



## **COVID-19 Preparedness Plan for Mackenthun’s Supermarket Inc., Mackenthun Beck Pharmacy Inc., J&J Lonsdale Inc., and J&J Montgomery Inc.**

Mackenthun’s Fine Foods is committed to providing a safe and healthy workplace for all our workers, customers and vendors. To ensure we have a safe and healthy workplace, Mackenthun’s has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers and management. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

The COVID-19 Preparedness Plan is administered by Ed Gardeski, General Manager, who maintains the overall authority and responsibility for the plan. However, management and workers are equally responsible for supporting, implementing, complying with, and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan. Mackenthun’s managers, supervisors, and Safety Committee have our full support in enforcing the provisions of this plan.

Our workers are our most important assets. Mackenthun’s is serious about safety and health and protecting its workers. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by having frequent Safety Committee meetings when the COVID-19 pandemic hit in March 2020, in these meetings employees developed policies and procedures to mitigate the spread of COVID-19 and keep our employees safe, the committee also developed the Clean Team and it’s operating procedures and standards.

Mackenthun’s COVID-19 Preparedness Plan follows the industry guidance developed by the State of Minnesota, which is based upon Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines for COVID-19, Minnesota’s Occupational Safety and Health Administration (Minnesota OSHA) statutes, rules, and standards, and Minnesota’s relevant and current executive orders, and addresses:

- Ensuring sick workers stay home and prompt identification and isolation of sick persons;
- Social distancing – When possible, workers must be at least six-feet apart;
- Worker hygiene and source controls;
- Workplace building and ventilation protocol;
- Workplace cleaning and disinfection protocol;

- Drop-off, pick-up and delivery practices and protocol; and
- Communications and training practices and protocol.

Mackenthun's has reviewed and incorporated the industry guidance applicable to our business provided by the State of Minnesota for the development of this plan, including the following industry guidance: Grocery and Convenience Stores. Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

- additional protections and protocols for customers, clients, guests, visitors;
- additional protections and protocols for personal protective equipment (PPE);
- additional protections and protocol for access and assignment;
- additional protections and protocol for sanitation and hygiene;
- additional protections and protocols for work clothes and hand washing;
- additional protections and protocol for distancing and barriers;
- additional protections and protocols for managing occupancy;
- additional protocols to limit face-to-face interaction;
- additional protections for receiving or exchanging payment; and
- additional protections and protocols for certain types of businesses with an industry.

## **Ensure sick workers stay home and prompt identification and isolation of sick persons**

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

- Employees who are sick are urged to stay home until symptom free, a doctor's note may be required to return to work.
- Workers are to self assess their health before coming to work, COVID-19 symptom surveys may be implemented when workers clock-in.
- Workers whose immediate household members with COVID-19 should not come to work until their quarantine period is finished.
- Workers who develop COVID-19 symptoms at work are immediately sent home.
- To ensure the privacy of the ill worker, the Store Director and/or Human Resources Director remains in communication and gathers information from the worker.
- If a worker is confirmed to have COVID-19; communication is promptly sent out to all employees via email and break room posting, notifying them of possible exposure to COVID-19.
- Mackenthun's Emergency Sick Pay Policy may apply to workers who are sick - see policy for more information.
- Employees who are "high risk" or vulnerable may take a temporary, unpaid leave of absence during the pandemic, without worry of losing their job. "High risk" or vulnerable employees may also work shifts before and/or after the store is open to reduce exposure to customers and workers.
- Mackenthun's Emergency Sick Pay Policy is posted on the Paylocity Self Service Portal page, also included in the addendum.

Mackenthun's has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Consult Mackenthun's Emergency Sick Pay Policy for further details regarding Emergency Sick Pay and FFCRA Pay for workers and their dependents. Mackenthun's will provide accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented. Employees must express need for an accommodation and provide the appropriate documentation, once received an accommodation will be discussed with management and the worker.

Mackenthun's has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace. An email is sent to all employees when a positive COVID-19 test result occurs. Personal contact is made with employees who may have been directly exposed.

In addition, a policy has been implemented to protect the privacy of workers' health status and health information. The employees' name, department and other information relating to who they are and what their job is, is not shared with any other employees, other than the Store Owners, General Manager, Store Director, . Human Resources Director, and Department Manager.

## **Social distancing – Workers must be at least six-feet apart**

Social distancing of at least six-feet will be implemented and maintained between workers, customers, and vendors, when possible, in the workplace through the following engineering and administrative controls:

- An additional time clock is at the Customer Service desk (in our Waconia, MN location) to reduce the number of employees in the breakroom during shift change times.
- Plexiglass barriers are in place at the cash registers, register bagging area, customer service desk, pharmacy, coffee shop and deli register.
- Doors are designated as one-way entrance and exit.
- Social distancing floor decals installed throughout the store, encouraging customers and employees to remain 6 feet apart.
- One way arrow floor decals placed in all grocery, frozen, and health and beauty aisles.
- Signage is posted throughout the store and frequently on our social media pages, reminding customers and employees about social distancing.
- A policy of no more than 2 employees per table in the break room. The number of tables and chairs in the Caribou seating area was reduced to promote social distancing and employees may use that area for their break. Additional tables have been added outside to customers and employees to use (weather permitting).
- Management meetings are conducted virtually, instead of in-person.
- In-person meetings are conducted only if there are 10 or less employees attending with employees remaining at least 6 feet apart, if possible, and face coverings are recommended.
- Personal protective equipment, phones, pens, computer equipment, desks, cubicles, workstations, offices or other personal work tools and equipment will not be shared and, if used by more than one person, are cleaned and disinfected between users.
- Questions or concerns about social distancing can be addressed to the Store Director.

- Due to the nature of our business it is not always possible to maintain a 6 foot distance between workers or customers, therefore we have implemented a Face Mask Policy. See Face Mask Policy in addendum for details.

## **Worker hygiene and source controls**

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes, and after using the restroom. Hand Sanitizing Wipes are placed at the entrance of the store. The following controls are in place to assure proper worker hygiene:

- Recommended frequent hand washing of all employees in perishable departments. Hand sanitizer is also available at all cashier stations.
- Cloth and disposable face coverings, face shields, and disposable gloves are provided for all employees.
- Hand-washing and “cover your cough” signage posted throughout the building.
- Cloth face coverings must be washed everyday, proper use of cloth face coverings is posted in the break room.
- Supplies in the restrooms are monitored throughout the day and continuously stocked.
- Trash receptacles are placed near the door of the restrooms.
- Drinking fountains have been disconnected.
- Tissues for proper cough or sneeze etiquette are provided, along with no-touch disposal bins.
- Workers are expected to come to work in clean uniforms and advised to wash their work apparel daily.

Workers, customers, and vendors are instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their mouth, nose and eyes, with their hands. Workers, customers, and vendors are expected to dispose of tissues in provided trash receptacles, and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters, and supported by making tissues and trash receptacles available to all workers and other persons entering the workplace. These instructions are posted on signage throughout the store.

## **Workplace building and ventilation protocol**

Operation of the building in which the workplace is located, includes necessary sanitation, assessment and maintenance of building systems including water, plumbing, electrical and HVAC systems. Regularly scheduled maintenance of rooftop units and filters conducted by HVAC vendors. The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited, and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people. Air circulation is controlled by HVAC vendors.

## **Workplace cleaning and disinfection protocol**

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, vehicles, and areas in the

work environment including, but not limited to, restrooms, break rooms, meeting rooms, checkout stations, cooler and freezer door handles, department prep areas, and drop-off and pick-up locations. Frequent cleaning and disinfecting is being conducted of high-touch areas including, but not limited to, phones, keyboards, touch screens, controls, door handles, railings, copy machines, credit card readers, delivery equipment, etc. Protocols implemented to adhere to proper workplace cleaning and disinfection:

- As of April 2020 Mackenthun's Waconia, MN location has a Full Time Clean Team Manager, responsible for training workers on cleaning standards and procedures.
- Each department has department specific sanitation logs which are completed every 2 hours.
- A sanitation schedule and checklist is completed throughout the day, it includes surfaces and equipment to be sanitized, the cleaning agents to use and the frequency of the sanitizing. Logs are turned in at the end of the day and reviewed by the Clean Team Manager.
- All plexiglass barriers are routinely cleaned, inspected, maintained and sanitized.
- Cashiers disinfect the register belt and any area the customer has touched after each customer.
- Credit card terminals are covered with plastic wrap and cleaned with a disinfectant sprayed cloth after each customer uses them.
- Personal equipment, tools, phones and other items used in preparing food products are not to be shared with other workers, unless they are cleaned after each use.
- Enhanced cleaning and disinfection occurs after people suspected or confirmed to have COVID-19 have been in the building.
  - If possible, close off area(s) visited by the ill person(s).
  - Increase ventilation in the areas visited by the ill person(s).
  - Clean and disinfect all areas that may have been accessed or touched by the ill person(s), including commonly touched surfaces such as the break room, timeclock, or phone.
- If a worker is confirmed to have COVID-19 communication is promptly sent out to all employees via email and break room postings, notifying them of possible exposure to COVID-19.
- The appropriate disinfectants needed to kill the COVID-19 (SARS-CoV-2) virus is used in all sanitizing.
- Safety Data Sheets for all products are available, all cleaning products are used according to the manufacturer's specifications. Disposable gloves are to be worn at all times while sanitizing, properly removed, and disposed of in a trash receptacle when done cleaning.

## **Drop-off, pick-up and delivery practices and protocol**

When possible, contactless delivery and receiving practices will be implemented. Deliveries to businesses and customers are contactless and left on the business or customer's doorstep. In the event Mackenthun's is unable to receive product via a contactless method, the following procedures are in place:

- Vendor's are advised and aware of receiving hours.
- Workers are required to wear a face covering when receiving product from a delivery person.
- Vendors, salespeople, delivery drivers, etc. are required to wear a face covering while in the store.
- Multiple drop-offs are not to be performed simultaneously. Delivery personnel must wait in their vehicles if another drop-off or pick-up is being performed.

- Workers must try to maintain a distance of six feet or greater from others during interactions while receiving or exchanging deliveries.
- Workers must minimize the unnecessary exchanging or sharing of scanners, pens, or other tools with delivery personnel.
- Personal shoppers taking products to customer's vehicles should wear a face covering and wash or disinfect their hands before and after putting groceries in the customer's vehicle. Personal shoppers will also advise customers to stay in their vehicles, to remain compliant with social distancing standards.

## **Communications and training practices and protocol**

This COVID-19 Preparedness Plan was communicated via email to all workers on Monday, June 29, 2020, and necessary training was provided. This plan is also posted on the Paylocity Self Service Page and a hard copy is available at each business location. Additional communication and training will be ongoing as policies and procedures may change to remain compliant with local law and business best practices. Training will be provided to all workers who did not receive the initial training and prior to initial assignment or reassignment. Instructions will be communicated to all workers, including employees, temporary workers, staffing and labor pools, independent contractors, subcontractors, vendors, outside technicians, and customers on protections and protocols, including but not limited to: 1) Social distancing protocols and practices; 2) Drop-off, pick-up, delivery and general in-store shopping; 3) Practices for hygiene and respiratory etiquette; 4) Recommendations or requirements regarding the use of masks, face-coverings, and/or face-shields by workers. All workers, vendors, customers, and visitors will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19. Managers and supervisors are expected to monitor how effective the program has been implemented. The effectiveness of this preparedness plan will be evaluated monthly by the store Safety Committee and successes will be noted, challenges and deficiencies will be identified and corrected as needed. All management and workers are to take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices, and training as necessary. This COVID-19 Preparedness Plan has been certified by Mackenthun's Fine Foods management team, and the Plan was posted throughout the workplace and made readily available to employees on Friday, June 26, 2020. It will be updated as necessary by the Human Resources Director and Mackenthun's Fine Foods Safety Committee.

## **Additional protections and protocols for personal protective equipment**

Other conditions and circumstances addressed in the Plan that are specific to our business include:

- All workers must wear a cloth face mask, face covering/shield, or disposable mask.

## **Additional protections and protocols for in-store shopping customers**

- Posters that encourage staying home when sick, cough and sneeze etiquette and good hand hygiene are placed at entrances and throughout the workplace where they are likely to be seen.
- Store hours between 6 AM and 8 AM are reserved for the elder, high risk, and vulnerable shoppers.
- One way aisle markers are placed.

- Our personal shopping team added more staff to accommodate an increase of online orders which are delivered via curbside pick-up.
- After check-out customers are directed to exit through a different door than they entered the building.
- Effective July 25, 2020 all customers are required to wear a face covering while in the store.

### **Additional protections and protocols for staffing**

- Store hours have been reduced, closing 2 hours earlier. This allows staff to sanitize the store and stockers to work without customers in the building. Return to regular hours when determined necessary.

### **Additional protections and protocols for workers and cashiers**

- Face coverings and gloves are provided for workers.
- Plexiglass guards are installed at checkout lanes, customer service desk, pharmacy, deli register and Caribou Coffee kiosk
- Six-foot distance markers are placed at the checkout lanes, customer service desk, pharmacy, deli service case, meat service case and Caribou Coffee kiosk so that customers do not crowd.
- When rewards cards are scanned, cashiers and pharmacy technicians are to use the scanner guns to scan the card and not touch the customer's card
- When cash is exchanged:
  - Have the customers place cash on the counter rather than directly into your hand.
  - Place money directly on the counter when providing change back to customers.
  - Do not touch your face after a cash exchange.
  - Wash or sanitize your hands after cash exchange.
  - Wipe counter between each customer at checkout.

### **Additional protections and protocols for cleaning and disinfection**

- Clean and disinfect frequently touched surfaces such as displays, shelving, and reach-in refrigerator units
- Frequently clean workstations, cash registers, payment terminals, door handles, tables, carts, baskets and countertops.
- Clean employee break rooms, rest rooms and other common areas.
- Provide disposable disinfectant wipes, cleaner, or spray so employees can wipe down frequently touched surfaces such as workstations, cash registers, credit card touchpad, door handles, conveyor belts, tables, cart handles, and countertops.
- For bodily fluid events (e.g. vomiting or diarrhea) isolate the area of potential contamination, use the nearest "spill kit" with appropriate personal protective equipment to clean-up and sanitize the area.

### **Additional protections and protocols for customer experience**

- Reusable bags may be used, if the customer packs their own bags and six-feet of separation can be maintained with the cashier
- Prepackaged foods are available in the deli in lieu of the salad bar, hot bar, and soup bar.
- Food samples are provided with the following protocols in place:
  - The samples are pre-portioned
  - The sample area is monitored by an employee to maintain social distancing and discourage congregating
  - The worker must wear a face covering, gloves will be provided
  - Adequate trash receptacles are provided to dispose of waste

### **Additional protections and protocols for perimeter departments (deli counter, meat/seafood counter, Caribou coffee, and floral counter)**

- Workers must regularly wash their hands. Handwashing and/or hand-sanitizer facilities are readily available and appropriately stocked.
- Face coverings, face shields, gloves, hand-sanitizer, disinfectants are available and employees are trained on proper use.
- The use of face coverings is required when customer facing.
- Maintain unwrapped utensils behind the counter (e.g. napkins, straws, forks), and provide according to order.
- Provide for individually wrapped products (e.g. condiments).
- Continue to follow safety guidelines as provided by the Minnesota Department of Agriculture.

### **Additional protections and protocols for employees who engage in risky behavior**

Here are examples of activities and situations that can increase your risk of exposure to COVID-19:

- Being in an area that is experiencing high levels of COVID-19, including destinations with a Level 3 Travel Health Notice. You can check the [Travel Health Notices](#) for recommendations for places you have traveled, including [foreign countries and U.S. territories](#). You can also check [states, counties, and cities](#) to determine if these areas are experiencing high levels of COVID-19.
- Going to a [large social gathering](#) like a wedding, funeral, or party.
- Attending a mass gathering like a sporting event, concert, or parade.
- Being in crowds – for example, in restaurants, bars, airports, bus and train stations, or movie theaters.
- Traveling on a cruise ship or river boat.

Employees that engage in any of the above activities may be subject to quarantine before they are able to return to work. If you engage in any of these activities please notify your supervisor and your situation will be assessed by your supervisor, the Store Director or General Manager, and Human Resources.

If you know that you were exposed to someone with COVID-19, postpone further travel. Even without symptoms, you can spread COVID-19 to other people on your journey.

(Source: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>)

Certified by:

Signature:

Ed Gardeski, General Manager

Date: