

PROTECTIVE PROCEDURES AND POLICIES

Learn about the steps we're taking to maintain a safe and healthy environment for CORT employees, clients, and customers by focusing on these four key areas:



Cleaning and Sanitization

- Clean and sanitize furniture multiple times in lifecycle
- Implement CORT Clean Certified™ program, including frequent cleaning of high-touch surfaces
- Clean and sanitize facilities including:
 - Building interiors
 - Material-handling and electronic equipment
 - Truck interiors
 - Offices and breakrooms
 - Restrooms
- Supply hand sanitizer in stores and in offices



Customer Experience

- Display CORT Clean Certified™ signage in all showrooms
- Leave behind product care card at delivery
- Sanitize furniture onsite at delivery upon exit
- Provide delivery service options
 - Full-service, delivery, pickup and exchanges
 - Contactless delivery - no need to be present
 - Contactless delivery to closest covered location for customer placement



Personal Protection Equipment (PPE) and Social Distancing

- Delivery Protocols:
 - All delivery teams wear PPE, including gloves, masks, booties and safety glasses
 - Sanitize furniture onsite at delivery prior to exit
- In-store Protocols:
 - Safety shields at all in-store customer transaction stations
 - Floor decals for socially distanced customer queuing
 - All store personnel wear protective masks



Health and Wellness

- Perform pre-shift temperature check and symptom questionnaire
- Maintain 6 feet of social distance
- Leverage robust technology suite to support contact tracing efforts
- Educate employees to recognize symptoms
- Expanded PTO policies to encourage employees to stay home when feeling ill