

For Delivery-Related Essential Businesses

Business name: Shipt, Inc. (Last Updated: May 15, 2020)

Facility Address: 201 3rd St., 8th Floor, San Francisco, CA 94103

You may contact the following person with any questions or comments about this protocol:

Name: safetyresponse@shipt.com

Phone number: 205-502-2500

Each businesses that is subject to Health Officer Directive No. 2020-06 must create, post, and educate Personnel regarding a Health and Safety Plan that addresses each item listed below. The business may use this fillable form to complete the requirement or may create its own document that addresses each of these items. The business should provide details, such as explaining where items are posted, how it educates Personnel, or how it does other things that are required. If an item does not apply, the business may write “N/A” or “none” or “does not apply” and also provide any relevant information to explain why an item is inapplicable if there is any potential for confusion. Entire sections or pages may be omitted if they do not apply as long as the business includes a statement about them not applying. The first two sections include Signage, Education, and General Requirements that apply to each business. The remaining sections apply only to the aspects of the business that include the listed types of services. A form-fillable electronic document for this purpose is available online at www.sfdcp.org/covid19.

General Requirements (each item in Sections 1 and 2 below applies to each Delivery-Related Essential Business)

1. Section 1 – Signage and Education:

- 1.1.** Post signage at each public entrance of the facility or location (if any) to inform all Personnel and customers that they must: avoid entering the facility or location if they have a cough or fever, maintain a minimum six-foot distance from one another while in the facility or location, wear a face covering or barrier mask (a “Face Covering”) at all times, and not shake hands or engage in any unnecessary physical contact. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12, issued on April 17, 2020 (the “Face Covering Order”). Sample signs are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.

Shipt will post appropriate signage at Shipt’s San Francisco business office, which is currently closed.

- 1.2.** Post a copy of the Social Distancing Protocol at each public entrance to the facility or location.

Shipt will post a copy of Shipt’s Social Distancing Protocol at Shipt’s San Francisco business office, which is currently closed.

- 1.3.** Post a copy of the Health and Safety Plan at each public entrance to the facility or location.

Shipt will post a copy of this Health and Safety Plan at Shipt’s San Francisco business office, which is currently closed.

- 1.4.** Distribute to all Personnel copies of the Social Distancing Protocol and the Health and Safety Plan (or a summary of each item with information on how copies may be obtained) and any educational materials required by the Health and Safety Plan.

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Shipt will distribute this Health and Safety Plan and any other applicable required materials to Personnel via electronic means (e.g., e-mail, Slack, Shipt Shopper App, Shipt Shopper Hub on Shipt website).

- 1.5. Educate all Personnel of the requirements of the Social Distancing Protocol and the Health and Safety Plan that apply to them.

Shipt will utilize electronic means (e.g., e-mail, Slack, Shipt Shopper App, Shipt Shopper Hub on Shipt website) to disseminate such applicable materials and educate Personnel as to their provisions.

- 1.6. Update the Health and Safety Plan as appropriate while the Directive is in effect.

Shipt will monitor relevant developments and update this Health and Safety Plan as appropriate during the effective period of the Directive.

2. **Section 2 – Personnel and Customer Protection and Sanitation Requirements:**

- 2.1. Instruct all Personnel orally and in writing not to come to work or the facility if they are sick.

Shipt will instruct Personnel not to come to Shipt’s San Francisco business office or otherwise work if they are sick.

- 2.2. Provide a copy of the attachment to this Exhibit, titled “Information for Personnel (Employees, Contractors, Volunteers) of Essential Business and Other Businesses Permitted To Operate During the Health Emergency” (the “Attachment”), to all Personnel in hardcopy format or electronically. PDF and translated versions of the Attachment can be found online at www.sfchcp.org/covid19 (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section). If the Attachment is updated, provide an updated copy to all Personnel.

Shipt will provide a copy of this Attachment to Personnel electronically and provide updated copies as needed.

- 2.3. Review the criteria listed in Part 1 of the Attachment on a daily basis with all Personnel in the City before each person enters work spaces or begins a shift. If such a review is not feasible because the Essential Business does not directly interact with some Personnel onsite daily, then that Essential Business must for those Personnel (1) instruct such Personnel to review the criteria before each shift in the City and (2) have such Personnel report to the Essential Business that they are okay to begin the shift such as through an app, website, or phone call. Each Essential Business must keep a daily log or other record of all such reviews and reports for all Personnel in the City.

Instruct any Personnel who answered yes to any question in Part 1 of the Attachment to return home or not come to work and follow the directions on the Attachment.

Shipt will instruct Personnel to: (1) review the Part 1 criteria before each day on which they perform services in the City; and (2) have such Personnel complete a form indicating their responses to questions 1-3 in Part 1. Shipt will instruct any

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Personnel who answered “yes” to any question in Part 1 of the Attachment to go home, not work, and to follow the applicable directions on the Attachment. Shipt will keep appropriate records regarding same.

- 2.4. Instruct Personnel who stayed home or who went home based on the criteria listed on the Attachment that they must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (available online at www.sfdph.org/dph/alerts/coronavirus-healthorders.asp) before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time listed on the Attachment after their symptoms have resolved. Personnel are not required to provide a medical clearance letter in order to return to work as long as they have met the requirements outlined on the Attachment.

Shipt will provide Personnel with instructions consistent with those set forth in the Attachment.

- 2.5. In the coming weeks the Department of Public Health is likely to issue guidelines requiring Essential Businesses and other permitted businesses to comply with COVID-19 testing requirements for employers and businesses. At least weekly, check the following website for any testing requirements for employers and businesses: www.sfdcp.org/covid19. If requirements are added, ensure that the Health and Safety Plan is updated and that Essential Business and all Personnel comply with testing requirements.

Shipt will monitor the Department of Public Health’s website for updates and revise this Health and Safety Plan as may be necessary.

- 2.6. Instruct all Personnel and customers to maintain at least six-foot distance from others, including when shopping on behalf of customers, except when momentarily necessary to facilitate or accept payment and hand off items or deliver goods.

Shipt will provide such instructions to applicable Personnel.

- 2.7. Provide Face Coverings for all Personnel, with instructions that they must wear Face Coverings at all times when at work, as further set forth in the Face Covering Order. A sample sign is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. Allow Personnel to bring their own Face Covering if they bring one that has been cleaned prior to the shift. In general, people should have multiple Face Coverings (whether reusable or disposable) to ensure they use a clean one each day. The Face Covering Order permits certain exceptions, and the Essential Business should be aware of those exceptions (for example, children 12 years old or younger or based on a written medical excuse). When Personnel do not wear a Face Covering because of an exception, take steps to otherwise increase safety for all.

Shipt is providing face coverings for independent contractor shopper Personnel, which may be picked up at any San Francisco Target store. Shipt will instruct Personnel that they must wear Face Coverings at all times when working (subject to applicable exceptions). Shipt will likewise provide Face Coverings to employees who need them when Shipt’s San Francisco business office reopens.

- 2.8. If customers wait in line outside or go into any facility or location operated by the Delivery-Related Essential Businesses, require customers to wear a Face Covering while waiting in line

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outside or within the facility or location. This includes taking steps to notify customers they may not enter without a Face Covering and will not be served if they are in line or enter without a Face Covering, refusing to serve a customer without a Face Covering, and taking steps to remove that customer, as further provided in the Face Covering Order. The Essential Business may provide a clean Face Covering to customers before entry. Permit customers to obtain service who are excused by the Face Covering Order from wearing a Face Covering, including by taking steps that can otherwise increase safety for all.

This provision is not applicable to Shipt because Shipt does not maintain any customer-facing facilities or locations in San Francisco.

- 2.9. Create and implement an education plan for all Personnel covering all items required in the Social Distancing Protocol and the Health and Safety Plan.

Shipt will provide educational materials to all Personnel addressing items required by the Social Distancing Protocol and the Health and Safety Plan.

- 2.10. Provide a sink with soap, water, and paper towels for handwashing, for all Personnel working onsite at the facility or location, as well as customers (if the facility or location has a public restroom). Require that all Personnel wash hands at least at the start and end of each shift, after sneezing, coughing, eating, drinking, smoking (to the extent smoking is allowed by law and the facility), or using the restroom, when changing tasks, and, when possible, frequently during each shift. Personnel that work off-site, such as driving or delivering goods, must be required to use hand sanitizer throughout their shift.

Shipt will instruct off-site independent contractor shopper Personnel to utilize hand sanitizer throughout the day.

Shipt will provide appropriate handwashing facilities and supplies to all employees working out of Shipt's San Francisco business office and require frequent handwashing.

- 2.11. Provide hand sanitizer effective against COVID-19 at entrances and points of purchase for all customers and elsewhere at the facility or location for Personnel. Sanitizer must also be provided to Personnel who shop, deliver, or drive for use when they are shopping, delivering, or driving. If sanitizer cannot be obtained, a handwashing station with soap, water, and paper towels will suffice for customers and certain Personnel who are on-site at the Essential Business's location. But for Personnel who shop, deliver, or drive in relation to their work, the Essential Business must provide hand sanitizer effective against COVID-19 at all times; for any period during which the Essential Business does not provide sanitizer to such shopping, delivery, or driving Personnel, the Essential Business is not allowed for that aspect of its service to operate in the City. Information on hand sanitizer, including sanitizer effective against COVID-19 and how to obtain sanitizer, is available online from the Food and Drug Administration here: <https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19>.

Shipt is providing hand sanitizer to independent contractor shopper Personnel in San Francisco. Shipt will provide hand sanitizer throughout its San Francisco business office for use by on-site employees when the office reopens.

- 2.12. Provide disinfectant and related supplies to Personnel and require Personnel to sanitize all high-touch surfaces under their control, including but not limited to: shopping carts and

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baskets; countertops, food/item display cases, refrigerator and freezer case doors, drawers with tools or hardware, and check-out areas; cash registers, payment equipment, and self-check-out kiosks; door handles; tools and equipment used by Personnel during a shift; and any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift. These items should be routinely disinfected during the course of the day, including as required below. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

Shipt is providing independent contractor shopper Personnel with sanitizing wipes and is working to source additional disinfectant supplies. Shipt will request Personnel to sanitize all high-touch surfaces under their control, such as their smartphones and vehicles.

- 2.13. For any facility or location operated by the Delivery-Related Essential Business, frequently disinfect any break rooms, bathrooms, and other common areas. Create and use a daily checklist to document each time disinfection of these rooms or areas occurs.

Shipt will work with its commercial landlord and cleaning staff to frequently disinfect break rooms, bathrooms, and other common areas in the San Francisco business office.

- 2.14. For any facility or location operated by the Delivery-Related Essential Business that has shopping carts or baskets, assign Personnel to disinfect shopping carts and baskets after each use and take steps to prevent anyone from grabbing used carts and baskets before disinfection.

This provision is not applicable to Shipt, which does not operate any facilities with shopping carts or baskets.

- 2.15. For any facility or location operated by the Delivery-Related Essential Business that has shopping carts or baskets, provide disinfecting wipes that are effective against COVID-19 near shopping carts and shopping baskets. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

This provision is not applicable to Shipt, which does not operate any facilities with shopping carts or baskets.

- 2.16. For any facility or location operated by the Delivery-Related Essential Business, establish adequate time in the work day to allow for proper cleaning and decontamination throughout the facility or location by Personnel including, but not limited to, before closing for the day and opening in the morning.

Shipt will follow this provision with respect to its San Francisco office, which is currently closed.

- 2.17. For any facility or location operated by the Delivery-Related Essential Business, suspend use of any microwaves, water coolers, drinking fountains, and other similar group equipment for breaks until further notice.

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Shipt will suspend use of microwaves, drinking fountains, and other similar group equipment for breaks in the San Francisco business office (currently closed) until further notice.

- 2.18. For any facility or location operated by the Delivery-Related Essential Business, when possible, provide a barrier between the customer and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.

This provision is not applicable to Shipt's San Francisco office, which is not open to customers.

- 2.19. Advise Personnel that it is recommended for them to change clothes and shoes before or upon arriving at home after a shift in order to reduce the chance of their clothing or shoes exposing anyone in the household to the virus and that such clothing should be cleaned before being used again.

Shipt will inform Personnel that it is recommended to change clothes and shoes before or upon arriving home after working in order to reduce the chance of their clothing or shoes exposing anyone in the household to the virus and that such clothing should be cleaned before being used again.

- 2.20. Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each customer use. Customers may pay with cash but to further limit person-to-person contact, Personnel should encourage customers to use credit, debit, or gift cards for payment.

This provision is not applicable to Shipt's San Francisco business office, which is not open to customers.

- 2.21. For any facility or location operated by the Delivery-Related Essential Business that is open to customers, prohibit customers from using their own shopping bags brought from home. But, customers are permitted to use push carts to help them carry or transport items as well as wheelchairs, canes, or other mobility assistance devices.

This provision is not applicable to Shipt's San Francisco business office, which is not open to customers.

- 2.22. Recommend that customers should not touch or handle items without purchase of the item being handled. Customers should be encouraged through posted signs to select items only via visual examination. This guidance is converted into a requirement in relation to produce and Personnel who shop for others as outlined elsewhere in these Best Practices and other Health Officer directives.

This provision is not applicable to Shipt's San Francisco business office, which is not open to customers. Shipt will share this guidance with independent contractor shopper Personnel, as specified elsewhere in this Health and Safety Plan.

- 2.23. For any larger facility or location, appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the Center for Disease Control and Prevention.

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Shipt will designate such an individual upon re-opening its San Francisco office, which is currently closed.

- 2.24. If an employee or other Personnel tests positive for COVID-19, follow the guidance on “Business guidance if a staff member tests positive for COVID-19,” available online at sf.gov/business-guidance-if-staff-member-tests-positive-covid-19.

Shipt will follow this guidance if a Shipt employee or other Shipt Personnel tests positive for COVID-19.

- 2.25. For any facility or location operated by the Delivery-Related Essential Business that is open to customers, limit the number of customers in the facility or location at any one time to a number that allows for customers and Personnel to easily maintain at least six foot distance from one another at all times.

This provision is not applicable to Shipt’s San Francisco business office, which is not open to customers.

- 2.26. For any facility or location operated by the Delivery-Related Essential Business that is open to customers, post Personnel at the door to the facility or location to ensure that the maximum number of customers in the facility or location is not exceeded. Once the maximum number of customers is reached, customers should only be allowed to enter when another customer exists. Also, the facility or location can slow down customer entry to prevent buildup of congestion in the store or lines at checkout.

This provision is not applicable to Shipt’s San Francisco business office, which is not open to customers.

- 2.27. Place tape or other markings on the floor at least six feet apart in customer line areas inside the facility or location and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.

This provision is not applicable to Shipt’s San Francisco business office, which is not open to customers.

- 2.28. When stocking shelves, if any, ensure that Personnel wash or sanitize hands before placing items on shelves, making sure to again wash or sanitize hands if they become contaminated by touching face or hair or being exposed to other soiled surfaces.

This provision is not applicable to Shipt Personnel, who do not stock shelves.

- 2.29. For any Delivery-Related Essential Business that has Personnel shop or pick up items at other businesses, ensure that Personnel comply with the Social Distancing Protocols and the Health and Safety Plans of those businesses. Non-compliant shoppers may be warned about violations and, if they persist, escorted off premises without being able to complete their shopping. It is important that third-party commercial shopping services do not overwhelm other customers who are shopping.

Shipt will inform independent contractor shopper Personnel of the need to comply with the Social Distancing Protocols and Health and Safety Plans of those businesses.

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- 2.30. Ensure that all Personnel who shop or select items on behalf of customers wear a Face Covering when shopping, packing, and/or delivering items.

Shipt will request that independent contractor shopper Personnel wear face coverings when shopping and delivering items.

- 2.31. Require Personnel to wash hands frequently, including:

- When entering the kitchen or food preparation area
- Before starting food preparation or handling
- After touching their face, hair, or other areas of the body
- After using the restroom
- After coughing, sneezing, using a tissue, smoking, eating, or drinking
- Before and after handling raw food
- Before putting on gloves
- After engaging in other activities that may contaminate the hands

Shipt will inform Personnel of the need to wash hands frequently.

- 2.32. Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.

Shipt will assign Personnel to do so in Shipt's San Francisco office.

- 2.33. Provide a personal handwashing station if a common handwashing area is not readily available. An instruction guide on how to create a handwashing station is available online at <https://www.sfdph.org/dph/EH/Food/Handwash.asp>.

This provision is not applicable because Shipt's San Francisco business office has several common handwashing areas readily available to employees.

Additional Requirements Specific to Certain Types of Services

3. **Section 3 – For Delivery Personnel** (applies only to Delivery-Related Essential Businesses that employ or utilize delivery personnel):

- 3.1. Provide disinfectant and related supplies to all drivers and delivery Personnel to enable them to sanitize high-touch surfaces in vehicles or on other transportation equipment as well as any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift.

Shipt will provide such supplies to independent contractor shopper Personnel.

- 3.2. Ensure that vehicle interiors, other transportation equipment, and all shared devices or equipment are cleaned and/or sanitized by Personnel on frequent schedules, not less than at the beginning and end of each Personnel member's work shift and during the shift.

Shipt will inform independent contractor shopper Personnel that they should clean and/or sanitize their vehicle interiors and other devices/equipment on a

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regular basis, including at the beginning and end of a day on which the individual utilizes the Shipt technology platform to shop with Shipt.

- 3.3. Direct all delivery Personnel to avoid touching unsanitized areas that may be frequently touched, such as doorbells, buzzers, and door handles, unless protective equipment such as gloves (provided by the delivery business that employs or assigns the delivery Personnel) are used and discarded after each use or hand sanitizer is used after each delivery.

Shipt will provide hand sanitizer, as available, and request shopper Personnel to use hand sanitizer after each delivery.

- 3.4. Delivery Personnel must wash their hands at the pickup sites, when possible. Instruct all delivery Personnel to use hand sanitizer (provided by the delivery business that employs or assigns the delivery Personnel) between deliveries, before picking up food or items (if handwashing is not available), and after dropping off food or items to a customer.

Shipt will provide hand sanitizer, as available, and request shopper Personnel to use hand sanitizer between deliveries.

- 3.5. Allow customers to provide a specified delivery location and contact method to allow for delivery without direct interaction, except as necessary to accept payment. When possible, provide options to accept payment through contactless technologies, in advance via phone, an app, or the internet, or verbally (such as reading a credit card number and required information). All Personnel must wear a Face Covering when interacting with customers when delivering items.

Shipt will facilitate no-contact delivery options and payment options for customers. Shipt will request shopper Personnel to wear a Face Covering when interacting with customers during deliveries.

- 3.6. When necessary for the delivery business' payment or delivery-confirmation processes, modify or eliminate (if possible) customer signature-capture procedures so Personnel may maintain a safe, appropriate distance and/or avoid sharing of signing equipment such as pen or stylus and avoid shared handling of devices or equipment. If not feasible, sanitize such equipment or devices before and after each use in order to protect each customer.

Shipt will eliminate customer signature capture requirements except where required for compliance with California alcohol laws or other legal mandates. In instances, Shipt will request shopper Personnel to sanitize their smartphones before and after each delivery.

4. **Section 4 – For Shopping Personnel** (applies only to Delivery-Related Essential Businesses that employ or utilize shopping personnel):

- 4.1. Provide disinfectant and related supplies to all Personnel who shop on behalf of customers, for use to sanitize shopping carts and shopping baskets.

Shipt is providing shopper Personnel with sanitizing wipes and is working to source additional disinfectant supplies.

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- 4.2. Instruct all Personnel who shop on behalf of customers not to touch any item in a store unless they are going to purchase it. Personnel who shop for others should not pick up items and then return them to a shelf in the store, and grocery and other stores are being advised of this prohibition.

Shipt will advise shopper Personnel not to touch any store items unless they intend to purchase the item and to refrain picking up items and returning them to the shelf.

- 4.3. Ensure that all Personnel who shop on behalf of customers are educated on and understand the following requirements for not violating social distancing while working: not reaching in front of other customers or Personnel; waiting for other customers or Personnel to move out of the way before going to a shelf or area; not blocking people while looking at an electronic device/smart phone to determine the contents of an order; and not walking through a facility or store while paying attention to an electronic device/smart phone.

Shipt will advise and educate shopper Personnel on social distancing principles, including those listed above.

- 4.4. Ensure that all Personnel who shop on behalf of customers wear a Face Covering when shopping, packing, and/or delivering items.

Shipt will advise shopper Personnel to wear a Face Covering when shopping and delivering items.