Hello Retail & Pharmacy Leaders in CA, WA & Select OR Counties,

As ordered by the local officials, all customers older than the age of 2 must wear a face covering while in the store unless they cannot wear one because of a medical condition or a hearing condition. Attached are three sign:
- One for stores with drive-thrus
- One for stores with delivery (no drive-thru)
- One for drive-thru and delivery

Please post the attached sign that applies to your store near the entrance of the store and throughout the store.

In addition, it is important to understand that:

- Associates should not seek out customers without face coverings. Any conversation with a customer should be passive, and with a focus on care.
- It is not our goal to engage customers that are not wearing face coverings, nor do we intend to enforce or escalate through any engagement.
- In most cases, the customer has simply forgotten to wear a face covering. If you are interacting with a customer without a face covering, and you have assessed a safe engagement, you may advise that face coverings can be purchased in store (where applicable).
- If the customer resists or refuses, or reacts negatively in any way, completely DISENGAGE. You should not escalate, you should not enforce, and you should not ask anyone to leave the store.

Review this information with your team.

Thank You,
Retail Operations