



[COVID-19 OUTBREAK]

OUR NEW
NORMAL

A BETTER & SAFER WAY TO SERVE
OUR VALUED CUSTOMERS

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It gives me great pleasure to welcome you all, our valued customers, partners and friends, back to Time International stores across the nation.

It's been a challenging year for us all from the start of the year, but the biggest impact has been the COVID-19 which has changed the way we live today. With the continued support and passionate dedication of our team, who share my vision, we have been able to successfully navigate through these changing times.

As a people's company that strives to always protect our dedicated team and valued patrons, it is our utmost priority to adapt to situations and make adjustments to our operations following these current unprecedented turn of events. From June 15th, 2020, our boutiques have been serving customers with strict health measures in place, taking into account characteristics, policies, and needs of each brand and/or boutique.

We will remain vigilant and cautious, and vow to always act with your best interest at heart.

Once again, we extend our warmest welcome back to Time International stores.

Sincerely,

Irwan D Mussry

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HEALTH & SAFETY REGULATIONS

There are 2 categories of health and safety regulations:

1. Mandatory Regulations

All boutiques must follow this category of regulations.

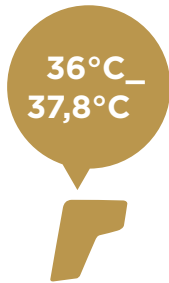
2. Brand-specific Regulations

Regulations from each Brand, adjusting to the characters, policies, and needs of each boutique/brand. Each brand's SOP explains these regulations in more detail.



HEALTH & SAFETY REGULATIONS

Mandatory Regulations



Employees may work, only if they do not have any flu-like symptoms and their body temperatures are not more than 37.8°Celsius. If they do not meet these requirements, they must stay at home and proceed to get a medical check-up immediately.



Employees must show medical records to their direct supervisor stating that they are healthy prior to returning to work.



Employees must wash their hands using hand soap and/or sanitize them with hand sanitizer regularly.



Employees must instruct customers to use hand sanitizer immediately upon entering the boutique.



Employees & customers must wear masks at all times.



Employees must wear gloves in all activities which require physical contact with the customers and merchandise.

HEALTH & SAFETY REGULATIONS

Mandatory Regulations



Employees & customers must minimize physical contact with each other and maintain a minimum of 1.5 meters of safe distance.



Employees must not share any personal items (ex: cutlery, water bottle, etc.).



Each boutique must decide on specific zones or areas to serve the customers within the boutiques.



Each boutique must limit the number of people inside the boutique at any one time, based on its size to maintain a safe distance at all times.



At least 1 employee must monitor the boutique traffic and direct the customers to queue outside the boutique when the boutique is at maximum capacity, also prepare signage as needed.

HEALTH & SAFETY REGULATIONS

Mandatory Regulations

PLEASE
USE
OTHER
DOOR →

Boutiques which have more than 1 door, may only use 1 door as both entry and exit access for the customers.

KEEP YOUR
DISTANCE

Each boutique should prepare marks on the floor (stickers, etc.) to manage queues outside the boutique as needed.



Each boutique must implement a regular cleaning schedule.



Employees must clean the boutiques, specifically all areas/parts which are easily touched by the employees or customers on a regular basis, especially before and after operational hours, using disinfectant liquid.



Each boutique must put communication media in their boutique, which show the health & safety regulations of the boutique, emergency contact information, and official sources about Covid-19.

HEALTH & SAFETY REGULATIONS

Mandatory Regulations

There are 2 mandatory communication media:

1st Communication Media

Topic : Health & Safety Regulations

Content:

- Everyone must wear a mask at all times
- Everyone must maintain a minimum of 1.5 meters of safe distance
- Everyone must sanitize their hands using hand sanitizer
- Regular cleaning schedule of the boutique
- A limited number of people inside the boutique

2nd Communication Media

Topic : Emergency Contacts & Information Centre

Content:

[Time International Head Office]

- Contact information of Operation/ Brand Manager
- Contact information of HR team (People Operation)

[External]

- Hotline: 119
- Contact information of mall management
- Contact information of the nearest hospital

For more information about Covid-19:

- Link e-learning from L&D Time International
- <https://www.covid19.go.id/>
- @BNPB_Indonesia

HEALTH & SAFETY REGULATIONS

Mandatory Regulations

Mandatory boutique equipment include but are not limited to:



Masks



Hand sanitizer

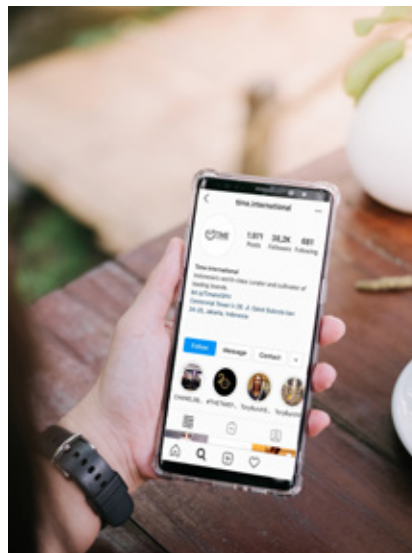


Disinfectant liquid

HOW WE COMMUNICATE OUR REGULATIONS



Printed media to be put in each boutique



Instagram
@timeinternational
@thetimeplace
@intimestore



Electronic Direct Mail (EDM) to all of the customers of Time International



Short Message Service Blast (SMS Blast) to all of the customers of Time International



Time International Website
www.timeinternational.co.id



www.timeinternational.co.id