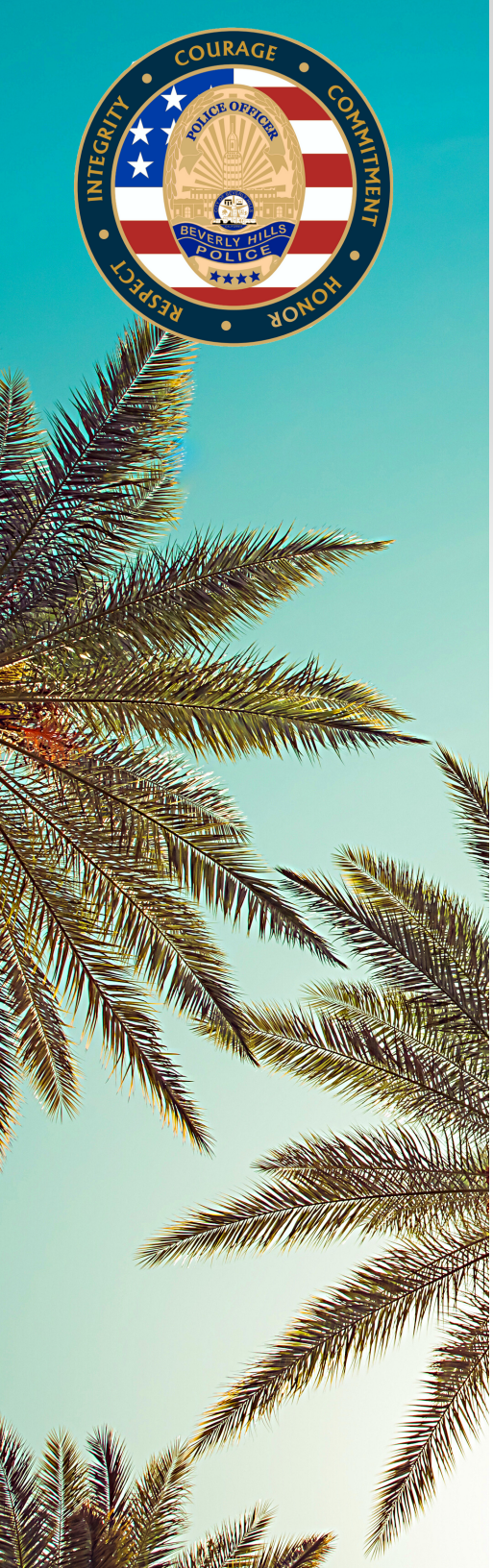

BUSINESS SAFETY GUIDELINES FOR

CURBSIDE PICK-UP

IN THE CITY OF BEVERLY HILLS

As per the health order on May 13, 2020, retailers in the City of Beverly Hills have been allowed to open for curbside, door-side, outside pick-up or delivery only, with the exception of indoor malls where stores have no curbside access.

BUSINESS PLANNING

- Designate the store's hours of operations.
- Ensure store's CCTV cameras face the curbside pick-up area.
- Specify which personnel are designated for pick-up service and their role should be clearly identifiable (e.g. clothing).
- Store personnel should be in radio contact with other employees.
- Use a smartphone app to manage customer orders and deliveries.
- Utilize mobile credit card machines to conduct curbside card swipe transactions.
- Follow your Credit Card Processing Company's recommended guidelines for manual credit card processing to avoid charge backs.

TAKING ORDERS VIA TELEPHONE

- Provide the customer with a unique code to pick up their order.
- Ask the customer to provide you with their vehicle make, model, color and license plate to ensure you deliver the purchase to the correct customer.
- Remind the customer to bring their government-issued identification (passport or drivers license) and credit card.
- Tell the customer that the cardholder needs to be present for the curbside pick-up.
- Process the credit card transaction before the merchandise is provided to the customer.

DURING DELIVERY

- Customers and store personnel must wear a face covering.
- Emphasize employee attentiveness and to be aware of their immediate surroundings for their personal safety.
- Utilize security personnel to escort store personnel to curbside deliveries (e.g. high-end deliveries).
- Require the customer to park & turn the vehicle's engine off during the transaction to promote safety for all.
- Check the customer's identification and credit card to ensure that they match.
- Employees should not enter the customer's vehicle, but may suggest placing the items in the vehicle's trunk.
- Have the customer verify that they have received each item ordered before signing a receipt and departing.

EMERGENCIES:

CALL OR TEXT 9-1-1

Report any suspicious behavior or circumstances to the Beverly Hills Police Department at 310-550-4951.

For the latest COVID-19 information and updates, visit beverlyhills.org/coronavirus.

#BHHEALTHYCITY