will be updated as new information is available.

## **Procurement of PPE and Sanitization Supplies and Cleaning Protocols**

Riggs Distributing uses cleaning products and protocols which meet EPA<sup>8</sup> and CDC guidelines<sup>9</sup> and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. Prior to introducing any new cleaning product, a team member must verify that the product is the EPA's "List N" which identifies cleaning products that are proven for use against SARS-CoV-2.

**Cleaning Procedures.** All Riggs team members will be advised as per below CDC's guidelines<sup>10</sup> for cleaning and disinfecting surfaces.

**Hard (Non-Porous) Surfaces.** If surfaces are dirty, they should be cleaning using a detergent or soap and water prior to disinfection. For disinfection, follow the manufacturer's instructions for cleaning and disinfection products for concentration, application method and contact time. Diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application.

---

<sup>8</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<sup>9</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

<sup>10</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

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 (1/3 cup bleach per gallon of water).

**Soft (Porous) Surfaces.** For soft or porous surfaces such as carpeted floor, rugs, drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, if the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry the items completely. If item cannot be laundered, use products that are EPA-approved for use against SARS-CoV-2 .

**Electronics.** For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

**Logging of Sanitization and Cleaning.** Each time cleaning or sanitization is conducted it will be logged by the team member responsible. The head of each department will be responsible for verifying that the cleaning schedule outlined in this policy is being adhered to. Failure of a team member to properly clean and sanitize in a timely fashion will subject that team member to discipline, up to and including termination. Riggs cleaning vendor will log properly each time locations are cleaned.

**Public Spaces.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, door handles, public bathrooms.

**Back of the House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the team member break room, team member entrances, offices, desks and conference rooms.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new team member.

**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized on a quarterly basis.

**Deep clean every 24 hours.** All Riggs locations must conduct a deep clean and disinfection of all surfaces every 24 hours during regular work day hours.