

AEO

**COVID-19 EXPOSURE CONTROL PLAN
AND SAFETY MEASURES
FOR AEO STORES
(CANADA)**

September 1, 2020

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I. INTRODUCTION

Federal and Provincial health authorities in Canada have published guidelines for the management and prevention of the COVID-19 spread in the workplace.

This COVID-19 Exposure Control Plan ("Exposure Control Plan" or "Plan") describes the steps that American Eagle Outfitters (hereinafter "AEO") will take to resume operations at its American Eagle and Aerie stores. This Plan also details the measures that will be taken to try to control the employees' and customers' exposure to COVID-19.

All employees should carefully read and become familiar with the provisions of the Exposure Control Plan. If you have any questions or comments, you should contact your Manager, Asset Protection, or a Human Resources Representative.

II. APPLICABILITY (Employees and Location)

This Exposure Control Plan, all its sections and related documents shall be applicable to all personnel and all the AEO stores, including the American Eagle and Aerie stores.

This Plan incorporates and considers engineering and administrative controls, safe work practices, and the use of personal protective equipment. It also takes into consideration the nature and particularities of AEO store operations, the tasks performed by our employees, and the physical and organizational facilities of our stores.

III. COVID-19 GENERAL INFORMATION

Coronaviruses are a large family of viruses that can cause disease in humans or animals. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more serious illnesses such as Middle East respiratory syndrome ("MERS") and severe acute respiratory syndrome ("SARS"). The most recently discovered coronavirus disease was named COVID-19 in reference to the English nomenclature term used for the disease; "Coronavirus Disease 2019". Coronaviruses are viruses with single-stranded enveloped RNA belonging to the *Coronaviridae* family of zoonotic origin.

COVID-19 is the clinical syndrome associated with SARS-CoV-2 infection, characterized by a respiratory syndrome with a varying level of severity, ranging from mild upper respiratory disease to severe interstitial pneumonia and acute respiratory distress syndrome. (SARS). Coronaviruses get their name from the appearance of the crown on electron microscopy. There are four genera of coronaviruses, known as Alpha, Beta, Gamma, and Delta. The SARS-CoV-2 virus is a beta-coronavirus, such as MERS-CoV and SARS-CoV. The CDC has determined that the virus that causes COVID-19 spreads easily and continuously among people.

IV. SYMPTOMS

The symptoms reported by people with COVID-19 vary between those with mild symptoms and those who become seriously ill, depending on the state of health of the people affected, and even causing the death of some people. Symptoms typically appear **2 to 14 days after exposure to the virus**. People who could have COVID-19 show the following symptoms:

- Cough
- Trouble breathing (feeling shortness of breath)
- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Children and teenagers have similar symptoms to those of adults, and the disease is usually mild. Cases have been recently documented where children and teenagers have suffered severe complications and even with a fatal outcome. There are people referred to as *asymptomatic* cases because they do not experience any symptoms.

This list does not include all the symptoms of the virus. Other less common symptoms such as skin rashes, tiredness, neurological changes, and gastrointestinal symptoms such as nausea, abdominal pain, severe vomiting, or diarrhea have been reported. It is recommended to seek medical attention for any symptoms of concern.

V. WHEN TO SEEK EMERGENCY MEDICAL HELP

Pay attention to the COVID-19 warning signs. If anyone presents any of these signs, seek emergency medical attention immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- Confusion
- Inability to awaken or stay awake
- Bluish lips or face

This list does not include all possible symptoms. Call your health care provider if you have any other serious or symptoms of concern.

VI. FORMS OF INFECTION AND RECOMMENDATIONS TO PREVENT SPREAD

COVID-19 is spread primarily through close person-to-person contact through respiratory droplets produced by an infected person. When an infected person coughs, sneezes or speaks, respiratory droplets are produced that can end up in the mouth or nose of those who are close by and could possibly be inhaled and reach the lungs, or could end up on surfaces or objects. These respiratory droplets could contain the virus. Infected people usually have symptoms of the disease, but even people without symptoms (asymptomatic) can spread the virus. Therefore, local, national, and international health agencies recommend to maintain a social distancing of six (6) feet (two (2) meters) as an effective measure to prevent and/or reduce the spread of COVID-19.

COVID-19 can also be spread through contact with surfaces or objects contaminated with the virus. For example, a person may get COVID-19 if, after touching a contaminated surface or object, he/she touches his/her mouth, nose, or eyes, but this is not believed to be the main form the virus spreads. People are also believed to be more contagious when their symptoms are increasing. This is when they have symptoms, such as fever, cough, and/or shortness of breath. Some spreading may be possible before people show symptoms; there are reports of this type of asymptomatic transmission with this new coronavirus, but it is also believed that this would not be how the virus mainly spreads.

You should avoid touching your eyes, nose, and mouth without washing your hands. Frequent hand washing for at least twenty (20) seconds with soap and water, or with a hand cleaner containing at least sixty percent (60%) of alcohol is recommended if soap and water are not available. It is equally important to routinely clean and disinfect frequently touched surfaces and avoid direct contact with infected people.

The Public Health Authorities recommend that anyone who goes out to public places, with or without symptoms, wear a cloth cover or face mask that covers the mouth and nose. Similarly, even with a mask or cloth cover, it is recommended to keep a distance of six (6) feet (two (2) meters) from other people. If you are at home, or in a private setting where you do not have the mask on, you should cover your mouth and nose with a disposable tissue or the inside of the elbow when coughing or sneezing. Used disposable tissues should be placed in the trash immediately and hands should be washed with soap and water for at least twenty (20) seconds, or with a hand sanitizer with at least sixty percent (60%) of alcohol. Frequently touched surfaces such as telephones, door handles, or sinks, among others, should also be cleaned and disinfected. If surfaces are dirty, they should be cleaned with soap and water before disinfecting them.

At this time, the risk of infection from animals to people is considered low. The Public Health Authorities have also reported that a small number of pets, including cats and dogs, have been reported with COVID-19, particularly when they have had contact with infected humans.

We are all at risk of getting sick and it is everyone's obligation to take steps to protect ourselves and those around us.

VII. PERSONNEL MONITORING AND SCREENING BEFORE ENTERING THE WORKPLACE

To enter or return to AEO, all employees must undergo a monitoring and screening process that will be established depending on the circumstances, policies, or regulatory guidelines in force at the time. The screening procedure may include random and daily temperature tests, field or laboratory tests, questions or questionnaires about daily symptoms, diagnoses, travel, and exposure to other people. Physical distancing or other controls will be followed, if necessary, during the screening process. Pursuant to the above, it is provided that:

- Before going to work, all associates should ask themselves if he or anyone in his home: (i) has had a fever (above 100.4 degrees Fahrenheit/38 degrees Celsius) chills, cough, respiratory problems, sore throat, vomiting, headache, change in smell or taste during the past 24 hours; or (ii) has had contact during the previous **14** days with a person with COVID-19. Should the answer to any of these questions be in the affirmative, the employee will not report to work, and his/her Store Manager must be notified.

- No employee is permitted to report to the workplace if he/she has a cold or symptoms related to COVID-19.
- Your temperature will be taken immediately upon arrival at your workplace and if it is above 100.4 degrees Fahrenheit/38 degrees Celsius, you should leave.

In all cases, employees must follow the precautionary recommendations established by the Public Health Authorities.

Please refer to the Sheet titled **“Working Safe” - Exhibit 1** for more information regarding the steps to report to work and temperature taking. This Sheet is made part of this Plan and may be updated or amended as AEO deems necessary. Any changes or amendments to said document will be incorporated by reference to this Plan.

AEO has also developed a **Reopening Manual (“Reopening Playbook”) – Exhibit 2** that explains in detail the operational aspects of the store opening and that covers several of the areas discussed in this Plan. Said Reopening Manual is also made part of this Plan and may be updated or amended as AEO deems necessary. Any changes or amendments to said document are incorporated by reference into this Plan.

VIII. BASIC PREVENTION MEASURES

All AEO employees must comply with the following basic prevention recommendations and measures:

1. Hand washing: Wash your hands frequently and thoroughly with soap and water. Employees must wash their hands before beginning their work shifts and not less than once every four (4) hours. Employees will also be able to wash their hands more frequently if the need arises. Key times for employees to clean their hands include:

- Before and after work shifts
- Before and after work breaks
- After blowing their nose, coughing, or sneezing
- After using the bathroom
- Before eating
- After putting on, touching, or removing face cloths or face masks
- After using cleaning supplies

For additional details and illustrations regarding handwashing see the illustration below and refer to the Sheet titled **“Working Safe” - Exhibit 1 and Reopening Manual (“Reopening Playbook” - Exhibit 2.**



2. Hand sanitizer: If the employee cannot wash his/her hands with soap and water, he/she may use a hand sanitizer that contains not less than 60% of alcohol.

For additional details and illustrations regarding handwashing see the illustration below and refer to the Sheet titled “Working Safe” - Exhibit 1 and Reopening Manual (“Reopening Playbook” - Exhibit 2.



- 3. Respiratory habits:** Cover your mouth and nose with a disposable tissue when coughing or sneezing. Dispose of the used tissue in the trash can and wash your hands with soap and water or use an alcohol-based hand gel. If you do not have a tissue, cough, or sneeze into the inner crease of your elbow, not with your hands. You should never cough or sneeze in the direction of others, and you should always wash your hands with soap and water or disinfectant after coughing or sneezing. See illustration on how to cover your cough properly.



4. **Physical Distancing:** As circumstances permit, employees must maintain a distance of not less than six (6) feet (two (2) meters) from other employees or clients and must not have physical contact such as handshakes, kisses or hugs.
5. **Do not share work tools:** Whenever possible, employees should avoid using telephones, desks, offices, other tools or work equipment with co-workers or visitors to the store. If necessary, the object/surface must be disinfected before and after use.
6. **Cleaning and disinfection practices:** AEO has established detailed cleaning and disinfection procedures. For additional details refer to the **Reopening Playbook – Exhibit 2.**
7. **Use of masks:** The Public Health Authorities recommends the use of masks because it reduces the spread of COVID-19 and helps prevent people who have the virus and do not know it from spreading it to others. Unless otherwise instructed, employees are required to wear face masks while on the job and on store premises. The instructions regarding use and disposal included below will be followed:

Instructions for the use and disposal of masks:

- Before putting on a mask, wash your hands with an alcohol-based disinfectant or soap and water.
- Cover your mouth and nose with the mask securing it under your chin, and make sure there are no gaps between your face and the mask.
- Fit it tightly but comfortably to the sides of the face.
- Make sure you can breathe easily.
- Avoid touching the mask while wearing it; if you do, wash your hands with an alcohol-based disinfectant or soap and water.
- Change your mask as soon as it is moist and do not reuse disposable masks.
- To remove the mask: remove it from the back to the front (do not touch the front part of the mask); immediately dispose of it in a closed container; and wash your hands with an alcohol-based disinfectant or soap and water.
- Employees are not permitted to wear a full face respirator, N95 or any other mask that is considered PPE without proper training from the Asset Protection Department.

Instructions for use and disposal of fabric face covers:

- Wash your hands before putting on the cloth cover.
- Put it on the nose and mouth and secure it under the chin.
- Fit it tightly but comfortably to the sides of the face.
- Make sure you can breathe easily.
- Avoid touching your face.
- To remove the cover: untie the laces; handle only by the laces; fold the sides of the mask; put it in the washing machine; and wash your hands with soap and water or a disinfectant.

For additional details and illustrations regarding the mask and/or face covers refer to the Sheet titled **“Working Safe” - Exhibit 1 and Reopening Playbook - Exhibit 2.**

- 8. Use of disposable gloves:** The use of disposable gloves may be required, depending on the nature of the employee’s duties. Any employee who performs disinfection and cleaning tasks must use gloves to carry them out. Gloves should be discarded after they have been worn.

For additional details and illustrations regarding the use of disposable gloves, refer to the Sheet titled **“Working Safe” – Exhibit 1 and Reopening Playbook - Exhibit 2.**

- 9. Vulnerable populations:** Pregnant women, people over 65 years of age, or people suffering from any comorbid condition such as those identified below, may contact the Manager or Human Resources to assess the level of risk and implement additional

controls that may be necessary and possible. The following are considered people with comorbid conditions:

- People with chronic lung disease or moderate to severe asthma;
- People with serious heart conditions;
- Immunocompromised persons including those who:
 - receive cancer treatment;
 - smokers;
 - bone marrow or organ transplant recipients;
 - suffer from immunodeficiencies;
 - have HIV, AIDS;
 - have a prolonged use of corticosteroids or other medications that weaken the immune system;
- People severely obese (body mass index (BMI) of 40 or higher);
- People with diabetes;
- People with chronic kidney disease receiving dialysis; and
- People with liver disease.

IX. CLEANING AND DISINFECTION METHODS

Cleaning and disinfection methods will continue to be used in all areas. For these purposes:

- Disposable gloves will be used to clean and disinfect.
- Surfaces will be cleaned with soap and water, and then disinfectant will be used.
- Cleaning with soap and water reduces the number of germs, dirt, and impurities on the surface. Disinfection kills germs on surfaces.
- Routinely clean surfaces that are frequently touched or may become contaminated with respiratory secretions.
 - It may be necessary to clean and disinfect them more frequently depending on the level of use.
 - Frequent contact surfaces include: Tables, door handles, light switches, counters, handles, desks, telephones, keyboards, toilets, faucets, sinks, printers, etc.

Those products recommended by the Public Health Authorities will be used for disinfection. The instructions on the label should also be followed to ensure safe and effective use of the product. For additional details and illustrations regarding cleaning and disinfection methods, refer to the **Reopening Playbook - Exhibit 2.**

X. CLASSIFICATIONS AND RISK ANALYSIS FOR AEO

Certain public authorities have divided job duties into four levels of risk exposure: very high, high, medium, and low risk, as shown in the occupational risk pyramid, below. The four levels of risk exposure represent the probable distribution of risk. Most employees in the workforce are at the lowest risk exposure (caution) or at the average risk exposure levels. This is also true for AEO staff.

Risk Pyramid



Very high risk exposure

Jobs with a very high risk of exposure are those with a high potential for exposure to known or suspected sources of COVID-19 during specific medical procedures, mortuary work, or laboratory procedures. Workers in this category include:

- Health care workers (e.g., doctors, nurses, dentists, paramedics, emergency medical technicians) performing aerosol-generating procedures (e.g., intubation, cough induction procedures, bronchoscopies, some dental procedures, and dental exams) or invasive specimen collection) in patients known or suspected to carry COVID-19.
- Healthcare or laboratory personnel collecting or handling specimens from patients known or suspected to carry COVID-19 (e.g., handling cultures of patient specimens known or suspected to carry COVID-19).
- Morgue workers who perform autopsies, which generally involves aerosol-generating procedures, on the bodies of people known or suspected to be carrying COVID-19 at the time of death.

High risk exposure

Jobs with high risk exposure are those with a high potential for exposure to known or suspected sources of COVID-19. Workers in this category include:

Health care support and care staff (e.g., doctors, nurses, and other hospital personnel who must enter patient rooms) exposed to patients known or suspected to carry COVID-19. (Note: when these workers perform aerosol-generating procedures, their level of risk exposure becomes very high.)

- Medical transport workers (e.g., ambulance operators) transporting patients known or suspected to be carrying COVID-19 in locked vehicles.
- Mortuary workers involved in the preparation (e.g., for burial or cremation) of the bodies of persons known or suspected to be carrying COVID-19 at the time of death.

Medium risk exposure

Medium-risk exposure jobs include those that require frequent and/or close contact (e.g., less than 6 feet away) with people who may be infected with SARS-CoV-2, but who are not patients who are known or suspected to carry COVID-19. In areas with ongoing community infection, workers in this risk group may have frequent contact with travelers who may be returning from international locations where there is widespread infection of COVID-19. In areas where there is an ongoing community infection, workers in this category may be in contact with the public (e.g., in schools, high population density work environments, and some high-volume commercial environments).

Low risk exposure (caution)

Jobs with a low (precautionary) risk exposure are those that do not require contact with people known or suspected to be infected with SARS-CoV-2 or have frequent close contact (e.g., distance of less than 6 feet/two (2) meters) from the general public. Workers in this category have minimal occupational contact with the public and other coworkers.

In addition to the above work-related elements, this risk analysis considers exposure to high-risk individuals, non-occupational risk factors in the home and community settings, and individual risk factors such as the presence of chronic conditions or pregnancy.

After examining all the circumstances in accordance with the established guidelines and parameters, AEO has a classification of medium risk of exposure. Medium risk includes jobs that require frequent and/or close contact (less than 6 feet/two (2) meters) with people who may be infected, but who are not known or suspected to be COVID-19 patients.

XI. ADDITIONAL MEASURES FOR EXPOSURE CONTROL AND BY DUTIES

Risk	Control and Mitigation
Interaction with Employees	<ul style="list-style-type: none"> • Mandatory use of masks or face covers. • Maintain social distancing. • Frequent cleaning • Frequent hand washing • Complete the questionnaire before reporting to the worshift. • Taking temperature upon arrival at the worplace.
Interaction with Public	<ul style="list-style-type: none"> • Mandatory use of masks or face covers for employees and the public. • Maintain social distancing. • Frequent cleaning. • Frequent hand washing by employees. • Removal of fixtures from the sales floor to increase social distancing. • Store signs to promote social distancing.
Breaks	<ul style="list-style-type: none"> • Only one person at the breaks table. • The area should be cleaned before and after each use.
Frequent contact points	<ul style="list-style-type: none"> • They will be cleaned frequently throughout the day. • Frequent hand washing by employees.
Receipts processing	<ul style="list-style-type: none"> • Mandatory use of masks or face covers. • Maintain social distancing. • Use of gloves. • Frequent cleaning.
BOSS processing	<ul style="list-style-type: none"> • Mandatory use of masks or face covers. • Maintain social distancing. • Use of gloves. • Frequent cleaning.
Cash and Wrap	<ul style="list-style-type: none"> • Mandatory use of masks or face covers. • Maintain social distancing. • Available gloves. • Use of barriers. • Frequent cleaning.
Fitting rooms	<ul style="list-style-type: none"> • Mandatory use of masks or face covers. • Maintain social distancing. • Available gloves • Frequent cleaning • Steam cleaning of clothing and 24- hour waiting period before returning them to the floor.
Returned Items Processing	<ul style="list-style-type: none"> • Mandatory use of masks or face covers. • Maintain social distancing. • Available gloves • Frequent cleaning

	<ul style="list-style-type: none"> • Steam cleaning of clothing and 24 -hour waiting period before returning them to the floor.
Shared equipment - Cash registers, handsets, tools, etc.	<ul style="list-style-type: none"> • Mandatory use of masks or face covers. • Use of gloves • Frequent cleaning • Clean after each use when possible
Team Lift Items	<ul style="list-style-type: none"> • Mandatory use of masks or face covers. • Available gloves • Time limit – take breaks if necessary.

For additional details and illustrations regarding each of the above, refer to the **Reopening Playbook - Exhibit 2.**

- **Number of employees and clients.** The number of employees designated to work and the number of clients to be allowed will be based on health considerations and the particularities of each store. This number can be adjusted based on security and need criteria.
- **Monitoring and notification.** All employees should be alert to the spread risks in the workplace. Everyone should have the responsibility to address said risks and/or report them immediately to the Manager. If necessary, AEO will communicate employee health resources through email or separate sheets.
- **Business trips.** As long as the COVID-19 pandemic lasts, any type of trip will be limited to those that are essential to the operations and precautionary measures will be taken according to the duration and destination of the trip, among other factors. The employee may be required to be quarantined once he/she returns from a business trip.
- **Personal trips.** Associates should consider state mandated quarantines or restrictions prior to personal travel. Depending on the circumstances of the trip, AEO reserves the right to determine if the person may return to their job and/or if precautionary measures will be taken, including quarantine, before allowing reentry. If you have questions or concerns, please reach out to your HR Business Partner.
- **Monitoring and reporting.** The Company will comply with all case monitoring requirements as set forth in this Plan and/or as required by the authorities. Any situation, condition and/or incident that so requires, must also be recorded in the Injury and Illness Registry. For these purposes, stores that have a confirmed case should contact Alert Line 16666. The AP Manager will go over the protocol to be followed with the Store and Human Resources Manager for action and tracing. The Senior Director of Health will be responsible for notifying the pertinent state and local agencies.

- **Ventilation and air conditioners.** The Shopping Centers or the Administration will be in charge of providing ventilation to ensure the conditioning and adequate air flow. As required, AEO will comply with any applicable air filtration standards.
- **Symptomatic Employee and isolation.** Any employee who presents any symptoms or states that he/she has been diagnosed with COVID-19, must leave the area, or be isolated immediately. The Manager must be notified and communicated to the Alert Line. See Section XIV for additional details regarding incident management.
- **Return to Work.** Employees may be required to undergo a COVID-19 test prior to physically reintegrating to the work area either as part of the Return and Work Protocol or as part of a post-quarantine or suspected case.

XII. PERSONAL PROTECTIVE EQUIPMENT

All personal protective equipment will be provided by AEO at no cost to the employee. Employees will be trained in the proper use and disposal of protective equipment. Gloves will be available for employees who have contact with areas that cannot be cleaned between contacts. Soap and hand sanitizer will be made available for employee use.

All employees should cover the mouth and nose area with a mask or scarf made of cloth or other material. This administrative measure will be in force as long as it is necessary, and as required by the pertinent authorities. The Public Health Authorities also recommends that employees cover their faces from the time they leave their residences.

Face Shields

- Face shields are available for associates who are required to interact with the public outside of the store. Face shields must be worn with face masks and must be worn properly. All associates who choose to wear a face shield are required to sign the Face Shield and Mask Use Safety Spotlight. Follow these procedures to wear a face shield:
 - Wash your hands
 - If new, remove the protective film from both sides of the face shield
 - If used, clean the shield with a disinfectant cleaner (spray shield and let stand for two minutes, then wipe off with a paper towel).
 - Grab the straps, don't touch the shield
 - Center foam on forehead and stretch band around head
 - Face shield should cover your entire face
- Useful Tips
 - Always wear the face shield with a face mask
 - Do not share face shields
 - Use a white paper towel to clean the shield
 - Face shields are not disposable - the average use life is at least 2 weeks
 - When the face shield is damaged, discard it in the trash

- Store the face shield in a sanitary, cool, dry area away from moisture
- If the cleaner leaves a residue on the face shield, use Windex or mild soap and water to clean the surface
- Contact the Alert Line if you have any questions about the use, care, or maintenance of the face shield

XIII. HEAT RELATED INJURIES AND ILLNESS

Our stores are all cooled by a HVAC system. If there is a problem with the cooling system, all associates must be able to recognize the signs and symptoms of heat related illnesses.

Prevention

- Stay hydrated: Drink more fluids, regardless of how active you are. Don't wait until you are thirsty to drink. Avoid sugary or alcoholic drinks because they cause you to lose more bodily fluids. Caution: If your doctor limits the amount you drink ask how much you should drink when the weather is hot.

Signs, Symptoms and First Aid

Signs and Symptoms	First Aid
Heat Rash	
<ul style="list-style-type: none"> • Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases) 	<ul style="list-style-type: none"> • Move to a cool, dry place • Keep the rash dry • Use powder to soothe the rash
Sunburn	
<ul style="list-style-type: none"> • Painful, red and warm skin • Blisters on the skin 	<ul style="list-style-type: none"> • Stay out of the sun until the sunburn heals • Put cool cloths on sunburned areas • Put moisturizing lotion on affected area
Heat Cramps	
<ul style="list-style-type: none"> • Heavy Sweating during exercise • Muscle pain or spasms 	<ul style="list-style-type: none"> • Stop physical activity and move to a cool place • Drink water or a sports drink • Wait for cramps to go away before your resume physical activity

Signs and Symptoms	First Aid
Heat Exhaustion	
<ul style="list-style-type: none"> • Heavy Sweating • Cool, Pale and clammy skin • Fast, weak pulse • Nausea, vomiting • Muscle cramps • Tiredness or weakness • Dizziness • Fainting • Headache 	<ul style="list-style-type: none"> • Move to a cool place • Loosen clothes • Put cool, wet cloths on body or take a cool bath • Sip Water <p>Seek medical help immediately if:</p> <ul style="list-style-type: none"> • Vomiting • Symptoms get worse • Symptoms longer than 1 hour
Heat Stroke	
<ul style="list-style-type: none"> • Body temperature 103 degrees F (39.4 degrees C) or higher • Hot, red, dry, or damp skin • Fast, strong pulse • Headache • Dizziness • Nausea • Confusion • Loss of consciousness 	<ul style="list-style-type: none"> • Immediately call 911 • Move person to cooler place • Lower temperature with cool cloths or cool bath • Do not give anything to drink

XIV. INCIDENT MANAGEMENT PLAN

- If an employee presents any symptoms of COVID-19, the Store Manager will be immediately notified. The employee will either be sent home or isolated in a designated area if it is not possible to leave the store. The employee must contact his/her doctor, undergo rigorous testing, and report his/her situation regularly.

- If a case is confirmed:
 - Asset Protection/Human Resources will be notified immediately via the Alert Line
 - The leadership will determine the course of action to follow.
 - Human Resources will contact the associate to coordinate the quarantine (which may include up to 2 weeks with pay and transition to short-term disability when necessary if the employee is eligible).
 - The associate must seek medical care, be in quarantine for a period of 10 days and must provide a medical certificate prior to his/her return. Human Resources will be in charge of all communication and follow-up.

- Contact Tracing: Human Resources will prepare a list of people who had close contact with the infected person and will carry out tracing and follow-up calls.
 - Close Contact is that held during the past 10 days within 6 feet (two (2) meters) and 15 minutes that is:
 - Face to face, not shoulder to shoulder.
 - Working on a document, screen, or order.
 - Close conversations (includes droplets that may have touched you)
 - Symptoms related to close contact or with potential contact.

 - Associates will receive compensation if they are quarantined by AEO. Cases will be evaluated on a weekly basis.

- In the event of a shutdown:
 - Human Resources will issue a communication confirming the existence of a case and ordering the temporary shutdown.
 - The temporary shutdown does not have a specific duration. It will last until a thorough cleaning is performed and will depend on the circumstances of each case.
 - Thorough cleaning of all common areas and surfaces of the infected person's work area and other areas will be conducted as needed.
 - All active associates will receive compensation during a temporary shutdown.

- Once operations have resumed, everyone should return to work except for:
 - People with symptoms, who must remain in quarantine and access will be prohibited.
 - Any associate who has been quarantined for testing positive must produce medical documentation to Human Resources authorizing their return to work.
 - AEO reserves the right to verify the temperature of individuals who are returning from quarantine or to their staff.

XV. DISSEMINATION AND TRAINING

AEO has disseminated this Plan to all its personnel, which includes detailed instructions with graphics regarding the correct use, limitations, and disposal of personal protective equipment such as face masks, face covers and gloves. Training has also been provided and will continue to be offered to staff.

The management team is familiar with the Plan and is available to answer any questions or situations and ensure its correct implementation.

XVI. EVALUATION OF WORK AREAS

AEO is constantly aware of laws and regulations related to job security and the development of new risk areas. Although this is everyone's responsibility, Scott McBride VP – Global Asset Protection has been designated as the main person in charge of monitoring the development of new risk areas and security measures related to COVID-19.

XVII. RESERVATIONS

Should any section or provision of this Plan be considered contrary to any applicable law or regulation, whether current or future, these will prevail over the Plan.

AEO reserves its right, in its sole discretion, with or without prior notice, to amend or modify this Plan and/or related documents as it may deem necessary.

Approved today, September 1, 2020 by:

 _____