



EMPTY RETURNABLE BOTTLE RETURNS- SOCIAL DISTANCING SOP

During flu season and when an epidemic is active, in addition to Ale-8-One GMP's, the following will be procedure for customers returning empty Returnable bottles for deposit.

1. Customer will call the front desk upon arrival weekdays between the hours of 9:00 a.m. and 3:00 p.m.
2. Front desk:
 - a. Will ask how many bottles the customer has, and
 - b. Will ask If the bottles are in cartons-
 - i. Notify the customer that **Ale-8 will not accept bottles that are not in cartons.**
 - ii. Provide direction to the customer about carton supply and calculate the number of cartons needed.
 - c. Instruct the customer to proceed to the warehouse door, ring the warehouse bell and return to their vehicle to adhere to social distancing policies.
 - d. If cartons are provided, the customer must allow Ale-8 staff to return to the building before exiting their vehicle to place empty longnecks in cartons.
 - e. Customer will ring the bell when all cartons are filled and return to their vehicle.
 - f. Notify customer of redemption process – See Steps 5 -7.
 - g. Should any further communication be required, the customer should call the front desk for coordination.
3. Front desk will notify warehouse that a customer is at the backdoor and advise warehouse staff the number of cartons needed.
 - a. Ale-8 will provide the number of cartons requested for the customer by placing them outside the back door following recommended social distancing. The Ale-8 employee will drop the empty cartons at the curb and return to the building waiting inside. When the customer has completed the task, rung the bell and returned to their vehicle, then the warehouse can accept the returns.
4. Warehouse will unload customer with proper PPE (Safety Glasses and Gloves) cautiously as to not cause damage or spillage.
5. Warehouse will direct customer to front door of building to collect deposit.

6. Warehouse will fill out a return form and take to front desk. Front desk will cash out return and place money in envelope.
7. The Front Desk will place the refund envelope in the mail slot on the outside door and return to the building. The customer will retrieve the refund envelop from the door to maintain social distancing.
8. Ale-8 Staff to wash hands thoroughly according to Ale-8-One GMP's