

MADE IN KC SAFE RETURN GUIDE

Goals for this Training:

- Explain our position, our thought-process, and our plan
- Train you on our new processes so that we can operate in a safe and healthy manner
- Answer any questions you may have and get you comfortable with reopening
- Prepare you to answer questions that may arise from customers

WHAT IS MADE IN KC'S POSITION ON COVID-19?

SEVERITY

Made in KC believes the risk posed by COVID-19 (which we will also refer to as “coronavirus” interchangeably) is well-founded. As of Sunday, May 10th, coronavirus has killed 80,000 Americans while infecting millions more. We believe social distancing, hand-hygiene, the use of personal protective equipment, increased sanitation practices, and preparedness have all contributed in reducing the spread, contraction, and deaths of coronavirus.

UNTIL WE HAVE A VACCINE

Until we learn new information that states otherwise, we believe the only true protection for society at large is the development and deployment of a vaccine to a large majority of Americans. While herd immunity and new treatment regimens may play a major role, we anticipate having to operate with some level of increased caution and care until a vaccine has been widely deployed. As of now, we do not anticipate this happening until late 2021 in the best case scenario.

WE ALL HAVE A ROLE TO PLAY

Therefore, Made in KC believes that everyone has a part to play in limiting the spread of coronavirus. Our personal actions, our business's actions, and our societal actions will all help determine the impact coronavirus has in the months and years to come.

We believe that there is no false choice between economic activity and the preservation of life; they are one in the same. Therefore, we are doing everything in our power to fight the spread of coronavirus in our community. That is why we closed our stores before the Stay At Home Order was issued. And that is why we've partnered with Sandlot Goods to produce tens of thousands of face masks (40,000 as of Monday, May 11th).

WHY WE ARE REOPENING

As Stay At Home Orders are lifted in and around Kansas City, Made in KC aims to provide a safe place for customers and employees alike, while also serving as a role model for safe retail operations. We believe the Stay At Home Orders flattened the curve while buying our medical professionals additional time to better understand this disease, and allowing our governments more time to roll out testing and contact tracing procedures.

While much is still unknown, we are significantly more prepared today to defend ourselves from coronavirus. It is with that in mind that we reopen our shops. We are confident that we can reopen our brick-and-mortar businesses in a safe and healthy manner; one which protects our employees and customers alike. This Made in KC *Safe Return Guide* will outline the processes and procedures to ensure a safe reopening.

HOW IS THE VIRUS TRANSMITTED?

Coronavirus is thought to spread mainly from person-to-person, between people who are in close contact with one another (within about 6 feet), through respiratory droplets produced when an infected person coughs, sneezes or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms. Thus, our primary focus will be on respiratory spread.

- Duration of time spent in a space
 - Home, Work, Public Transit, Social Gatherings, & Restaurants > 90%
- Viral Load
 - Could be one cough, one rub of your eye, or 10 different smaller incidences that add up

[Age - CDC Nubmers](#)

WHAT SHOULD PEOPLE DO TO PROTECT THEMSELVES?

- Wash hands frequently with soap and water for at least 20 seconds
- Avoid touching eyes, nose, or mouth with unwashed hands
- Wear a mask when in public
- Practice social distancing (staying 6 feet away from others)
- Reduce unnecessary trips
- Stay home if you feel sick
- Follow guidance from public health officials

WHERE IS MADE IN KC GETTING THEIR INFORMATION?

Up-to-date, reliable information is imperative to informing good decisions. Made in KC is relying on a wide array of resources to gather information about coronavirus and about safe business practices.

- The Centers for Disease Control and Prevention (CDC)
- World Health Organization (WHO)
- Local Government Officials; Local Ordinances & Guidelines
- #SafeReturnKC: Kansas City Chamber / KC Area Development Council; The Civic Council of Greater Kansas City; Mid-America Regional Council
- Retail Industry Leaders Association & National Retail Federation
- National Restaurant Association
- Stakeholder Feedback

While we will rely on health officials for health data, we need to continue gathering information from all our stakeholders about their comfort levels, their needs, their concerns, and their ideas. It is imperative that our employees feel comfortable expressing themselves to Made in KC management *and* that our employees help serve as a communicative conduit between customer and management and visa versa. We want to encourage open dialogue amongst all our stakeholders and we trust you will help us in that process.

WHAT IS MADE IN KC DOING TO PROTECT AGAINST THE SPREAD OF COVID-19?

Sandlot Goods Mask Making Project

WHAT IS MADE IN KC DOING TO PROTECT EMPLOYEES AND CUSTOMERS?

Made in KC will continue to assess the risks posed by coronavirus and will consequently reassess its policies and procedures. All of these are subject to change at any time as more information becomes available and as these processes are implemented.

We implore you to communicate openly and regularly with management. Let us know if something that worked in theory doesn't work in actuality. If you feel unsafe, let us know. Even if you think it is unfounded - it matters. Let us know. The same goes for customers. We need you to hold us accountable before a customer does. This is new to all of us, and we'll be better with quick feedback and quick action.

- **New Occupancy** (subject to change): Occupancy will be stated in large red font on the front entryway of each shop.
- **Employees Checking Temperatures:** Employees will be required to check their temperatures at the beginning and ends of their shifts using contactless thermometers as provided. These temperatures will be logged for management.
- **Employees Wearing Masks:** Employees will be required to wear face masks at all times during their shift. Many types of face masks are acceptable. All employees will be provided with no less than 3 washable, reusable cotton face masks with elastic ear loops.
 - **Customers Strongly Encouraged to Wear Face Masks:** This will be stated at the entry of each shop, but we are not requiring it. If you feel a customer is putting others at risk by not wearing a mask - you may ask them to leave. Know that you can always stand behind the cash wrap, so that you are further protected by the plexiglass divider.
- **Frequency of Cleaning has been Increased:** Made in KC will be implementing greater cleaning processes before, during, and after each day.
- **Store Interiors Reconfigured to Allow for Proper Social Distancing:**
- **Adding Plexiglass Dividers at Checkout Stations:** While customers will still need to sign for CC purchases, plexiglass dividers have been added to each checkout station to reduce the potential transmission of particulate matter in the air. We will ask customers to insert their credit card themselves instead of employees doing it for them.
- **Implementing a New Mobile Ordering App for Cafe:** More info coming soon.
- **Additional Hand Sanitizing Stations for Employees and Customers:** Hand sanitizer will be made available at each shop entrance and at each checkout station.
- **Allowing Employees to Continue Working From Home as They are Able:** employees in non Sales Associate positions shall be allowed to continue to work from home indefinitely.
- **Keep Vulnerable Employees out of the Stores:** Made in KC will keep vulnerable employees out of the stores for their own safety. We will work with those individuals to find other work for them that poses a lesser risk. Vulnerable employees include but are not limited to those who have compromised immune systems and those who live with people who have compromised immune systems.
- **Extending Sick Leave to All Employees:** all Made in KC employees, including hourly employees, are now eligible for Paid Sick Leave up to two weeks in duration, effective now until June 30th. Sick Leave can also be used to care for children in the event of school or daycare closures. While we hope to extend this benefit indefinitely, we will reassess the economic viability of this policy in the coming weeks.
- **Hazard Pay:** Made in KC will be paying each sales associate an additional \$1 / hour effective immediately until June 30th. We will reassess the economic viability of extending this hazard pay into the future.

GENERAL POLICIES

- Maintain New Occupancy Standards
 - 5 people / 1,000 square feet maximum
 - Neighborhood Shops: 4 customer groups / no more than 6 people
 - FR: 2 customer groups
 - Baltimore: 4 customer groups / no more than 8 people
 - Plaza: 30 people total
- Employees wearing face masks at all times
- Social Distancing for Employees
 - On the Floor and in Break Rooms
 - No Gatherings of 10 or more Employees
- Employees discouraged from using colleagues' phones, desks, workstations, etc.
- Personal phones prohibited from the sales floor and behind the bar
- Scheduling employees together to reduce the number of interactions
- Prohibit handshaking and other unnecessary person to person contact
- Employees are to disinfect their personal workstations at the start and end of the workday.
- **PREVENTATIVE OFFICE MEASURES**
 - Limiting non-employees into the office
 - Reconfiguring the office to allow for better social distancing
 - Not requiring employees to come into the office unless necessary
 - Regular cleaning
 - Increasing air ventilation
 - No meetings of 10 or more inside
 - Washing hands after touching cash / or wearing gloves

PLAN FOR EMPLOYEE TESTING POSITIVE

IF YOU EXPERIENCE COVID-19 SYMPTOMS

Employees with a fever or any COVID-19 symptoms must report immediately to Keith, Thomas, or Tyler and must stay home until 3 continuous days of no fever without the use of a fever suppressant (ex: tylenol).

IF YOU TEST POSITIVE FOR COVID-19

Employees who test positive for COVID-19 must report immediately to Keith, Thomas, or Tyler and must stay home for 14 days from the first day of symptoms and must also

experience at least 3 continuous days of no fever without the use of a fever suppressant immediately prior to resuming work.

Made in KC management will immediately contact employees and customers that have been in contact with someone who has tested positive. The store will be closed and deep cleaned immediately, ready for a next-day opening.

IF SOMEONE AROUND YOU TESTS POSITIVE FOR COVID-19

Employees who share a home with someone who has tested positive for COVID-19 or have come in close contact with someone who has tested positive for COVID-19, should self-quarantine for 14 days from the date of last contact. They will not be allowed to return to work until the completion of their quarantine period, and they are free of all symptoms of illness for at least 72 hours, without the use of any medication that might mask symptoms (i.e. fever-reducing medicine, cough medicine, etc.).

REOPENING PHASES

Made in KC will open in phases. We do not know how many Phases of reopening we will have, how long they will last, or the details of each. However, we will communicate regularly as these Phases are created, changed, and updated. We will ensure all employees are made aware of changes before they are implemented and that they are comfortable with those changes.

PHASE 1: MINIMAL RE-OPENING: Thursday May 14th

- Strict Social Distancing & Occupancy Limits
- To-Go Only for FR & Baltimore; No bar at Plaza

TRAINING:

- Video Training Required by All Employees Prior to First Shift
 - Overview on Coronavirus
 - Made in KC's Reopening Plan
 - PPE Training
 - Face masks protect you as well as others
 - Their protection for you is only as good as the way in which you use them
 - Keep them clean: only touch with clean hands, use the ear loops, only place them on clean surfaces (plastic bag), wash regularly
 - Handwashing
 - Sneezing and Coughing Etiquette
 - Do not remove your face mask. Sneeze or cough down and into the crook of your arm
 - Customer Interactions

- Questions about safety
- Questions about operations

COMMUNICATION WITH OUR CUSTOMERS

EMAIL & SOCIAL

We will communicate regularly with customers about changes to our coronavirus practices and policies via email and social media. As we update our hours, occupancy levels, service (dine-in service, bar service, etc.), we will use both email and social media regularly to disseminate the latest changes.

IN-STORE SIGNAGE:

As we cannot ensure that every customer has seen our communication via email or social media, we will rely heavily on in-store signage to communicate our new processes and expectations. It is our hope that these signs, starting with those on the door and exterior windows, will prepare customers for what to expect within our stores. These are intended to support you in your job but will likely need verbal support.

- Encourage Shopping Online
- Occupancy (noting it may change)
- Social Distancing
- Special Hours of Operation for High-Risk Individuals (Neighborhood)
- Face Masks Strongly Encouraged
- Strongly Encourage Cashless Transactions
- No customer with a fever or symptoms of COVID-19 is permitted on the premises. If our employee asks you to leave, you must do so immediately.
- Have Feedback for us? Send it to hello@madeinkc.co
- Dressing Rooms Closed
- PLAZA SPECIFIC:
 - Entrance and Exit Only
- CAFE SPECIFIC
 - We will pour your cream and sugar for you
- FUN STUFF
 - Welcome Back
 - Comeback City
 - What We've Been Up To

BE PREPARED FOR THESE CONVERSATIONS

While we can't anticipate every customer experience and every customer concern, we encourage you to think through a shopping experience at Made in KC through a customer's perspective. Please prepare yourself to accommodate reasonable customer requests and be ready to answer common questions. A few examples include:

At Capacity: *I'm sorry ma'am/ sir, we have to strictly enforce our current capacity restrictions and we're currently at our max capacity. I'll have to ask you to wait outside until another customer leaves.*

Customer Coughing (if you or a customer feels uncomfortable with their presence): *I'm sorry ma'am/ sir, I need to ask you to step outside if you're coughing or to put on a face mask.*

"Why Aren't You...": *We're putting a major emphasis on continuous cleaning and sanitization as well as requiring all employees to wear masks while strongly encouraging our customers to do so as well. We're still trying to evaluate what makes the most sense though, and I encourage you to submit your suggestion or question to hello@madeinkc.co. Our management and owners really want to hear different ideas and feedback.*

CLEANING & SANITIZATION PRACTICES

In addition to the normal cleaning duties and checklists, we have added additional cleaning measures that must be undertaken each shift. If you think of other cleaning duties to add to these lists, let management know immediately as the other stores may also benefit from your additions.

OPEN

- Wash Hands
- Check Temperature & Log
- Sanitize front door handles, inside and out
- Sanitize light switches
- Sanitize register surfaces, card reader, iPad screen, work space
- Sanitize bathroom door handles, keypad, sink, toilet handles

MID-DAY / CONTINUOUS

- Employees must wear masks at all times
- Cafe Employees must wear gloves at all times
- Social Distancing is required for all customers and employees at all times
- Sanitize front door handles, inside and out

- Sanitize register surfaces, card reader, iPad screen, work space
- Sanitize bathroom door handles, keypad, sink, toilet handles
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CLOSE

- Check Temperature & Log
- Sanitize front door handles, inside and out
- Sanitize light switches
- Sanitize register surfaces, card reader, iPad screen, work space
- Sanitize bathroom door handles, keypad, sink, toilet handles

MISCELLANEOUS NOTES

Plaza Marketplace

- Designated Entry and Exit marked with signs. Doors will be propped open to reduce contact as often as weather allows.
- Spacing within store - directional arrows and stanchions will guide customers where to walk and where to queue for checkout
- Ice Cream Bae - lines will be designated
- Plastic cups for water - water fountain turned off to reduce unnecessary contact
- Greeter / People Counter / Bouncer during busy times
- Coffee Pick Up - floor stickers will indicate where customers can stand as their drinks are being prepared

IN CLOSING

This is a working document that will be updated regularly. We will rely on stakeholder feedback to refine and enhance our policies and procedures. Whether you are a customer or an employee, you can contact us at any time with questions or suggestions.