

COVID-19 SAFETY PLAN IKEA Edmonton



We have reviewed and ensured compliance with the relevant documentation regarding "Retail and COVID-19 Safety from the Alberta Government. We have reviewed the "Restaurant, cafes, and pubs: Protocols for returning to operation" documentation from the Alberta Government. All of this information can be found on the Alberta Government [website](#) – All orders, guidance and notices issued by the provincial health officer have been reviewed by IKEA Canada to ensure compliance.

Reduce the risk of person-to-person transmission

First Level Protection (Elimination): Limit the number of people at the workplace and ensure physical distance whenever possible.

IKEA Canada has established capacity guidelines for each store. The recommended capacity guidelines from the Alberta Government for retail food and grocery store "requires at least 5 square metres of unencumbered floor space per person (workers and customers)."

IKEA Canada has established a general capacity calculation for physical distancing measures taking into consideration the commercial space in square metres.

We will have 3 phases for physical distancing in the store. These are general guidelines and may be revised at any time to ensure a safe environment. A controlled entrance/exit will ensure that the maximum number of customers does not exceed the capacity. A queue is set up outside the Main Entrance to accommodate the flow and control the entrance to the building. When capacity is reached, we will use a 10 out, 10 in approach or stop allowing customers into the store for the remainder of opening hours. Areas have been identified in the store to have extra co-workers to greet customers and ensure physical distancing and capacity requirements.

IKEA Edmonton has limited meetings and reduced tasks that require co-workers to gather together. Virtual (Microsoft Teams) meetings are recommended.

Occupancy limits have been established and posted for common areas such as meeting rooms and elevators. While the customer restaurant is closed, co-workers will continue to take breaks in this area to ensure physical distancing and to limit accumulations of co-workers in lunchrooms, co-workers with desks in the office are encouraged to eat at their desks.

All departments are responsible for ensuring physical distancing. Communication has been posted in the store to remind coworkers to respect physical distancing. Announcements are regularly played with reminders to respect physical distancing of 2m.

Co-workers, customers and contractor/visitors to the store are prohibited from entering if they are experiencing symptoms related to COVID-19 such as fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache. Anyone who has arrived from outside of Alberta or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms. Anyone who has come into close contact with a proven or suspected case of COVID-19 is prohibited from entering the building. Co-workers who are sick are required to stay at home. Any co-workers who experience symptoms while working are required to report it immediately to the first aid attendant on duty.

All contractors/visitors to IKEA Edmonton have been informed of the safety standards required before entering the building.

All co-workers and contractors/visitors to IKEA Coquitlam must complete a temperature check and verbal screening for symptoms before entering the building to work. Temperature checks occur at the administration area by a Safety & Security co-worker, OR at the Home Delivery Driver Door by a Home Delivery Supervisor, before proceeding to work on or in the property. Physical distancing communication is in place for temperature checks. All thermometers must be sanitized after each use.

All first aid attendants have reviewed and will comply with the Alberta Government.

No cash payments will be accepted, only debit and credit cards, to reduce person to person transmission.

IKEA Canada has an established workplace harassment policy. Inappropriate language, physical or verbal abuse will not be tolerated. IKEA Edmonton reserves the right to bar any individual from visiting both IKEA Coquitlam and IKEA Edmonton as well as involve local authorities.

Second Level Protection (Engineering): Barriers and Partitions

Several areas throughout the store have been identified to require a physical barrier protection separating co-worker and customers. These are areas where physical distancing is not possible and the interaction with customers is necessary to complete a transaction or for customer support.

Barriers will be cleaned by coworkers at regular intervals.

Third Level Protection (Administrative): Rules and guidelines

IKEA Canada has created an internal only document for coworkers – “Re-Opening CoWorker Safe Operating Procedures.” This document is for coworkers only and is posted on the Joint Health and Safety board in the coworker hallway. This document outlines general safety precautions for all areas as well as function specific safe operating procedures.

IKEA Canada has created an internal only document for Facilities – “Cleaning & Disinfection due to COVID-19 Pandemic.” This document outlines all the procedures regarding cleaning and disinfection related to the store.

All IKEA Canada co-workers are required to complete an internal online training – “Healthy & Safe Return to Store.” This training outlines all the Personal Protective Equipment (PPE) that is required, how to use and dispose of it and the safety protocols that are to be followed.

All new co-workers will be required to complete the “Healthy & Safe Return to Store” prior to their first shift.

Fourth Level Protection: Using Masks

The health and safety of our co-workers and customers are the top priority. As part of the personal protective equipment being provided, co-workers are required to wear masks to ensure that co-workers can work and customers can shop, safely.

IKEA has provided all coworkers with re-usable masks. Disposal masks are available for co-workers as well. All customer facing co-workers are recommended to wear a mask. Training on masks is included in the “Healthy & Safe Return to Store” training as well as in the “Re-Opening Co-Worker Safe Operating Procedures.” Communication regarding masks has been posted in coworker areas.

IKEA Canada recommends customers wear masks when visiting the store. IKEA will not supply masks for customers.

Reduce the risk of surface transmission through effective cleaning and hygiene practices

IKEA Edmonton has implemented hand sanitizing stations throughout the store.

Co-workers and customers are encouraged to wash their hands frequently with soap and water or hand sanitizer. Communication regarding hand washing and good hygiene practices have been posted around the store.

Workstations will be regularly sanitized by co-workers.

Sharing of equipment is discouraged and must be disinfected after each use.

Regular checks and audits of cleaning practices are done daily and weekly.

Cleaning has been increased in high use and high touch point areas.

As a precaution we have temporarily removed high touch point areas in the restaurant, café and bistro area such as self-serve beverage stations, coffee machine and DIY condiments and cutlery. We have temporarily ceased food sampling and pick'n mix candy.

Play stations are closed throughout the store.

Smaland remains closed.

Spare parts are only available online.

Feedback kiosks have been removed.

Customer lockers will not be available.

Personal Protective Equipment such as masks, gloves, face shields, gowns and goggles are available for coworkers. Co-workers should speak with their manager if they have any concerns regarding Personal Protective Equipment.

All policies and procedures are reviewed and updated on a regular basis. All coworkers are encouraged to report any safety concerns to their manager, Steering Manager, Safety & Security or People & Culture.

