

REOPENING PLAN
LLADRÓ BOUTIQUES

COVID - 19

LLADRÓ

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1. INTRODUCTION

Goals

LLADRÓ is implementing this plan with measures to take against COVID-19 in our boutiques and in all sales operations. Now, more than ever, we must take even greater efforts to ensure the health and safety of our team and of our customers.

Application

It is not possible to delimit a time period for the application of these measures as we are dealing with unforeseen and unpredictable circumstances. For this reason, the measures we are including in this document will be constantly revised in accordance with the evolution of the situation and the guidelines issued by health authorities.

Rest assured that we will be working closely with Human Resources to promptly inform employees of the changing situation.

All the measures included in this document are mandatory for all workers. We rely on your full cooperation to fulfill them. It is up to us to make sure that our place of work is as safe as possible.

2. STAFF

2.1. PREOPENING

Vulnerable workers

Workers particularly vulnerable to CoVID-19 shall not return to work unless authorized by health professionals from an external prevention service following a personal medical assessment, in accordance with the procedures contemplated in *Annex I*.

Information and training

We are including general information on various aspects of the disease (causes, symptoms, general hygiene measures) and recommendations on travel to work depending on the method of transport (private car, public transport, etc.). This information will be updated in accordance with the changing situation and current guidelines issued by health authorities. *Annex II*.

In addition, employees shall receive training on prevention and protection measures and action plans to ensure that they are implemented correctly.

This document will be made available to all employees and customers for reference.

2.2. POST-OPENING

Daily self-diagnosis

Before going to work every day all employees should check their temperature. If their temperature is above 37.5 degrees, workers must stay at home and should follow the action plan drawn up by the company against infection by CoVID-19. *Annex III.*

In the event of detecting any symptoms (coughing, shortness of breath, etc.) that may be associated with the disease, immediately contact the official COVID-19 helplines in your area and do not return to work until you have official confirmation that you are cured or free of risk.

Protection equipment and hygiene

The following elements will be made available for employees in the workplace, which should be disposed of appropriately in bins with cover and pedal specifically for this purpose:

- **Face mask:** hygienic. The use of masks is mandatory. Cover mouth, nose and chin with straps that goes around the back of the head or attach to the ears. Made of one or various layers of cloth material and reusable. They comply with UNE 0064 / 0065 specifications. Workers will be shown how to use them correctly and how to keep them clean and sterile. *Annex IV.*
- **Gloves:** single use. They comply with EN 374-5 specifications for microorganisms. Workers will be shown how to remove gloves correctly. *Annex IV*
- **Hydroalcoholic gel or lotion:** virucidal disinfectant authorized and registered by the Ministry of Health for handwashing.
- **Disposable tissues:** to be used for cleaning hands or any secretions.
- **Disinfectant cleaner and disposable paper:** to be used to disinfect materials or surfaces after use.

All these elements will be available in the checkout area, storerooms and offices.

Interpersonal distance

A minimum distance of two meters between people must be kept at all times. This applies between employees and also between employee and customer during the whole sales process.

The use of rest areas shall be limited to the minimum necessary. Whenever rest areas are used, there shall be no sharing of food, cutlery or cooking utensils.

Disinfection of equipment and materials

All equipment, materials and surfaces (such as computers, POS terminal, checkout desk, etc.) must be properly disinfected before and after each use. For this purpose, a virucidal disinfectant and disposable paper shall be used, which shall then be disposed of in bins especially for this purpose.

Uniforms

Work uniforms and footwear should be put on and taken off in the workplace. Workers should not wear uniforms on the way to or from work. Street clothing and shoes must be stored in sealed bags.

Work uniforms and footwear shall be cleaned and/or disinfected daily. Uniforms must be washed in washing machines at cycles between 60 and 90 degrees centigrade or using any other method that guarantees their correct sanitation.

In the case of workers who do not use uniforms or work clothing, any clothing worn by workers in contact with customers should also be washed or cleaned as above.

Other recommendations

Workers are recommended not to wear accessories on their hands (rings, bracelets, watches, etc.), to tie up long hair and to avoid the use of contact lenses.

3. STORES

HYGIENE MEASURES

Before stores reopen, they will be cleaned by an external professional cleaning service. Afterwards, the frequency of cleaning will be decided in function of the individual needs of each boutique. Likewise, all equipment must be checked to ensure they are working correctly and air-conditioning filters must be cleaned. Magazines, catalogues and any other type of paper display which could be handled by various customers must be removed. The head of each boutique shall be responsible for these actions.

All equipment, material and surfaces shall be cleaned and disinfected after each use, paying special attention to frequently used surfaces such as door handles, counters, furniture, handrails, floors, telephones, keyboards, POS terminals, touchscreens, working tools and other similar elements.

Customers are not allowed to use bathrooms, except when strictly necessary. If it should be necessary, the bathroom must be disinfected immediately afterwards, including toilet, faucets and door handles. Single-use towels should be used.

All stores and workplaces must have bins with covers and pedals for tissues and any other kind of disposable material. These bins must be frequently cleaned and disinfected, at least once a day.

CUSTOMER INFORMATION

- **Indoor/outdoor communication:** a panel informing that LLADRÓ is taking all safety measures recommended by health authorities, the current opening hours, and contact telephone numbers. Inserts with general information and more specific information in the jewelry area with applicable hygiene and prevention measures and a copy of this document.
- **Screens:** images to be viewed for a few seconds between commercial videos informing that LLADRÓ is taking all safety measures recommended by health authorities.

PROTECTIVE EQUIPMENT AND HYGIENE

Every boutique shall make the following material available to customers, which must be suitably disposed of after use in bins with covers and pedals especially for this purpose:

- **Face masks:** single-use surgical masks.
- **Gloves:** single-use gloves complying with EN 374-5 specifications for microorganisms.
- **Hydroalcoholic gel or lotion:** virucidal disinfectant authorized and registered by the Ministry of Health for handwashing.
- **Disposable tissues:** to be used for cleaning hands or any secretion..

All these elements will be available near the entrance to the boutique.

OPENING HOURS

Store opening times and numbers of people shall be notified as there are any changes.

ELEVATORS

The use of elevators is limited to the internal movement of goods or to the individual use of people with reduced mobility except when they require assistance.

Elevators must be duly disinfected after use.

4. CUSTOMERS – SALES PROCESS

The time customers spend in stores and boutiques shall be what is deemed strictly necessary to make their purchases or to receive the service they require.

WELCOMING CUSTOMERS

Focus your attention on the customer and create a bond. The customer must feel, first and foremost, protected and looked after by the Brand.

Importance of information. We should ensure that we quickly and clearly convey the measures that LLADRÓ is taking during this time and offer customers all the information they may need. Before beginning the usual sales protocol, we will transmit the following message:

Welcome. Thanks for visiting us.

Before entering and helping you in whatever you need, I would like to inform you that we have adapted our boutique to ensure the safety of all our customers and staff, complying with all the recommendations by health authorities.

We have prepared an area (pointing it out to the customer) with the protocol for hygiene measures, including the use of gloves and mask, which we ask you to use for safety during your time in our boutique.

We have also prepared an area (pointing it out to the customer) and a disposable bag where you can leave any object you wish.

We apologize for not being able to serve you with the usual attention to detail, but we must maintain the recommended distance and avoid any action that might be a cause of risk of infection during your visit.

Please remember to:

- Welcome the customer with masks and gloves already on.
- Avoid social habits like handshaking, kissing or other kinds of physical contact.
- Ensure the customer wears mask and gloves when handling pieces.
- Have hydroalcoholic gel available in the store.
- Keep a safe distance between customer and member of sales staff.
- Use disposable bags to store personal belongings in a specific place in the store during the visit.

SALES PROCESS

Guarantee the minimum distance of 2 meters (6 feet) between people. Under no circumstance should you attend more than 1 customer at the same time.

The salesperson must, at all times, use a face mask and gloves. New gloves should be worn for every new customer.

If the customer wishes to hold a piece, they should wear gloves and the piece should be disinfected before and after, always in the customer's presence, with disposable disinfectant wipes. The area for presenting the piece (table) should also be disinfected before and after use.

Whenever possible, the customer should be given a piece from the storeroom. The box should be opened, after first using hydroalcoholic gel, to show that the piece is in perfect condition. If it is handled, it should be cleaned before being returned to the box. If there is no stock of the piece in the storeroom, ensure that the piece on exhibit is perfectly disinfected before packaging.

Inform customers that, given the current circumstances, you are unable to offer them a courtesy refreshment. However, you can show them the self-service area with bottles of water.

Returns must be properly disinfected before being returned to the storeroom.

TRYING ON JEWELRY

When trying on jewelry, customers must wear masks and wash their hands and wrists with hydroalcoholic gel.

All jewelry that the customer is going to try on should be disinfected before and after use, always in the customer's presence, using wipes or cotton pads and 70° propyl alcohol. As it is not possible to ensure that the surface of the piece of jewelry is not affected, in the event of a sale the customer shall be given an unused piece from the storeroom.

If equipment using other systems (ultrasound or ultraviolet) is used for cleaning and disinfection, you must always follow the instructions and safety measures provided by the manufacturer.

PAYMENT PROCESS / CHECKOUT

Always maintain a minimum safety distance of 2 meters (6 feet), respecting the floor markings for this purpose. There should be hydroalcoholic gel on the checkout desk.

As far as possible, encourage payment with credit card or smartphone. To avoid handing the customer a paper receipt, send it to them by email.

The POS terminal must be disinfected before and after each use, and always in the customer's presence. It is very important not to wet the terminal too much as it may cause damage, mainly to the screen, which is why we recommend using tissue dampened with virucidal disinfectant. (Annexes with more information).

Ask the customer to approach the desk for payment after first withdrawing to a safe distance.

FAREWELL AND HANDING OVER MERCHANDISE

The customer's experience must be pleasurable and safe up until the final farewell. If the customer decides not to choose dropshipping:

- The packaged purchase in the shopping bag should not be handed over directly.
- To not touch the handles of the shopping bag. Simply leave it on the sales counter and, after withdrawing to a safe distance, ask the customer to approach the desk to take it.
- Remember to apologize for not being able to hand the bag over personally, following the usual custom.

We must accompany the customer to the door, while maintaining a safe distance. Use the following farewell:

*Thank you for visiting us and we hope to see you again soon.
Take care and stay healthy*

5. EXTERNAL WORKERS

Access to external workers shall be limited to the strictly necessary during store opening hours.

Services companies shall be given instructions so that all external employees use gloves and masks. In any case, they must all respect the recommendations in terms of use of masks, gloves, safety distances, etc.

Access to external workers shall be through back or side entrances if there are any. Delivery and collection services shall be undertaken by one single person and always maintaining a safe distance with external workers.

If it is necessary to sign delivery dockets, this should be done respecting distances and using one's own pen.

6. SOURCES OF INFORMATION CONSULTED

- Action plan for occupational risks prevention services against exposure to SARS-COV-2. Ministry of Health. Government of Spain.
- Good practices guide for the workplace. Measures for the prevention of infection by COVID-19. Ministry of Health. Government of Spain.
- Protocol and good practices guide for non-sedentary commercial activity in physical establishments. Ministry of Industry, Trade and Tourism. Government of Spain.
- Hygiene measures for the prevention of infection by CoVID-19. Ministry of Health. Government of Spain.
- Recommendations for the use of masks in public in the context of COVID-19. Ministry of Health. Government of Spain.
- Cleaning and disinfection of reusable sanitary masks. Ministry of Health. Government of Spain.
- Reports on Public Health Alerts. Centre for Coordination of Alerts and Health Emergencies. Government of Spain.
- Order TMA/384/2020, dated 3 May, containing instructions on the use of masks in various means of transport and establishing prerequisites to guarantee safe movement in compliance with the plan for the transition towards a new normality.
- Order SND/388/2020, dated 3 May, establishing the conditions for opening certain businesses and services to the public, and the opening of archives, as well as the practice of professional and federated sports.
- Novel coronavirus 2019 - advice for public. World Health Organization.

ANNEX I

PROCEDURE FOR PROTECTING VULNERABLE WORKERS

Vulnerable groups:

Based on recommendations from the Ministry of Health, people especially vulnerable to CoViD-19 are those whose pathologies could be worsened in the event of suffering from the illness, with a particular mention for the following groups: diabetics, persons with cardiovascular diseases including high blood pressure, chronic lung illness, compromised immune systems, cancer in the phase of active treatment, pregnant women, breastfeeding women, and persons over the age of 60 years with underlying pathologies.

Health professionals from the company CUALTIS shall assess the causes and take the specific preventive measures necessary to protect the worker or refer the case to Public Health Service doctors to issue a certificate (temporary sick leave). Although these certificates are issued for common illness, for economic purposes they will be accepted by the Social Security services as a work accident.

Those workers who are affected by these measures should send an email to Miguel Ángel Martínez (mamartinez@es.lladro.com) with the following details to be forwarded to CUALTIS so that they can carry out an assessment: Name and surnames, date of birth, ID number, SIP health card number, contact telephone number and personal email address.

Under no circumstance should the reasons, personal circumstances or state of health be detailed in the message described in the preceding paragraph. This information should only be divulged to the health professionals from the company CUALTIS when they contact the worker personally. The details provided shall be treated with confidentiality.

Any new information or further action of importance shall be communicated.

ANNEX II

INFORMATION AND GENERAL RECOMMENDATIONS

Transmission:

Infection is transmittable from person to person and its infectivity depends on the quantity of virus in respiratory passages. Infection takes place when there is direct contact of the respiratory secretions of an infected animal or person with the mucus of another person (nose, mouth, eyes). It seems unlikely that transmission can take place in the air at distances greater than one or two meters.

Symptoms and treatment:

The most common symptoms are fever, coughing, and shortness of breath. In some cases, there are also digestive symptoms such as diarrhea and abdominal pain. In more serious cases, infection may lead to pneumonia, severe difficulty in breathing, kidney failure and even death. More severe cases are generally seen in the elderly or people with severe underlying medical conditions like heart or lung disease or weakened immune systems.

There is no specific treatment for this coronavirus but in recent studies certain antiviral therapies have shown some effectiveness. There are several treatments for the control of symptoms which means that prognosis will improve after seeking health care.

General protection measures

The general individual protection measures against respiratory illnesses are:

- Keep your hands clean, washing hands frequently with soap and water or disinfectant gels.
- Avoid touching eyes, mouth and nose with your hands.
- Cover your mouth and nose with your bent elbow whenever you cough or sneeze.
- Use disposable tissues for respiratory secretions and dispose of immediately after use.
- If you have respiratory symptoms avoid contact with other people.
- Avoid close/direct contact (keep a distance of at least 2 meters (6 feet)) from people suffering from acute respiratory infections, people who have symptoms such as coughing, sneezing, expectoration and do not share personal belongings.

Sources of official information

We recommend the WHO (World Health Organization), the Ministry of Health of Spain and other official bodies from the various territories which provide updated information on the following webs:

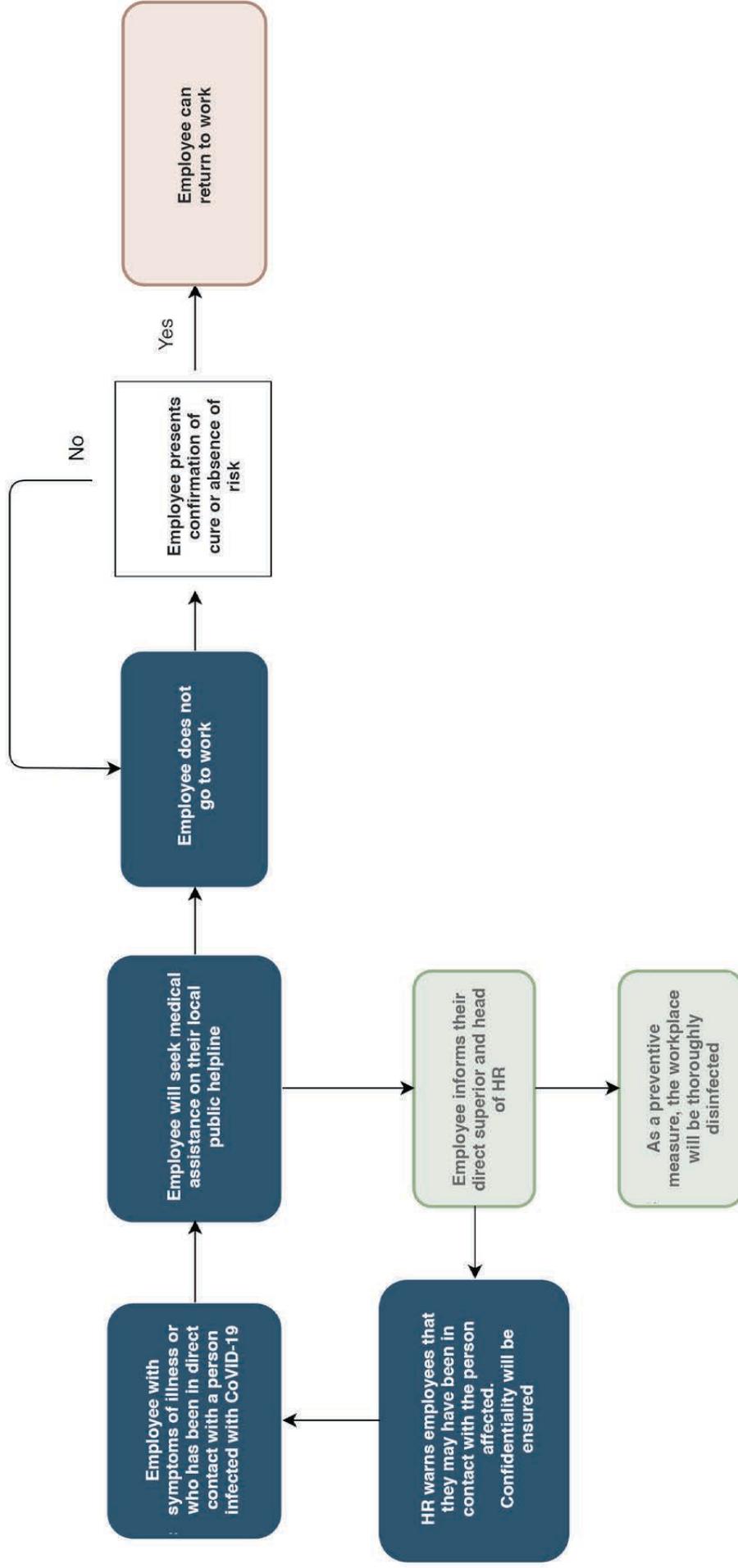
<https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/home.htm>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Traveling to work

- Whenever possible, use the form of transport that best guarantees interpersonal distance of around 2 meters (6 feet). The ideal forms are walking, bicycle and motorbike.
- The use of face masks to cover nose and mouth is mandatory for users of public transport, including buses, trains, planes and boats.
- For personal private transport in vehicles with up to nine places, rules stipulate a maximum of two persons per row, and the use of face masks, keeping the maximum distance possible. For public transport in vehicles with up to nine places (taxis and rental cars with drivers), a maximum of two persons per row in addition to the driver, keeping the maximum distance possible.

ANNEX III: PROCEDURE FOR ACTING AGAINST INFECTION BY COVID-19



RETAIL

Additional Information

The different regions have public helplines to seek medical attention and to answer questions.

Valencian Community: 900 300 555
 Region of Madrid: 900 102 112
 Catalonia: 061
 Malaga: 955 545 060



Symptoms

The most common symptoms are fever, coughing and shortness of breath. In some cases, there may also be digestive symptoms like diarrhea and abdominal pain. In about 80% of cases the symptoms are light.

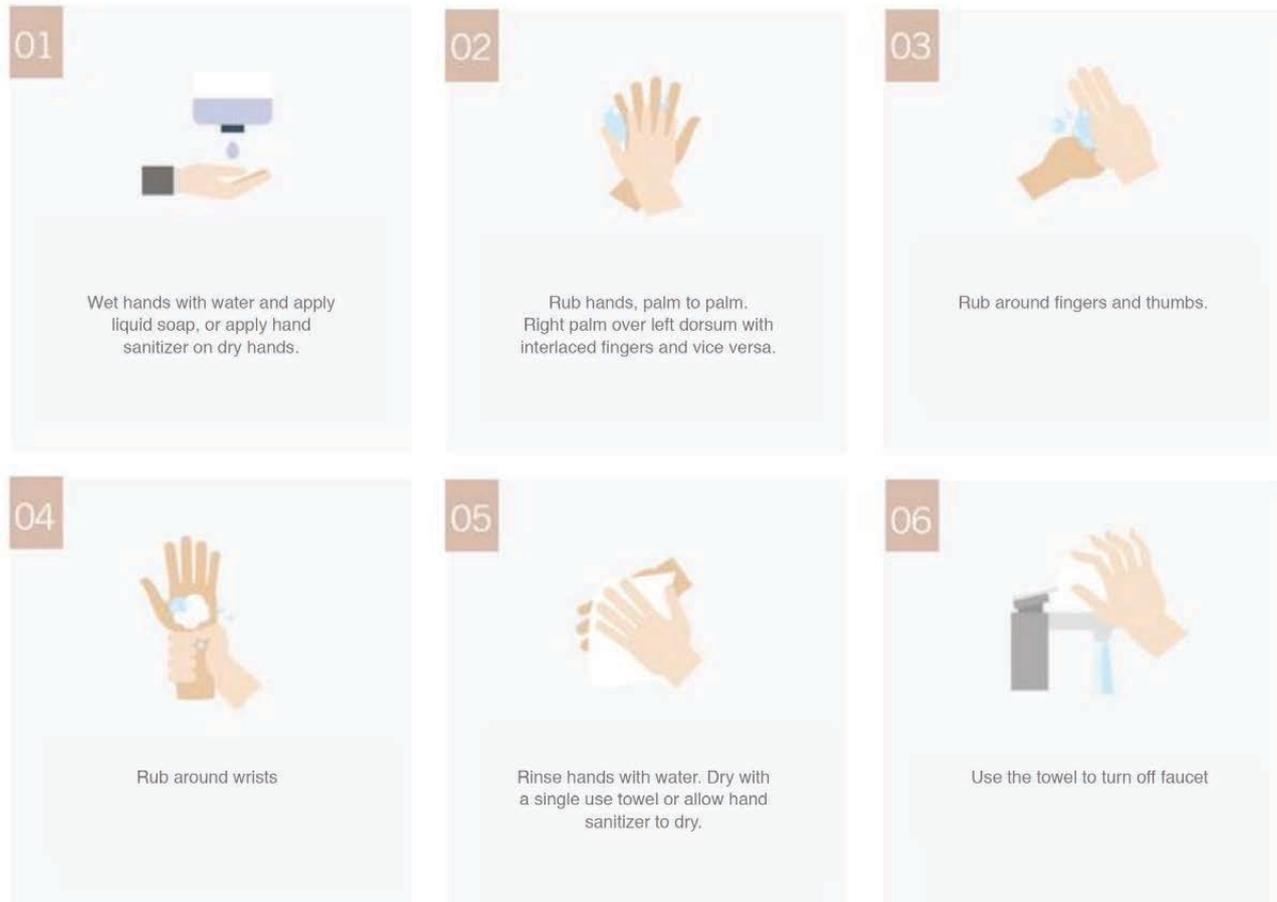
General personal protection measures

- Wash your hands frequently with soap and water or disinfectant gels.
- Avoid touching eyes, mouth and nose with your hands.
- Cover your mouth and nose with your bent elbow whenever you cough or sneeze.
- Use disposable tissues for respiratory secretions.
- Avoid close/direct contact (keep a minimum distance of at least 1 meter) with people suffering from acute respiratory infections, people with symptoms such as coughing, sneezing, expectoration and do not share personal belongings.

ANNEX IV

HAND HYGIENE

Source : WHO and Ministry of Health, Spain



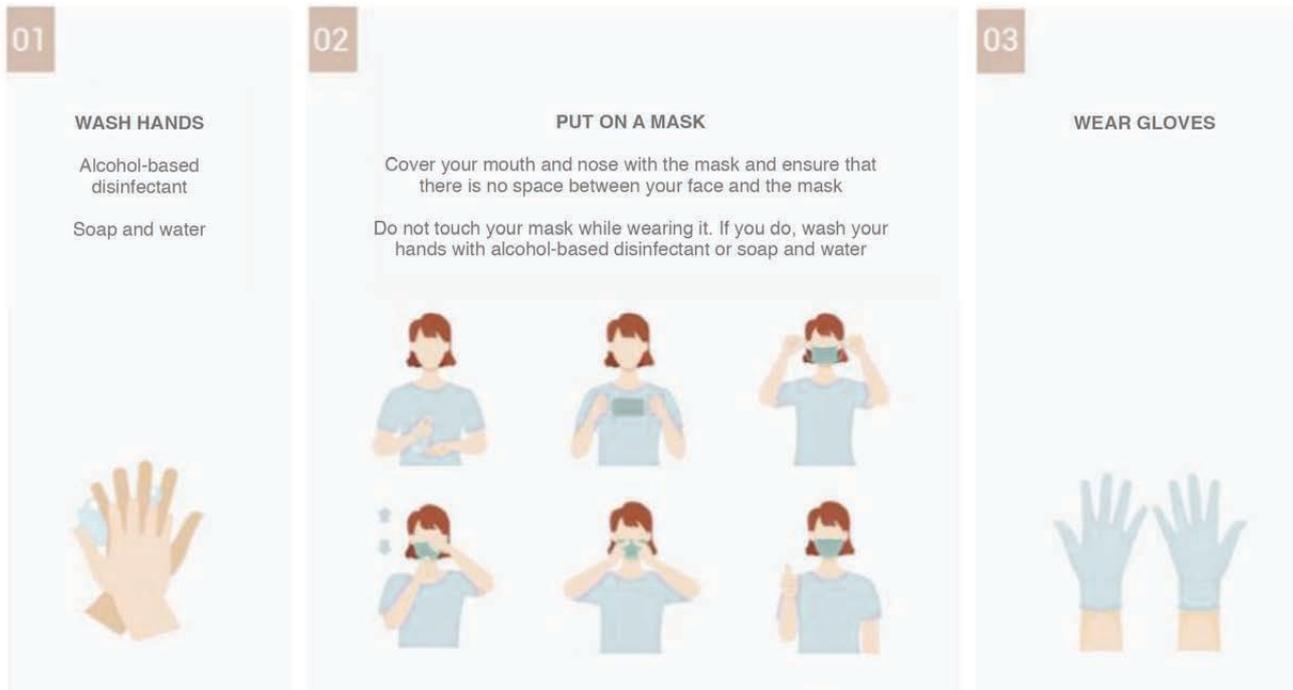
REMEMBER:

1. The use of gloves DOES NOT replace handwashing
2. Avoid skin problems by drying and moisturizing hands
3. Wash hands particularly thoroughly after going to the bathroom, coughing and sneezing, etc...

ANNEX IV

MASKS AND GLOVES. HOW TO PUT ON, REMOVE AND USE PROPERLY

*Remember that using mask and gloves does not replace the need to follow the general protective measures: 2m social distance and frequent handwashing.



MASKS

- Always wear a mask when you cannot guarantee the recommended minimum distance of 2m with customers or colleagues
- Wear a mask throughout the whole working day, especially if you are in the sales area
- There is no need to wear a mask if you are alone in the storeroom or rest area

GLOVES

- Wear gloves when you are with a customer
- Wear gloves when you are handling materials and products

REMEMBER:

1. Change your mask when it appears damp or humid or if you have used it for a large part of the working day.
2. Wash and disinfect your mask daily, using normal detergent and water between 60-90°.

ANNEX IV

MASKS AND GLOVES. HOW TO PUT ON, REMOVE AND USE PROPERLY

* Remember that using mask and gloves does not replace the need to follow general protective measures: 1.5m social distance and frequent handwashing.

01

HOW TO REMOVE GLOVES

1. Pinch the outside of the glove near the wrist area without touching the skin
2. Peel the glove away from your hand. Pull away until it is removed.
3. Hold the removed glove with the still gloved hand. Slide the fingers of the ungloved hand under the wrist of the remaining glove
4. Peel downwards, away from the hand, turning the glove inside out
5. Dispose of gloves safely.
6. NEVER reuse.
7. Wash your hands with alcohol-based disinfectant or soap and water immediately after removing gloves



02

HOW TO REMOVE MASK

Remove it from behind

Discard it immediately in a bin for this specific purpose

Wash your hands with alcohol-based disinfectant or soap and water

REMEMBER, FOR MASKS:

- If your mask is reusable, keep it safe in a plastic bag and seal it until you wash and disinfect it.
- If it is disposable, put it directly in the bin set aside for this specific purpose in the store.

ANNEX IV

INFORMATION ALL STAFF MUST KNOW

Ensure that all members of staff are perfectly aware of all the following health and safety measures. These measures must always be posted in a place visible to all employees.

CLEANING POS TERMINAL

To clean POS terminal, apply a little 70° alcohol on disposal paper and wipe gently



- Do not spill or apply liquid directly
- Do not use hand sanitizer
- Wipe the terminal gently with disposal paper and 70° alcohol

USE OF PROTECTIVE GLOVES AND FACE MASKS

- The best way to prevent infection is to use a combination of all the preventive measures listed and not just to rely on gloves and mask.

All employees must check their temperature before going to work. If you have any symptom like fever, coughing or shortness of breath :

1. Inform your superior as soon as possible
2. Do not go to work or leave the workplace if at work
3. Contact your local health center or the local emergency helpline.

Keep a minimum social distance of 2 meters with other people:

- In all areas of the store in which it is impossible to maintain this distance, there should only be one worker at a time
- Avoid shaking hands, kissing or hugging other people.
- Whenever possible, avoid public transport. If there is no other option, keep a minimum social distance of 1.5m and use a face mask.

Maintain proper personal hygiene

- Wash hands thoroughly with soap and water for a minimum of 20 seconds, especially before eating and/or touching eyes, nose or mouth
- Wash your uniform daily and put it on as soon as you reach the store
- Use disinfectant gels
- Disinfect all shared elements (computer, telephone, POS terminal..) before each use.
- Take particular care in handwashing after handling merchandise
- Cough and sneeze into your bent elbow and use disposable tissues. Throw used tissues away after use.

ANNEX IV

HEALTH AND SAFETY: THE EMPLOYEE

HEALTH CONTROL

All store employees must maintain strict health control before going to work. If noticing any of the following symptoms: fever over 37.5°, coughing or shortness of breath, do not go to work. Maintain strict hygiene routines to ensure the safety of everybody



PROTECTIVE EQUIPMENT

Masks and gloves will be available to use at all times when in contact with customers, colleagues or handling pieces. Hydroalcoholic gel shall also be available in various locations within the store.



ANNEX IV

HEALTH AND SAFETY: THE STORE

MAXIMIZE CLEANING AND HYGIENE

Frequently used surfaces such as the checkout and terminals, as well as bathrooms, offices and rest areas, changing rooms, stairs, storeroom and packaging area should be cleaned regularly with disinfectant products.



HYGIENE IN THE WORKPLACE

New hygiene standards will be implemented for employees for the use of shared elements like computers, telephones and POS terminals, using disinfectant wipes and/or disposable paper with 70° alcohol solutions.



YOUR HEALTH COMES FIRST

The store has changed its cleaning and hygiene measures and its plans to protect the health of its employees and customers.

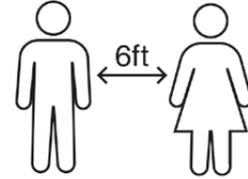


ANNEX IV

HEALTH AND SAFETY: THE CUSTOMER

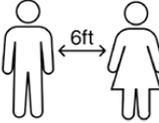
SOCIAL DISTANCING

The recommended social distance will be readily visible throughout the store. Reminders will be placed at the entrance and in the checkout area.



REDUCED CONTACT

Trying on jewelry will entail extra safety measures to protect both the customer and the employee



Hand sanitizer is available for customers & colleagues



Social distancing of 6 foot or more



Increasing cleaning procedures in high touch areas

PLEASE MAINTAIN 6-FOOT DISTANCE

HYDROALCOHOLIC GEL

Hand sanitizers will be available at different points throughout the store: at the entrance, the checkout area, jewelry section...



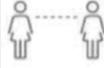
SAFETY GUIDELINES

We wish to create an atmosphere that allows customers to purchase and employees to work with safety, confidence and peace of mind.

Health Guidelines for our customers when entering this store



Cover your mouth
and nose when coughing or sneezing.



Keep 6-ft distance
from colleagues and other customers at all times.



Don't shake hands
or engage in unnecessary physical contact with others.



Stay home
if you've had a cough or fever in the last 72 hours.

ANNEX IV

PROTOCOL FOR THE PREVENTION OF INFECTION BY COVID-19

STAFF

- Keep a minimum social distance of 2m between people.
**In areas where it is impossible to maintain this distance, there should only be one worker at a time.*
- Check your temperature before leaving home.
**If you have any symptom like fever, coughing or shortness of breath:*
 - Inform your superior as soon as possible
 - Do not go to work; or leave the workplace if at work
 - Contact your local health center or local emergency helpline.
- Avoid shaking hands, kissing or hugging
- Wash your uniform daily, including your mask, and put it on as soon as you arrive at the store.
- Wash hands thoroughly with soap and water, especially before eating and/or touching eyes, nose or mouth
- Cough and sneeze into your elbow and use disposable tissues. Throw used tissues away after use.
- Use gloves and face mask.
**Remember that the best way to prevent infection is to use all the preventive measures listed and not just to rely on gloves and mask.*
- Whenever possible, avoid public transport. If there is no other option, keep a minimum social distance of 2m and use a face mask.

SALES

- Remove all magazines, catalogues and handouts.
- Clean and disinfect pieces before handling by customer and again afterwards.
- JEWELRY: Customers must wear gloves. Pieces must be disinfected before and after trying on. The customer must use sanitizer for the area on which they try on the piece and cover it with transparent film.
- The customer's parcels, bags, umbrellas and other articles should be left in a special area near the entrance and not enter the store as such.

CHECKOUT

- Make sure that there is always a hand sanitizer in the checkout area
- **Payment with cards:** Do not touch the customer's card. Let the customer introduce it into the terminal. If the customer has to introduce their PIN, disinfect it before and after each use.
- **Payment by cash:** Disinfect hands with gel every time you handle cash.
- **Receipt:** Avoid paper receipt and send it to the customer by email.

CHANGING ROOM, OFFICE AND BATHROOMS

- Limit the use of shared areas to the absolute minimum, both in number of people and time used. Ensure that you keep the minimum social distance of 2m with colleagues at all times.
- Avoid situations where several people congregate in the office at the same time. Organize different shifts for breaks and lunch. If it is not possible, always keep the minimum social distance.
- Ventilate closed spaces by opening windows and doors
- Bring your own cutlery and do not share food. .

STOREROOM

- Disinfect all shared tools and elements every time they are used with disposable paper and 70° alcohol
- Avoid presence of more than one person at a time in corridors
- Avoid direct contact with carriers during delivery of merchandise
- Use gloves when handling merchandise
- Make sure to wash your hands thoroughly after handing boxes

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REOPENING PLAN LLADRÓ BOUTIQUES

COVID - 19