



Safety @ Work

Guidance for Corporate &
Support Function
Birmingham UK, Head Office
Post Covid-19

Table of Contents

Message from our CEO	3
Safety @ Work (Office and Stores)	4, 5 & 6
Preparing The Building	7 & 8
Employee Responsibilities	9
Health & Well-Being	10 & 11
HR Questions / Resources	12



Message From Our CEO

Dear Team,

The safety, health and well-being of the Claire's team is of the greatest importance to me and to our organization. The world has changed with the arrival of the Coronavirus, and it is our job to change with it. This means our processes need to adapt to ensure we continue to carry out our mission and serve our customers safely. The purpose of this document is to provide our employees with the safety protocols and expectations required to keep each other and our Claire's community safe.

Information is based upon guidance as provided by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). We are monitoring their guidance regularly and will make updates to this document as guidance evolves.

Thank you for doing your part to keep everyone safe.

Sincerely,



Ryan Vero



Safety @ Work

together
@claire's

Face Masks and Coverings

Claire's recommends the use of face coverings when moving around common areas, such as toilets, using equipment, corridors, meeting rooms and travelling to and from work, if using public transport. In these circumstances it may not be possible to maintain the 2 metre social distancing protocols. Masks may be removed whilst at your desk as we have ensured that we can maintain the 2 metre social distancing protocols. You must, however, follow the guidance on the wearing and removing of masks to ensure there is no risk of spreading the virus on work surfaces. Claire's will provide all employee's in the corporate office on their return to work with two washable face coverings and/or disposable masks to be collected from reception area.

Temperature checks - COVID-19 has evolved to have a range of symptoms from being asymptomatic to the most common, fever and cough which are not always present. Temperature checking will not identify individuals who have the illness and are either asymptomatic or haven't developed symptoms yet. There are additional risks of queuing people at the entrance and for the person conducting the temperature checks. Therefore, we are employing an approach with the same impact but rely on **employees to conduct a daily self-screening exercise using an Employee Self-Screening Questionnaire**. We feel this is a more comprehensive and safer approach for all. A link to the questionnaire is provided to all employees below.

[W:/c2u Ref Material/HR/COVID](#)

Do not come to work if you are sick, have COVID-like symptoms, have been around someone with COVID or have reason to believe you may have the virus. Tell your manager and stay home.



Safety @Work

Social Distancing – Strict social distancing protocols will be enforced. Employees should stay at least 6 feet (2 metres) apart when moving through the office particularly in common areas. employees should call, email, private message or video conference as much as possible rather than meet face to face. Employees should stay at their work station as much as possible and not congregate in groups in the office or casually walk over to talk to others.

Celebrations – Celebrations are a very a big part of the Claire's culture; however, during this time we ask for a few changes to occur:

- Remember there are no more than ten people allowed to congregate in one space
- There is no shared food allowed for any celebration
- This is your opportunity to be creative and think outside the box on ways to celebrate

Increased cleaning and disinfection in work areas, common areas and higher frequency in high-touch areas. You will find the cleaning products distributed around the building to enable you to do this.

Adjusting work shifts to reduce the number of people in a particular area at one time. Continue to utilise work from home options when available.

Don't host large gatherings or meetings - use video-conferencing and minimise large gatherings. If it needs to be in person, follow face covering and six feet (2 metres) distancing guidelines. No large group meetings or gatherings.

Public transport / Car-Sharing - employees should avoid public transport or car-sharing except with those they live with or if they have no other means of transport. If necessary, it's recommended you follow local government guidance and practice social distancing, wash/sanitise your hands, and wear face coverings. In order to avoid rush hour, it may be possible to alter your start and finish times and you should discuss this with your line manager

Clean reusable face coverings daily - reusable face coverings should be washed daily.

Business travel - there will be no international business travel. Any essential in country business travel should be discussed with your Line Manager prior.

Safety @Work – Stores



Face Masks and Coverings

Claire's recommends the use of face coverings. Until further notice a face covering must be worn while in public and the company is providing face shields to store employees, where required.

Complete self-health screening

All employees must conduct a daily self-screening exercise using the Employee Self-Screening Questionnaire. Do not come to work if you are sick, have COVID-like symptoms, have been around someone with COVID or have reason to believe you may have the virus. Tell your supervisor and stay home.

Our stores are practicing **social distancing** and following government capacity requirements.

The company has **suspended Parties and In-Store Activities**

COVID-19 signage for customer and associate safety protocols

Instituting appointments and customer pre-screening for ear piercing customers where require

Increased cleaning and disinfection in common and all frequently touched areas.

Don't host large gatherings or meetings - use video-conferencing and minimise large gatherings. If it needs to be in person, follow face covering and six feet (2 metres) distancing guidelines. No large group meetings or gatherings.

Minimise car sharing and public transport - avoid public transport or car sharing except with those you live with or if you have no other means of transport. If necessary, it's recommended you practice social distancing, wash/sanitise your hands, and wear face coverings.

Clean reusable face coverings daily - reusable face coverings should be washed daily.

Preparing The Building

together
@claire's

Schedules A – red / B - blue teams – Those who can work-from-home should continue to do so. For employees needing to come into the office a staggered approach and combination of work-from-home will be used. Department heads have coordinated scheduling protocols and assigned every employee to either Team A - Red or Team B - Blue. The teams will rotate, as needed, every other week in the office Tuesday - Thursday. The office will be closed Monday and Friday and all employees will work from home. If you do need to come into the office outside of your scheduled week you must obtain manager approval first.

The Building - (interior and outdoor areas) have been cleaned and sanitised. Facilities will ensure on-going maintenance of a clean site.

Entry Points – Entrance to the building will be at the main reception area and at the side of the building. On entry to the building employees should follow the guidelines in relation to washing hands, using hand sanitiser, etc. It is important that you do not congregate in these areas so we can ensure social distancing can be maintained.

Standard safety precautions - are posted at entry points. Examples: “Face Masks Required” signage, use hand sanitiser, social distancing postings.

Reminder Signage – engaging and informative social distancing posters / support materials will be available in areas where people congregate to verify and maintain 6 foot / 2 metre markings for social distancing at entrances, common areas, or gathering places.



Preparing The Building

Meetings – Meetings should be done virtually whenever possible with no in person meetings larger than ten people in attendance in an appropriately sized meeting room. Signage will be posted indicating the maximum capacity and chairs will be removed/or taped up within each meeting room in accordance with social distancing protocols. Employees should not add or move chairs.

Meeting Rooms – Signage will be posted indicating maximum capacity and will be set up appropriately with proper social distancing with distance of 6 feet / 2 metres. Chairs will be removed within each meeting room in accordance with social distancing protocols. Please do not add or move chairs.

COVID talking points - Manager/supervisors will communicate talking points with their employees on the first day back to reinforce this guidance, with daily reminders thereafter on social distancing, checking if everyone is healthy today, and reinforcing good hygiene.

Workstations - Employees should frequently clean and disinfect frequently touched surfaces at their workstation such as keyboards, telephones, doorknobs, desktop, etc. You will find the cleaning products distributed around the building to enable you to do this.

Toilets – Signs will be posted indicating maximum capacity. Individuals should wait outside the toilet to not exceed maximum capacity. Cleaning schedules will be increased to maintain cleanliness. Signs will be posted on how to wash hands in each toilet area.

Lifts- Only one person will be allowed in the lift at a time.

Disinfection - Hand sanitisers and wipes are available around the office. There are proper cleaning fluids in all kitchens, eating areas and office areas, please wipe down the area after every use.

Claire's Cafe – There will be no access to Claire's Cafe for office employees. Employees should bring their own food when working in the office. Employees may use the kitchen facilities for drinks and the drinks machine in the café area. Fridges and microwaves will not be available for use by office employees.

Workstations - employees should frequently clean and disinfect frequently touched surfaces at their workstation such as keyboards, telephones, doorknobs, desktop, etc. You will find the cleaning products distributed around the building to enable you to do this.

Visitors – Only essential visitors will be allowed in the office. Essential visitors are defined as maintenance workers, healthcare professionals, police, fire, etc. Business-critical, in-person visits such as to allow equipment or facilities to remain operational should be in accordance with the company's protocols including using the Visitor and Contractor Questionnaire.

Employee Responsibilities

Hand Washing - The WHO informs that thorough hygiene practices and frequent hand washing with soap is vital to help combat the spread of the virus. Employees should wash their hands for at least 20 seconds (or use sanitiser when soap and water is not available) every 60 minutes or in the following situations:

- Upon arrival to work/re-entry to the office
- Before and after using other shared equipment (e.g., printer, copier, hand tools, fridge, door handles, cabinet door handles, etc.)
- After completing personal activities such as using the toilet, sneezing, blowing the nose, cleaning, eating or drinking

Hygiene Rules - fabric face coverings

- Do not leave these on counters or desks. If you remove your face covering you should place it in a plastic bag to help stop the spread on surfaces or discard if using single use masks
- After removing your face covering, use hand sanitiser and then wash your hands. This will prevent any spread on doors after handling the face covering
- If your face covering becomes damp you should replace this as soon as possible as this makes it ineffective

Maintain Social Distancing - Employees should make every effort to maintain social distancing guidelines while at work. For example:

- Only one employee should enter common areas at a time. If another employee is using the space, you should wait a safe distance from the door or ask them to alert you electronically when they are finished
- Schedule conversations using Webex or conference calls rather than having in-person meetings
- When scheduled at the same time as other employees, work with your manager to stagger your arrival/departure times to provide for proper social distancing in common areas
- Stay in your office/personal workspace when possible

Office Cleaning - Employees should do their part to keep shared surfaces clean. For example:

- Wipe down shared equipment before and after use
- Wipe down surfaces upon arrival and re-entry into the office

Personal Health - Employees should leave the office immediately or stay home if they are not feeling well or are exhibiting any symptoms of COVID-19.

Health & Well-Being

The health and well-being of all employees is a key consideration for Claire's. If you have personal issues or concerns, don't hesitate to reach out to others for assistance.

Talking with others may help you to manage through issues that may arise. Don't assume someone already knows about a situation. Also, remember to protect private information that may be shared by others.

Any employee feeling anxious about the COVID-19 situation can contact the Employee Assistance Program through information available on page 12. Resources from professional authorities should be considered for purposes of dealing with stress and anxiety the COVID-19 crisis can cause for managers and employees; example:

<https://youtu.be/BTx1vELv7zU>



Health & Well-Being

What do I do if I experience symptoms of Covid-19 or sick at work? - If you begin experiencing COVID-19 symptoms at work, you should immediately notify your manager and leave the building. If you begin experiencing COVID-19 symptoms while not at work, have been exposed to someone that is exhibiting symptoms, or have tested positive, you should immediately contact your manager who will then liaise with HR as necessary:

Things you can do to support yourself are below.

Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can cause undue stress, so consider taking a break from it.

Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs

Make time to unwind. Try to do some other activities you enjoy.

Connect with others. Talk with people you trust about your concerns and how you are feeling

Additional resources cultivated especially for you:

<W:/c2u Ref Material/HR/COVID>

One Team Together

RESOURCES:

Employee Assistance Programs (EAP)

For the U.K - Retail Trust www.retailtrust.org.uk

For other countries, please contact your HR Coordinator to get specific contact information for your country.

HR QUESTIONS:

For HR-related questions, you can also send an email to:

reward@claires.com

WHO GUIDANCE FOR BUSINESS

<https://www.who.int/docs/default-source/coronaviruse/advice-for-workplace-clean-19-03-2020.pdf>

UK GOVERNMENT GUIDANCE FOR BUSINESS

<https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-240520.pdf>

Risk Assessment & Using Face Coverings

[W:/c2u Ref Material/HR/COVID](#)

