

# Distance guides

## Yellow vest:

- The yellow vest is used by distance guides.
- The task of the distance guides is to help our customers navigate high-traffic areas and at the entrances to the shops.
- The vest must always be worn visibly as shown in the pictures.
- If there is a need to leave the area for a longer period, the vest and tasks must be handed over to another employee who is instructed in the task. If this is the case, the nearest manager is informed.

## Instructions for Distance Guides

- You must know where hand alcohol is available to customers and refer to using it, as well as ensure that dispensers are refilled if they have run out (contact the guard if necessary)
- You need to know where there are restrooms where customers can wash their hands.
- You need to help customers keep their distance, especially in areas where heavy traffic, congestion and congestion can occur.
- You must ensure that the guards are informed if it is observed that there may be too many customers in the store or there are areas that have heavy traffic and a reprimand to keep a distance can not ensure that we comply with the guidelines and the executive order banning larger gatherings.
- You should encourage customers to shop alone, unless there is a good reason for something else, such as a mother with her child.
- You need to know the guidelines for stores, as well as know what to do in a critical situation, which is described in our official Covid-19 script for the stores and our contingency plan for Safety in Magazine.
- Distance guides are not guards, but employees who provide a service to our customers.
- If situations arise where customers e.g. will not keep distance, contact the guard.
- As a distance guide, it is ok to perform other tasks, such as. sale of goods or replenishment of goods. However, there must be sharpened attention in connection with peak periods, etc.



## Orange vest:

- There is also an orange vest which is used for parts of the contingency plan if "crowd control" is introduced at the entrances.
- These can be used as an alternative if there are not enough vests until the yellow vests are received on 29 September 2020.
- All yellow vests that are present in the store must be in use before the orange ones are used