♥CVS Health

To: All CVS Facility and Construction Team Personnel, General Contractors, Sub-Contractors, External Facility Teams, External CVS Developers, External Merchandise Teams, Architects, Engineers and other Vendors and Suppliers

From: Danni Gallagher, Vice President of Construction, and John Hoyceanyls, Vice President of Facilities

Date: April 17, 2020

Subject: COVID-19 Protocols for Construction and Facility Projects

This Memorandum serves to set forth COVID-19 protocols issued by CVS Health on behalf of itself and its subsidiaries and affiliates (collectively, "CVS") to be adhered to by all CVS Facility and Construction Team Personnel, General Contractors, Sub-Contractors, External Facility Teams, External CVS Developers, External Merchandise Teams, Architects, Engineers and other Vendors and Suppliers who will be scheduled for and who conduct construction or facility-related activities on any existing CVS site or any CVS project site, including without limitation all CVS retail stores, business and office locations ("CVS Site").

We expect all companies and their associated employees, contractors and agents to adhere to all relevant COVID-19 guidelines issued by the Centers for Disease Control and Prevention (CDC) designed to reduce the spread of coronavirus and the contraction of COVID-19. We also expect all companies and their associated employees, contractors and agents to adhere to all COVID-19 related executive orders, ordinances, rules, regulations or other directives, whether issued at the federal, state or local level that apply to the activities conducted on any CVS Site. Each company will be responsible for identifying and complying with all such applicable executive orders, ordinances, rules, regulations or other directives as it relates to a respective CVS Site, including any guidelines issued hereunder or otherwise as supplemented or amended by CVS.

In that regard, effective immediately, CVS is requiring all companies and their respective employees, contractors and agents to adhere to the following protocols when conducting their respective activities at a CVS Site. CVS is also requiring that any individual showing symptoms of illness (including fever, cough, shortness of breath, and/or other COVID-19 related symptoms as described by the CDC) to not come onto a CVS Site. If any individual is perceived to be visibly ill, CVS is requiring that the companies direct such individual to immediately leave the CVS Site.

CVS Site Guidelines – Note that the guidelines below are subject to any additional or further restrictions and requirements as may be ordered or directed by the applicable federal, state or local governmental agencies.

- Prohibit non-essential vendors or other personnel from entering the worksite area at a CVS Site
- Limit worksite meetings to groups of fewer than 10 individuals; in-store meetings or other gatherings should be held in groups fewer than 5 individuals
- Require individuals to maintain 6 feet or more distance between them whenever possible
- Stagger work start and stop times to limit the number of individuals on any CVS Site concurrently

- Stagger lunch breaks or other scheduled breaks and adhere to the above referenced social distancing guidelines
- Restrict common area access or congregation
- Limit the sharing of tools, machinery and equipment. Where possible, implement additional cleaning and disinfecting of such tools, machinery and equipment.
- Require the use of face masks per the protocols set forth below.
- Require adherence to infection control measures, including personal hygiene, coughing / sneezing etiquette, and cleaning / disinfecting of surfaces.

Mandatory Use of Face Masks or Cloth Face Covers

In an effort to keep our vendors, suppliers, colleagues and customers safe from COVID-19 infection, effective immediately, CVS is requiring that all employees, contractors and agents of the companies and all construction and facility-related colleagues and employees wear a face mask or cloth face covering, as described below, while on a CVS Site. All companies and their respective employees, agents and contractors will be required to supply each person on their team / crew with a face mask or face covering to meet the guidelines outlined in this Memorandum.

Individuals who choose to use their own cloth face covering are advised to follow CDC recommendations. Cloth face masks should:

- Only cover the nose and mouth and fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Must be clean when worn and must be laundered after every use
- Must be suitable for the workplace (no logos, writing, do not include graphics or images that may be viewed as offensive)

All individuals should make every effort to not touch their face masks or cloth face covering except when putting it on or removing it. Anyone wishing to remove their face mask should leave the CVS Site. Individuals who have taken their mask off for breaks are requested to leave the CVS Site, or at a minimum still maintain a social distance of at least 6 feet from other persons.

Companies who believe they have an employee, contractor or agent who needs a reasonable accommodation because they are unable to wear a face mask due to a disability or religious belief should promptly contact the CVS Sr. Director of Construction for their specific project. Accommodations will be reviewed and alternate direction provided.

All companies and their respective employees, contractors and agents are expected to comply with this requirement, barring any reasonable restrictions under the law. Refusal to don a mask in accordance with this mandate will result in the company's employee, contractor or agent being asked to leave the CVS Site and not return until they will don the mask per the terms of this requirement. Companies will be notified and further action may be taken for project engagement.

Cleaning

CVS COVID-19 guidelines now require all surfaces that are commonly touched by customers and colleagues be wiped down using disinfectant cleaners recommended by CDC once per hour. This includes, but is not limited to, all electronic devices: POS terminals and pin pads, iPads, card readers, photo & ECC kiosks, door handles, carriages, and other commonly touched surfaces. CVS requires your teams to participate in this diligent cleaning effort as you work in an area of customer or colleague contact, or as you turn over a CVS Site to the operators for use, commissioning, or occupancy. Each team should be equipped with their own cleaning supplies and should not leave a CVS Site without ensuring proper cleaning and disinfection has occurred.

Notification

CVS requires each company to notify CVS in the event any company employee, contractor or agent is diagnosed with COVID-19 and has been in contact with any individual on a CVS Site.

A) CVS considers direct exposure to COVID-19 potentially to have occurred if someone was:

- Within 3 feet of an individual with a confirmed COVID-19 infection for more than 3-5 minutes without personal protection equipment or

- Close proximity, within 6 feet of an individual with a confirmed COVID-19infection, for more than a total of one hour without personal protection equipment.

B) CVS considers second-degree to be contact of an individual who is exposed to another individual who was exposed to a person diagnosed with COVID-19.

For direct exposure each company is required to email the applicable CVS Sr. Director of Construction and the CVS Sr. Project Manager for the CVS Site of incident and be prepared to provide the information below:

- CVS Sites that were visited (include business unit details, store numbers, etc.)
- Dates and times the individual was at the CVS Site
- What part(s) of the CVS Site visited (office area, pharmacy, sales floor, check-out, etc.)

These new CVS COVID-19 construction and facility guidelines are designed to protect everyone on CVS Sites. Clear and open communication will help protect the safety of all those working so hard to serve the needs of others.

Mandatory Temperature Checks and Use of Face Masks/Cloth Face Covers by Vendors

CONTACT: Retail_Store_Operations

What is this process and why is it important?
To further help ensure the health and well-being of our Colleagues and Customers, we are extending the Colleague Wellness Self-Check and Temperature Check Protocols to all vendors who enter our stores. **Effective immediately, we are requiring that:**

- **ALL vendors wear either a face mask or cloth face covering while in store.**
- **Any vendor spending more than one hour in store must complete a temperature check prior to entry.**
    - All vendors have received the **attached** letter with the temperature check guidance, post this letter in the stockroom where temperature checks take place

Vendors required to adhere to these guidelines include, but are not limited to: Hallmark, Crossmark, Advantage auditors, Third Party auditors, inventory and/or reset teams, etc.

What does my Team/do I need to know/do?
- It is the responsibility of Store Leaders to ensure that every vendor who enters the store adheres to the following guidelines:
    - **Face masks or cloth face coverings must be worn by ALL VENDORS while in store** and should meet CDC recommendations. Cloth face masks should:
        - only cover the nose and mouth and fit snugly but comfortably against the side of the face;
        - be secured with ties or ear loops;
        - include multiple layers of fabric;
        - allow for breathing without restriction;
        - must be clean when worn and must be laundered after every use;
        - must be suitable for the workplace (no logos, writing, do not include graphics or images that may be viewed as offensive)
    - **Each vendor spending more than one hour must check their temperature upon arrival.**
        - This should be performed in the stock room of the store. It should not be performed on the sales floor. The only exception will be in Target locations where this can be performed in the Pharmacy.
        - If multiple individuals are in queue for the temperature check, social distance of 6 feet or more must be maintained between each individual.
            - Employee temperature checks should be completed prior to vendor temperature checks.
        - The thermometer must be cleaned with a new disinfectant wipe after each use.
        - Each individual, employee or vendor, will take their own temperature and show the digital reading to the Store Leader.
        - Vendors with a bodily temperature of **100.3 degrees F or lower may enter the store**
        - Vendors with a bodily temperature of **100.4 degrees F or greater MUST be denied entry to the store**
- **Vendors who refuse to follow protocol will be denied entry to the store**. The vendor may return to the store when they abide by the terms of the company's requirements:
    - Complete a temperature check prior to entering the store AND wear a face mask/cloth face cover while in store
      OR
    - Protocol is no longer in place.

Further Information:

- Contact: **Ruth Kiros**
- Complete CDC guidelines regarding cloth face coverings
- Surgeon General, Dr. Jerome Adams video tutorial on how to create your own face covering
- Stores previously received (1) Non-Contact Digital Thermometer
- To ensure the accuracy of the thermometer, the following steps should be followed:
    - Hold the thermometer half an inch above the eye brow and scan their entire forehead for 3-4 seconds for accurate readings.
    - Make sure to pull the trigger and hold it for 3-4 seconds while scanning the forehead. Then, release the trigger and wait for the beep to end before moving the thermometer away from the forehead.
    - If the infrared digital thermometer is reporting temperatures less than 96.5 at all times, please contact our team immediately.

♥CVSHealth®

DATE: May 15, 2020

RE: Coronavirus (COVID-19) Response - Essential Personnel Access Request

To Whom It May Concern:

According to the Department of Homeland Security's Guidance On The Essential Critical Infrastructure Workforce, dated March 19, 2020, healthcare and public health are critical infrastructure that must be maintained during the COVID-19 crisis. In addition, state and local stay-in-place orders have similarly recognized healthcare as an essential service. CVS Health Corporation is a diverse health care company serving the needs of customers and patients in every state through pharmacies, health plan services, pharmacy benefits management, and senior pharmacy care.

The appropriately credentialed bearer of this communication is an essential critical infrastructure employee, contractor, or vendor designated by **CVS Health or one of its affiliates**, as an individual responsible for a range of vital services essential to the Department of Homeland Security's Healthcare and Public Health Critical Infrastructure Sector in response to the coronavirus disease 2019 (COVID-19) and declared national emergency.

We are respectfully asking that law enforcement officers, emergency management officials, National Guard personnel, and other officials charged with oversight and access control of areas affected by restrictions as part of an overall strategy to contain the spread of COVID-19, grant:

- Individuals in possession of this Essential Personnel Access Request, and proper identification, and as safe conditions allow, approval to cross police lines, road blocks, and control points in direct support of public health and safety, access to care, community support, interstate commerce and sustained critical supply chains.

For verification or inquiries regarding this request, please contact CVS Health's COVID-19 24/7 Command Center at 401-772-7540.

This letter expires July 15, 2020

Respectfully,

Brian Olsen

Brian K. Olsen, Director
Enterprise Response and Resiliency / COVID-19 Crisis Response
♥**CVS**Health.| 200 Highland Corporate Dr., Cumberland, RI 02864

CVS Phot Lab Survey and prep work for Epson P6000 and Fuji 3240 Printer

CVS Store #

Store Scope (P6000/CX3240/Both)

Photo Lab Layout (Curved/Liner/Café)

Printer Placement Placement

Template Solution Selected (Yes/No)

Deviations (Yes/No)

Describe

P6000 Install Options

With Cabinet 55"x31" (Yes/No)

No Cabinet 54"x24" (Yes/No)

No Fit (Yes/No)

Sink within 18" of location (Yes/No)

No cabinet doors perpendicular

Printer Location Marked(Yes/No)

CX3240 Install Options

With Legs (Yes/No)

Without Legs 19"x28" (Yes/No)

No Fit (Yes/No)

Printer Location Marked(Yes/No)

Lab Realignment

Did the Apex need to be rotated (Yes/No)

Power Avaliability

P6000 (Yes/No)

CX3240 (Yes/No)

New Power outlet needed (Yes/No)

New Quad noted with wall decal (Yes/No)

Data Run Avaliability

P6000 (Yes/No)

Jack #

Location

CX3240 (Yes/No)

Jack #

Location

New Data runs Installed(Count)

Photo Printer Survey

4/1/2021

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Visit Expectations

CVS Code of Conduct	
	CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated. Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.
Dress Code for all CVS ROC Vendors	Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits. **Acceptable business casual dress** • Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants • Appropriate jeans/denim (neat in appearance without tears, holes, or frays) • Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts • Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder • Skirts: appropriate length and proper fitting • Footwear: clean loafers, boots, flats, business casual shoes • Athletic shoes/sneakers (clean, tied and in good condition) • Vendor branded attire **Unacceptable dress includes, but not limited to:** • Clothing that exposes the midriff • Crop tops, halter tops, tank tops, spaghetti straps • Off the shoulder clothing • Shorts or skorts • Dresses that expose the back • Sweat suits, sweatpants, spandex leggings and other form-fitting pants • Hooded Sweatshirts • Athletic Jerseys • Exposed undergarments, revealing or transparent clothing • T-shirts • Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.) • Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals • Hats • Visible piercings in body parts other than the ear • Branded attire (non Vendor) • Advertising or messaging attire (non Vendor) The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties. Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.

The Rollout Operations Center	25 Blackstone Valley Place
	Suite 210
	Lincoln, RI 02865
	Fax: 1-401-770-6641
	Telephone: 1-888-401-4601 **Press 5 then option 1 for Photo Installations**
	
	Have the Following information ready each time you call.
	    a) Your Name and the company you work for
	    b) The site number
	
	Rollout Operations Center Hours: 8:00 am to 8:00 pm EST
	
	Project Log In/ Log Out Guidelines:
	      First Store Log In: 8:00 am Store Local Time
	      Last Store Log In Time: 3:00 pm Store Local Time (this includes Revisits)

Rollout Operations Center Protocol

Purpose	The Rollout Operations Center serves as a 2nd level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the Rollout Operations Center.

Technician Protocol	a) Upon arriving at the store the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the Minute Clinic number, address and location with the SM or MSC.
	
	     (1) If requested, the vendor will provide a Technician Letter of Authorization to the SM/MSC and/or Minute Clinic main contact.
	
	     (2) If the technician is denied access to the CVS site, the vendor is required to contact the ROC immediately from outside the store.
	
	     (3) Once identified and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the ROC. All calls to the ROC are placed in a queue and answered by the next available ROC agent.
	
	 b) Once in contact with the ROC, technicians will need to verify their credentials and scope of work for the site visit.
	 c) Technician should quickly survey the key locations in the clinic as they pertain to the scope of work for the site visit. Report any issues to the ROC that will delay/inhibit the installation.
	 d) The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.
	 e) In the event that an unforeseen situation arises, the following steps are to be followed:
	
	     i) If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc….
	     ii) If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party.
	     iii) It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation.
	 f) If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the ROC.

Logging Out	• When all tasks and testing are successfully completed the onsite technician **must** log out with the ROC. • The ROC will request to speak with the SM/MSC at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC. • Upon satisfactory answers from the SM/MSC, a release code will be given to the onsite technician. The ROC will log the onsite technician out of the store in the ROC database. • The release code must be recorded by the onsite technician. This is needed for billing. • Failure to log in/out and obtaining the release code will delay payment.

Arriving On Site

Step	Action
	Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the store number, address and location with the SM or MSC.
	Once located and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the **ROC**. All calls to the ROC are placed in a queue and answered by the next available ROC agent. Telephone: **1-888-401-4601** Press **5** then option **1** for Photo Installations

Hardware Introduction

Equipment	Description
Epson P6000 	Epson poster/canvas printer possibly being installed by Fuji on a later date. The stores are being surveyed to make sure there is space for the printer, an available electrical outlet, and an available data cable run to the stores photo switch. Printer dimensions: With Cabinets: 55"x 31" Without Cabinets: 54"x24"

Equipment	Description
Fuji CX 3240 	Fuji duplex printer possibly being installed by Fuji on a later date. The stores are being surveyed to make sure there is space for the printer, an available electrical outlet, and an available data cable run to the stores photo switch. Printer dimensions: With Legs: 22"x31" Without Legs: 19"x28"
Apex Cabinet 	Cabinet that stores some printers and the Apex PC. In some layouts it may be required to move this. The cabinet is on wheels and should be easy to move. Check with the ROC before attempting to move the cabinet.

Lab Types

The following are a few of the common lab layouts and places where the printers can be installed. The area for the printer will need to be marked with painters tape to reserve the zone for the future install.   The placement will need to have a power outlet and a data drop to the Photo switch within 15 feet (if one is not available a new run will need to be installed).

If there are any questions regarding to the placement of the printer contact the ROC.

Curved Lab

Curved Labs usually will have the most room to find placement. The Apex Cabinet can be slid over. The poster printer can be installed along the curved wall as shown in the image below. The CX printer can be installed next to the Apex cabinet.
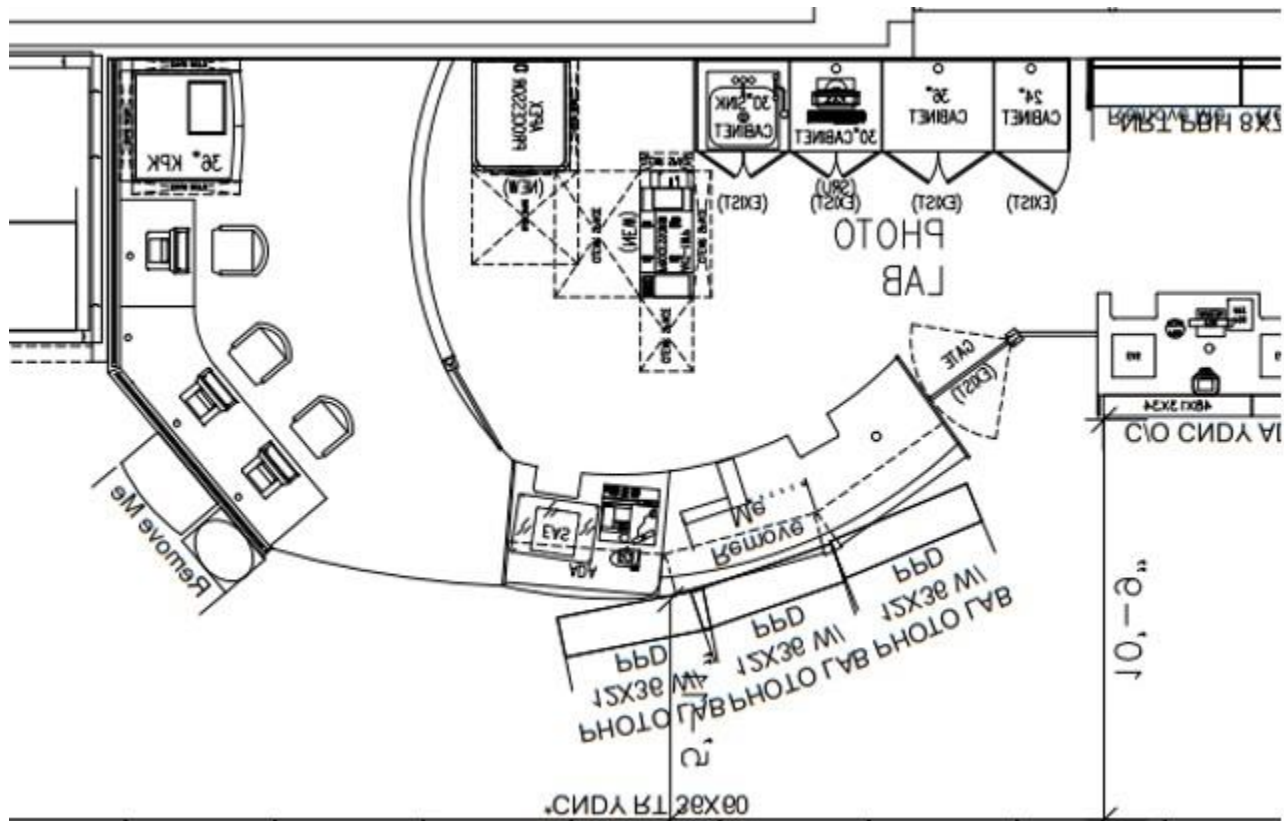
Linear Lab

Usually the labs that have the most issues with finding placement. The labs are stretched out behind the registers. The apex usually doesn't have a lot of room to be moved but finding cabling and electrical is usually easy.
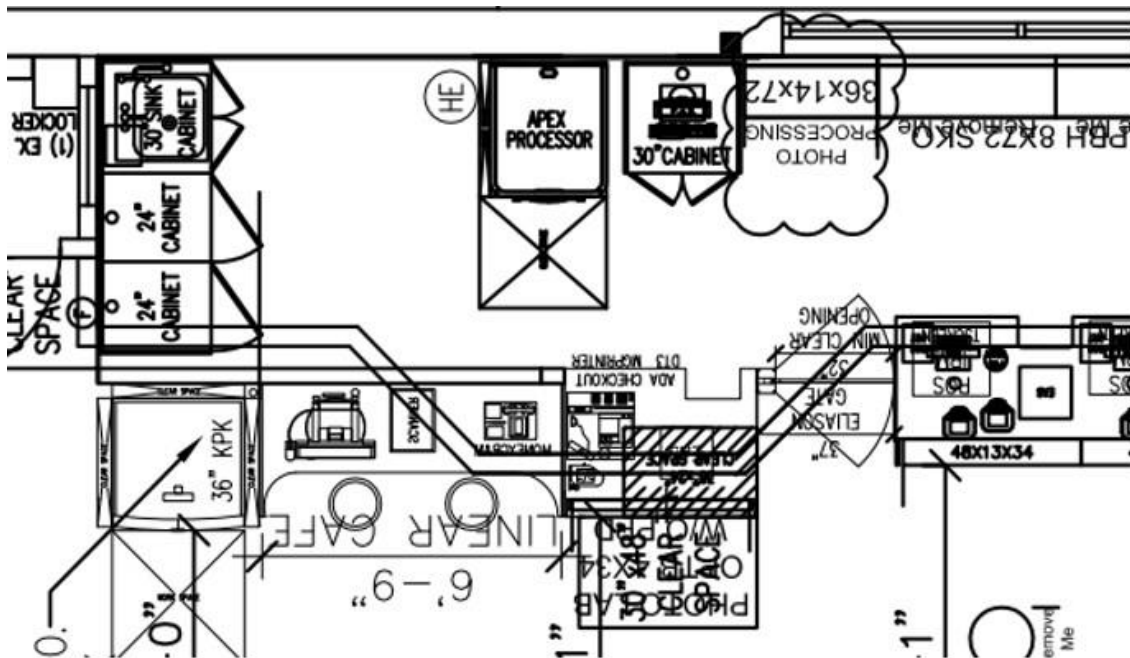
Sales Floor

There is a small percentage of stores that the lab is open as part of the sales floor. Due to that finding placement can be very complicated before doing any placements at these locations contact the ROC.
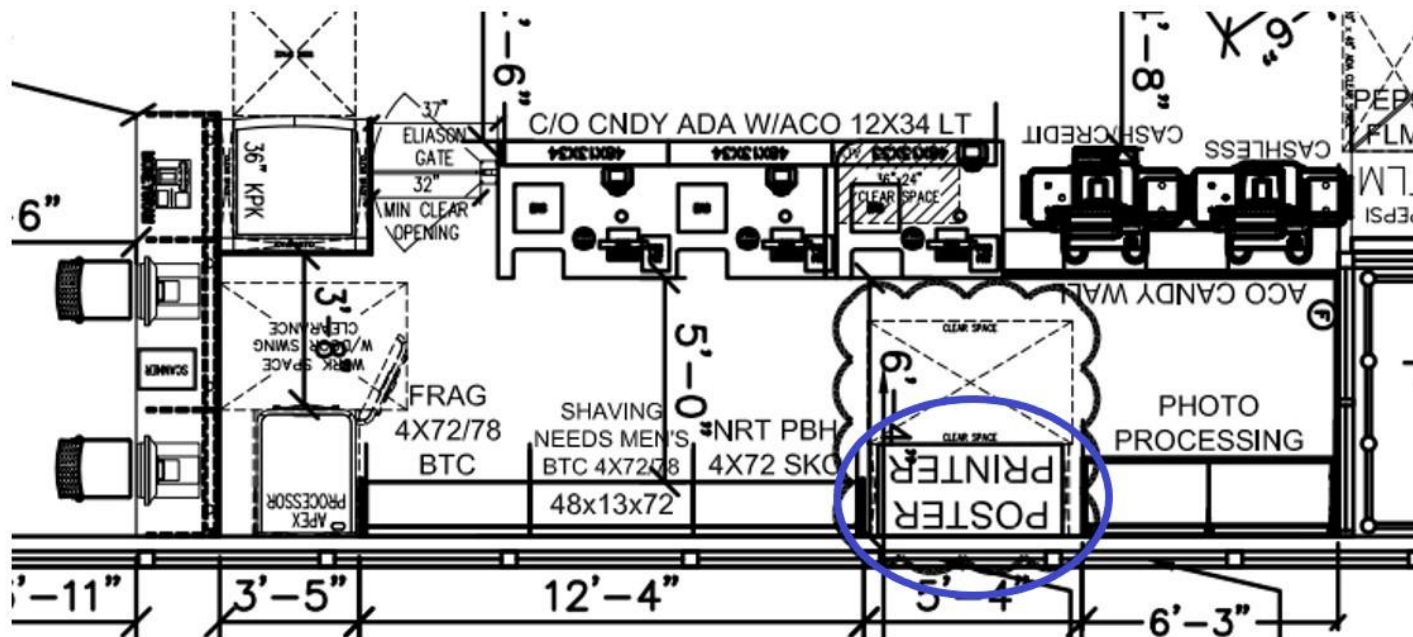
P6000 Printer Placement Examples

Backwall Processing
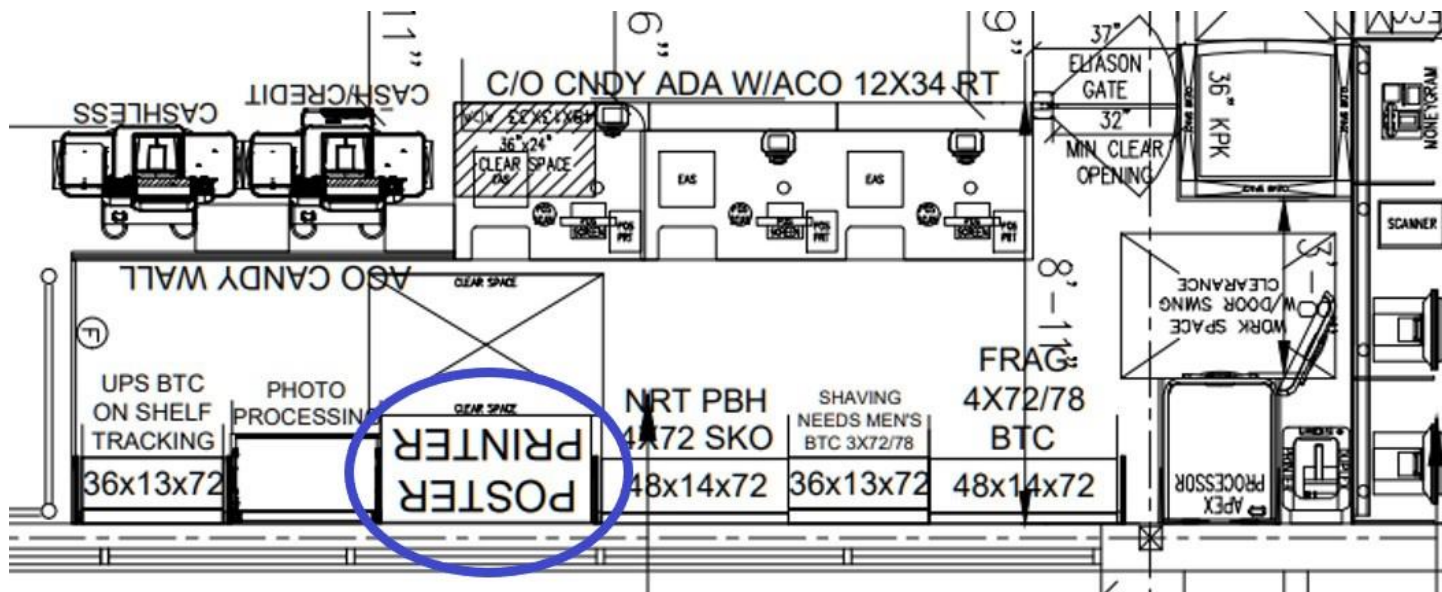
Back Wall Apex
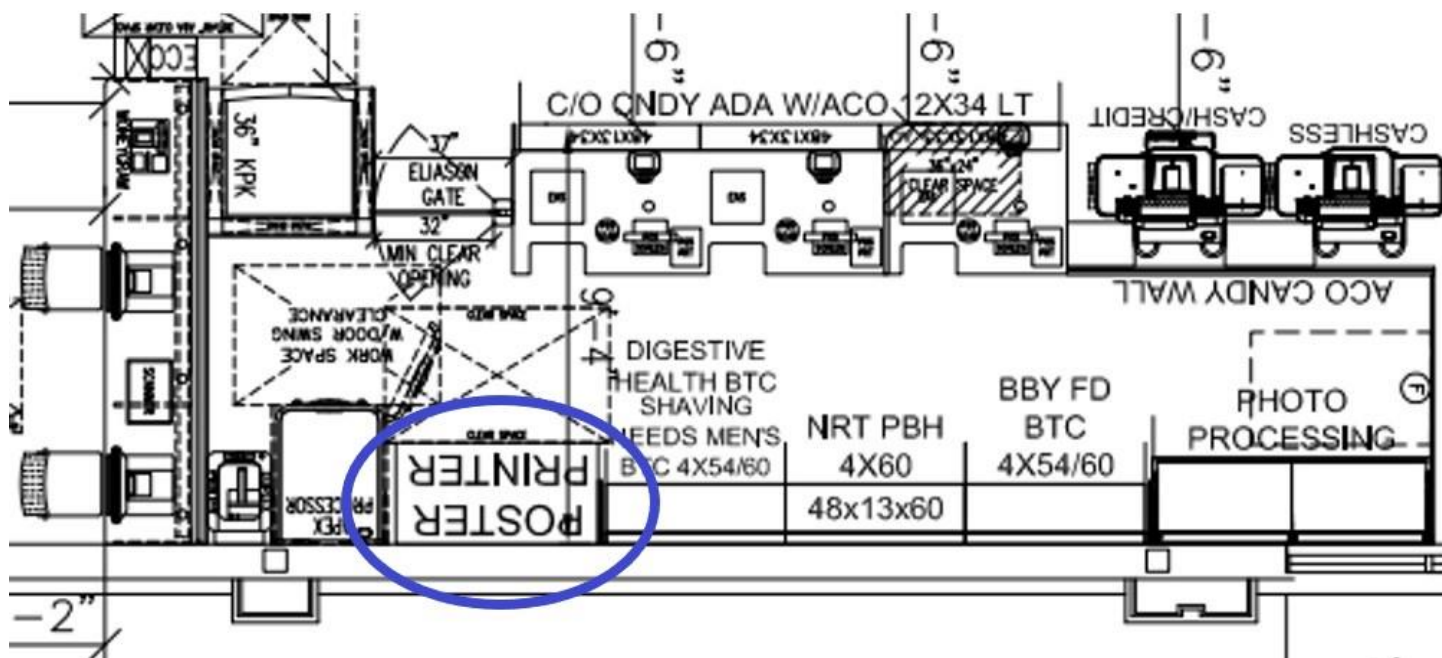
Curved Lab

Sales Floor

Cx 3240 Printer Placement Examples

Rotate Apex
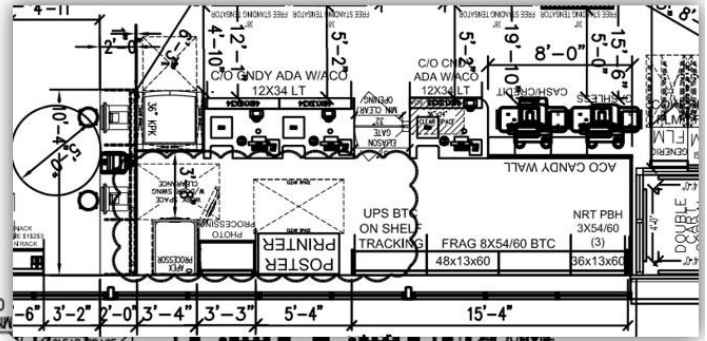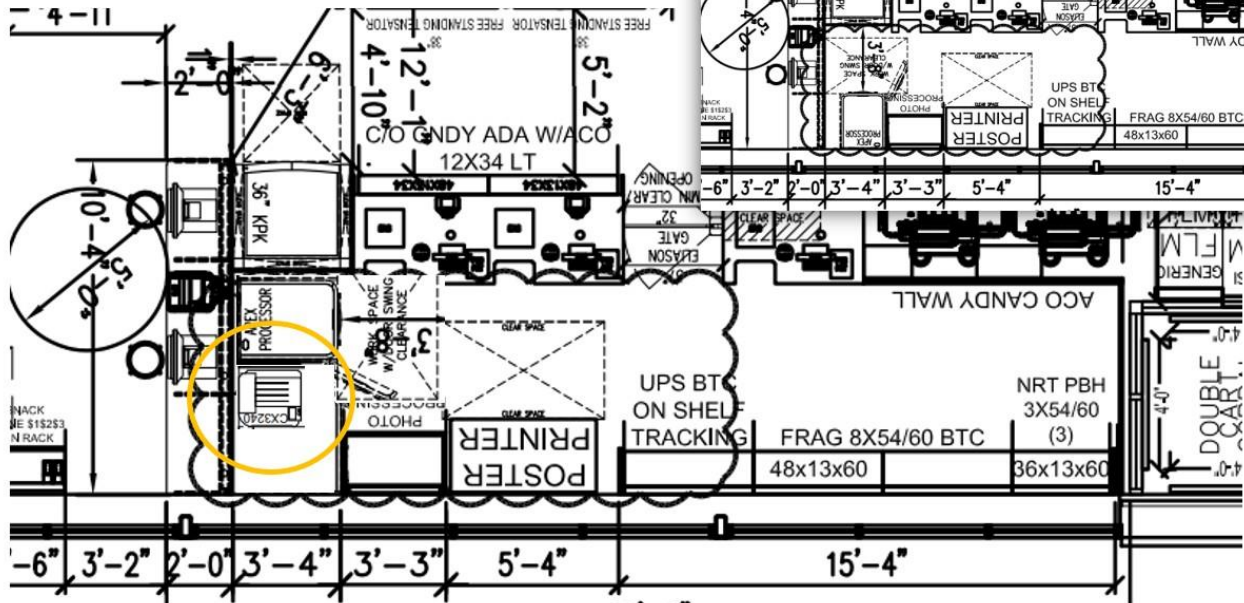
Behind ACO
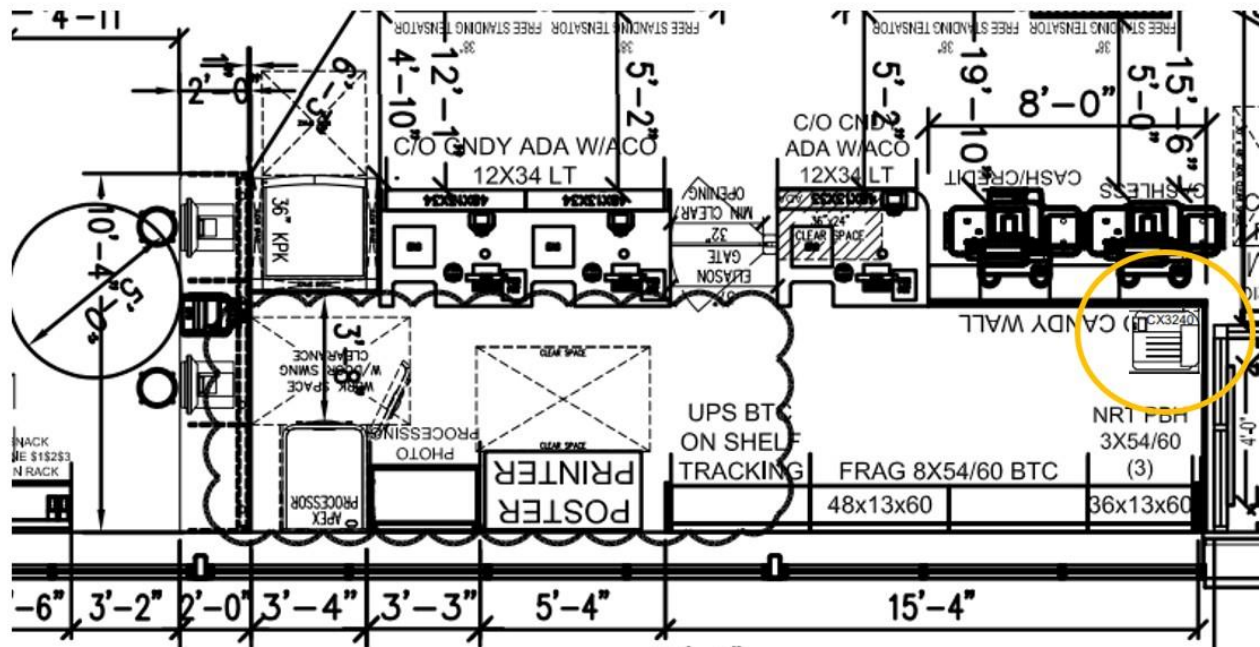
Behind KPK Cabinet

Along Back Wall

Cabling

Low Voltage

Orange jacks are internal to the photo lab and should all go back to the photo switch. If the store does not have an orange jack within 15 feet, patch cables must be hidden as much as possible, of the printer location or it would not be possible to safely run a patch cable, a new cable will need to be run to the photo switch.
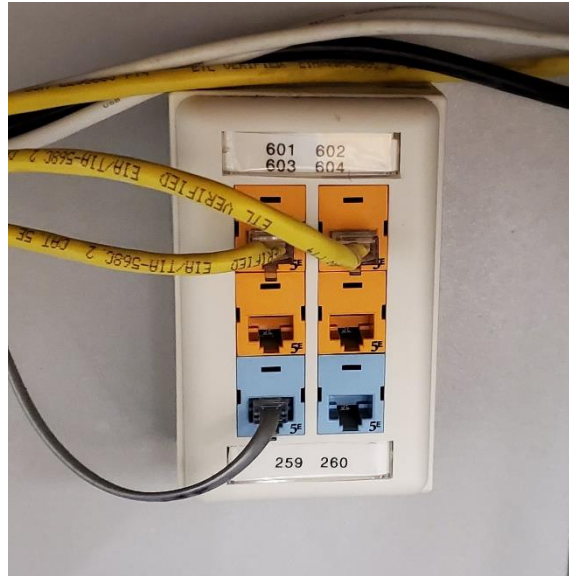
Electrical

Installing an electrical outlet will need to take place on a second visit. We would ask that you mark on the wall where the outlet needs to be installed. In Appendix A there are a few pages that you can use to mark the location, please use painters' tape when attaching anything to the wall.

Logging Out

Step	Action
	Clean up the preparation area. **The area is to be left neat and clean.**
	After all installation areas are neat and clean, call the ROC to log out of the site. **1-888-401-4601** Press **5** then option **1** for Photo Installations
	Notify the ROC of any outstanding printer placement, cabling, or electrical issues
	While on the phone, the ROC will ask to speak with the SM/MSC and confirm the site is neat & clean and tests are completed prior to your departure.
	The ROC will provide you with a release code. Record the ROC release code. This will be used for billing purposes.

Place power outlet here

Place power outlet here

Place power outlet here

Place power outlet here

SURVEY LINK

https://forms.office.com/r/FMNy7XysRP

CVS PHOTO SURVEY CHEAT SHEET

PURPOSE

Surveying the Photo Lab area to verify the store has the requirements for the printers to be installed.

*This Document is only a Cheat Sheet. Techs are Required to have the CVS Photo Survey Redbook with them during install.

Upon Arriving to the store, introduce yourself to the Store Manager or Site Contact and specify the reason for your visit.

1. Check in with Labor Platform
2. Call into CVS ROC to check in with CVS
   - CVS ROC Phone Number: 1-888-401-4601 (Opt 5, Opt 1)

3. Survey the key locations in the clinic as they pertain to the scope of work for the site.

4. Take Photos of area per CVS ROC instruction and Fill Out Survey by the Survey Link Provided in Special Instructions and QR Code on this Sheet

5 Check out with CVS to Obtain ROC Release Code

6. Upload Deliverables to Labor Platform. Survey Deliverable is a screenshot of the last page.

• Some Sites will need a cable run if deemed necessary. Cat5e Plenum Blue Cable is Required. Will reimburse for materials used.

• We will ship out Jacks required by CVS in bulk depending how many sites you have. If you do not have materials, please reach out to the PM and we will schedule a return visit to run cable.