

HEALTH & SAFETY PROTOCOL - SAMY'S CAMERA SAN FRANCISCO
1090 Bryant Street, San Francisco, CA

A. MEASURES TO ENSURE PHYSICAL DISTANCING

1. In-store shopping shall be allowed at a maximum of 50% of store capacity.
2. A Samy's employee, wearing a cloth face cover, shall be posted near the door (but at least six feet from the nearest customers) to direct customers how and where to line up six feet apart; to ensure that all customers, staff and others are wearing a face covering and to ensure the number of customers in the store are limited to 50% of store capacity.
3. Samy's employees, wearing face coverings, shall be positioned six feet from each other and from customers.
4. When necessary, bins should be used to pass appropriately packaged ordered merchandise to customers to avoid personal contact between employees and customers.
5. Customers waiting to enter the building may not congregate at the business. Floor markings placed six feet apart shall be used to designate where customers shall wait to enter the building or for their order if the store is at capacity.
6. Employees have been instructed to maintain at least six feet distance from customers and from each other in the pickup, payment, and in store areas including restrooms and break room.
7. Floor markings shall be used to designate at least six foot physical distancing for customers inside the store.
8. Employee workstations are separated by at least six feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least six feet.
9. Employees work limited hours to avoid crowding.
10. In-person meetings are avoided as much as possible.
11. Handshaking and engaging in any forms of unnecessary personal contact is discouraged.
12. Customers are encouraged to place orders via telephone and receive their order in their car. Contactless payment systems are in place. Credit card transactions for equipment in the amount of \$500 or less are processed over the phone. Transactions exceeding \$500 require physical credit card payment or cash in person. In this event customers drive to the pickup location and a Samy's employee takes payment at curbside following the previously stated procedures.
13. Samy's employees are advised to avoid touching customer's vehicle door handle or trunk latch when delivering product curbside. Customers are advised that to open their trunk remotely while staying in their car and employees then put items in the back or drivers pick up orders from sanitized bins. Employees should place items purchased in unoccupied areas of the vehicle such as a passenger seat or trunk, and should avoid leaning into the vehicle. If remote opening of the trunk is not available, employees shall wash or sanitize hands after the transaction.
14. For curbside purchases, items are given to customers in sealed packages or bags with receipts attached or inside. If customers prefer receipts emailed to them they can request that at pickup or over the phone when placing an order.
15. Parking lot capacity shall be limited to control storefront access.

B. CLEANING AND SANITATION

1. The HVAC system is in good, working order; to the extent possible, ventilation has been increased.
2. Common areas; high-touch surfaces and shared items (for example, pens, tables, delivery carts, credit card machines and payment containers and bins, door handles, chairs, counters, restrooms, handrails, points of sale) are disinfected frequently during business hours using EPA approved disinfectants per CDC guidelines.
3. Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently (such as but not limited to door handles, tables in break room, refrigerator, etc.).
4. Customers are instructed that they must wear cloth face coverings to be served. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement.
5. Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
6. Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.
7. Cleaning staff wears appropriate PPE for all tasks in the cleaning process including handling trash.
8. No-touch trash cans and no touch hand-sanitizer dispensers are used where possible.
9. Applicable signage for employees to remind them of social distancing, PPE recommendations (e.g., face coverings) and to use hand sanitizer is posted.
10. All employees are encouraged to wash their hands often, including immediately after removing gloves if wearing gloves, with soap and water for at least 20 seconds. Workers are provided with enough time to clean before, during and after shifts.
11. If an individual tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines.
12. Employee's face coverings shall be washed daily after each shift.
13. Bins used for curbside delivery shall be frequently sanitized.
14. Packages and shipments shall be disinfected before they enter the worksite.

C. EMPLOYEE HEALTH AND PERSONAL HYGIENE

1. Everyone who can carry out their work duties from home have been directed to do so.
2. Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible
3. Before entering the workplace, Employees shall be screened for symptoms of illness including a fever of 100°F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell.

4. If an employee tests positive for COVID-19, other employees shall be notified.
 - a. Employees who have not had close contact with symptomatic employee while that employee had symptoms or during the two days prior to the start of symptoms can stay on the job.
 - b. Employees who have had close contact with the symptomatic employee while that person had symptoms or within two days (48 hours) before symptoms appeared, shall go home and start a 14-day period of self-quarantine. Close contact is defined as any contact closer than 6 feet for more than 10 minutes OR unprotected exposure to body fluids, for example when a person coughs or sneezes close by or when two people share a drink or eating utensil.
5. Employees are ordered not to come to work if they are showing any COVID-19 symptoms including but not limited to cough, shortness of breath, and/or fever and to follow DPH guidance for self-isolation if applicable. If any employee has any above-mentioned symptoms, they are ordered to go home immediately.
6. Employees who test positive for COVID-19 shall self-quarantine per public health guidelines.
7. Employees must stay home for at least 10 days or until 72 hours after being fever free, whichever is longer.
8. All employees shall wear face masks or face shields at all times, if safe to do so; note cloth face coverings do not replace the need for physical distancing and are not PPE.
9. Employees are instructed to wash their face coverings daily preferably after their shift.
10. All workstations are separated by at least six feet.
11. Break rooms, restrooms, counters, doorknobs, phones and other common areas are disinfected frequently, on the following schedule:
 - a. Sales Areas: 2 to 3 times a day
 - b. Break Rooms: 2 to 3 times a day
 - c. Restrooms: 2 to 3 times a day
12. Breaks are staggered to ensure that six feet between employees can be maintained in break rooms at all times. For example, only one employee should be seated at one table in the break room at a time.
13. Employees are prohibited from eating or drinking anywhere inside the workplace other than designated areas to assure that masks are worn consistently and correctly.
14. Disinfectant and related supplies are available to employees at the following locations:
 - a. Behind the sales counters on each sales floor.
 - b. In the rental department on the second floor.
 - c. In the janitorial closet on the first floor.
 - d. Also available upon request from manager on duty.
15. Employees are advised to clean their hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing or sneezing, going to the bathroom; and before eating or preparing food. If soap and water are not available employees should use hand sanitizer effective against COVID-19 (with at least 60% alcohol) covering all surfaces of the hands and rubbing them together until they feel dry. Hand sanitizer is available to employees at the following locations:
 - a. On the table outside the front entrance where payment occurs for curbside pickup
 - b. On the sales counters on each floor, rental department on the second floor and repair department.

16. Employees should avoid touching their eyes, nose and mouth at all times but especially with unwashed hands.
17. Employees are allowed breaks at any time they desire to wash their hands.
18. Each worker is assigned their own equipment and defined workspace. Sharing held items is minimized or eliminated.
19. All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
20. A safety team of employees shall be tasked with monitoring workplace safety, conduct safety trainings, and carry out health screenings. This safety team shall:
 - a. Train all employees on the importance of frequent handwashing and the use of hand sanitizers with at least 60% alcohol content.
 - b. Give employees clear instruction to avoid touching hands to face.
 - c. Train all employees on symptom detection, sources of high risk to COVID-19, COVID-19 exposure prevention measures.
 - d. Reinforce employee training on health and safety guidelines with periodic refresher trainings.
21. Samy's Camera employees shall consult with the manager on duty for any questions regarding this Protocol.
22. Samy's Camera management is closely following all COVID-19 guidelines provided by the governing County Health Departments, CALOSHA and the CDC. Given the fluidity of the COVID-19 situation, Samy's Camera will be updating this Protocol when necessary. Employees will be given updated protocols electronically via Samy's Camera email and are required to review all updates and follow protocol set forth therein.
23. A copy of this safety and health protocol has been distributed to each employee.

D. FACILITY SAFETY

1. All employees that come on-premises shall be logged for purposes of supporting public health contact tracing.
2. No-touch common-use items are used where possible (e.g., trash cans, water fountains, hand sanitizer dispensers)
3. Health and safety guidelines are communicated via signage and in person to all employees / customers / visitors.
4. Management shall confirm that the HVAC system is operating correctly and shall regularly clean and replace HVAC filters.
5. Signs for employees / customers / guests are posted to remind them of physical distancing, PPE recommendations (e.g., gloves, face shields), and to use hand sanitizer provided.
6. Management shall ensure adequate storage of necessary materials to meet PPE (face masks, gloves, etc.) and cleaning requirements.
7. Use of re-usable goods (e.g., bags, cups, silverware) shall be limited.
8. Contactless payment options are provided and encouraged where possible (e.g., card, phone app, online order).

- Returned items shall be properly sanitized or shall be set aside for 3 days total before returning items to the floor for sale. Where these guidelines cannot be followed, returns on such products shall be limited.

Important Information About Your Cloth Face Coverings

As COVID-19 continues to spread within the United States, CDC has recommended additional measures to prevent the spread of SARS-CoV-2, the virus that causes COVID-19. In the context of community transmission, CDC recommends that you:



Stay at home as much as possible



Practice social distancing (remaining at least 6 feet away from others)



Clean your hands often



In addition, CDC also recommends that everyone wear cloth face coverings when leaving their homes, regardless of whether they have fever or symptoms of COVID-19. This is because of evidence that people with COVID-19 can spread the disease, even when they don't have any symptoms. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.

How cloth face coverings work

Cloth face coverings prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. If everyone wears a cloth face covering when out in public, such as going to the grocery store, the risk of exposure to SARS-CoV-2 can be reduced for the community. Since people can spread the virus before symptoms start, or even if people never have symptoms, wearing a cloth face covering can protect others around you. Face coverings worn by others protect you from getting the virus from people carrying the virus.



How cloth face coverings are different from other types of masks

Cloth face coverings are NOT the same as the medical facemasks, surgical masks, or respirators (such as N95 respirators) worn by healthcare personnel, first responders, and workers in other industries. These masks and respirators are personal protective equipment (PPE). Medical PPE should be used by healthcare personnel and first responders for their protection. Healthcare personnel and first responders should not wear cloth face coverings instead of PPE when respirators or facemasks are indicated.



N95 respirator



Cloth covering

General considerations for the use of cloth face coverings

When using a cloth face covering, make sure:

- The mouth and nose are fully covered
- The covering fits snugly against the sides of the face so there are no gaps
- You do not have any difficulty breathing while wearing the cloth face covering
- The cloth face covering can be tied or otherwise secured to prevent slipping



Avoid touching your face as much as possible. Keep the covering clean. Clean hands with soap and water or alcohol-based hand sanitizer immediately, before putting on, after touching or adjusting, and after removing the cloth face covering. Don't share it with anyone else unless it's washed and dried first. You should be the only person handling your covering. Laundry instructions will depend on the cloth used to make the face covering. In general, cloth face coverings should be washed regularly (e.g., daily and whenever soiled) using water and a mild detergent, dried completely in a hot dryer, and stored in a clean container or bag.

For more information, go to: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>



CS 316651-4 05/04/2020

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

E. CUSTOMER EXPECTATIONS

1. This protocol is posted at all public entrances to the facility.
2. Visible signage has been placed throughout the workplace for employees and customers on health and safety guidelines (including proper hygiene and sanitization, physical distancing, PPE guidance, etc.)
3. Online outlets of Samy's provide clear information about store hours, required use of face coverings, policies in regard to preordering, prepayment, pickup, and/or delivery and other relevant issues. See https://www.samys.com/g/curbside_pickup/3722.html.

F. EMPLOYEE SUPPORT

1. Employees are provided with clear and transparent communication to mitigate employee anxiety when returning to work.
2. There shall be continuous training and updates to employees on new and pre-existing health and safety protocols set forth in this document.

G. RENTAL DEPARTMENT PROTOCOL

1. The rental department shall have a staging area to accept returned rental gear. The staging area shall be isolated from all clean rental inventory.
2. Rental Department employees shall check incoming rental gear into inventory and then immediately take the gear to the disinfecting staging area where it shall be cleaned. A copy of the rental contract shall be placed on top of the gear to identify the date and customer in case there is any issue with the returned gear.
3. All proper safeguards must be exercised to ensure there is no intermingling of the clean gear with gear recently returned by customers.
4. EPA cleaning agents and disinfectants (i.e.: rejuv nal) that eliminate COVID-19 on contact, bottles and shop paper towels are available in the rental department. The proper proportions for the spray bottles are two ounces of disinfectant per gallon of water. Rental gear shall be cleaned as follow:
 - a. Cases, bags, cords and grip: spray cleaner on them and allow them to dry naturally.
 - b. All lighting, reflectors, light modifiers should be cleaned with disinfectant and wiped with disposable towel.
 - c. Disinfectant may not be sprayed directly on the gear, it must be sprayed on the towel and then applied to the gear.
 - d. All cameras and lenses to be wiped down with rubbing alcohol containing at least 60% alcohol.
 - e. All material used to wipe down gear shall be discarded in plastic trash bag to avoid cross-contamination. Plastic trash bags shall be closed and discarded when cleaning is finished.
 - f. All carts shall be wiped down with disinfectant.

- g. All employees shall wear protective masks, gloves and eye protection when cleaning rental gear. Employees shall wash hands upon arrival and at departure and allow time for handwashing between transactions, at least every 30 minutes.

You may contact the following person with any questions or comments about this protocol.

Business Contact Name: Roui Israel

Phone Number: (323) 456-4564

Date Last Revised: June 16, 2020

By signing below, I acknowledge and confirm that I have received and read and understand this Protocol.

Employee's Signature

Date

Print Your Full Name