



To: All Columbia Warehouse and Will Call Employees
From: Operations & Safety Departments
RE: Will Call COVID-19 Safety Protocols

January 06, 2021

Columbia is committed to providing our customers the beverages they desire and is working to re-open Will Calls at all branches as safely as possible. Below is a list of safeguards and protocols that all Columbia employees and customers will be required to follow as we resume operations.

Hours of Operation

- Will Call operates Monday through Friday, 8:00am to 2:00pm. Additional operating details are provided in the Columbia Will Call, Samples, & Off Days policy document ([LINK HERE](#)).

Safety Procedures

Morning Startup

- Wipe down with disinfectant all counters, pens, door handles, and entryway/s.
- Ensure social distancing signage (i.e., rules, floor markers, etc.) is posted and visible to all Will Call customers.
- Exterior signage is posted, including warning signs indicating entry is prohibited if exhibiting symptoms (include a full list of symptoms).
- Ensure temperature scanning devices are operational, all supporting signage is in place.
- Ensure adequate hand sanitizer and disinfecting solutions are available.

Daily Operations

- Anyone entering the Will Call area will be required to have their temperature taken using a no-touch thermal scanning thermometer or similar technology.
 - Anyone registering a temperature at or above 100.4 degrees Fahrenheit (38 degrees Celsius), will be asked to immediately leave the facility.
- Columbia requires face coverings (a cloth, paper, or disposable mask that covers the nose and the mouth) at all times while inside the Will Call area or outside the building when less than 6-feet apart. This applies to all Columbia employees and customers.
- Plexiglass counter shields must be used.
- One (1) person is allowed at a time in the Will Call office (if applicable), dent room, or in the loading/staging area.
- Customers are responsible for loading their own vehicles.
- Wipe down work/common areas after each customer.
- No signatures required (employees to use stamp for invoices and documents). In OR, the OLCC requires purchaser signatures for kegs. Please follow appropriate safety protocols for pen usage (segregating used pens after each customer and sanitizing before reusing).

Returns

- Visual management for return staging area.
- Execute cleaning protocols for all returned items.
- Inform office personnel of shell credits/drop offs of items.
- If only returning empties for credits, it will be credited to the account on their next order.

End of Day

- Ensure all areas are disinfected and ready for next day's operations.
- Area is clean (i.e., floors swept/mopped, trash emptied, etc.) and organized.