



Gap Inc. Reopening Retail Safely

Plan for Store Re-Openings, including Safe Shopping Practices

MAY 2020

In working with industry partners and public officials to define Safe Shopping practices, we're eager to begin welcoming our teams and customers back to our stores, and confident in our ability to safely scale North America openings over the coming months in line with local guidelines.

SONIA SYNGAL, CEO OF GAP INC.



BANANA REPUBLIC



ATHLETA

INTERMIX

HILL CITY/

JANIE AND JACK



You put your trust in us, and we take that seriously.

For us, the health and safety of our employees, customers and communities is our top priority. Our teams have been hard at work implementing enhanced safety measures as we prepare to re-open our Athleta, Banana Republic, Gap, Old Navy, Janie and Jack, and Intermix stores.

We are actively working with the local government, led by health official guidelines, and in partnership with RILA and industry peers, to open our stores when and where it is safe to do so.

Taking care takes time, so our approach balances health and safety with the urgent need to restore the economy and bring our teams back to work.



We're setting the gold standard for operating with safety to re-open the economy.

For the past 50 years, our stores have been the heart and soul of our brands.

All of our decisions are being made with the health and safety of our employees and customers as our highest priority. Applying our global learnings, we're ready to set the gold standard on safe shopping and help carefully re-open the economy in phases. Our goal is to bring back our furloughed employees and provide customers with options to shop with us.



We've applied learnings from our Asia store recovery and operating some U.S. stores as distribution hubs.

We've been safely operating some stores as distribution hubs to offer Ship from Store, and have implemented enhanced safety protocols, including:

- Compliance with CDC guidelines
- Requiring employees to practice physical distancing (keep 6' away from coworkers) while in the store
- Providing additional labor to complete daily sanitization and cleaning activities, including frequent sanitization of high touch point areas
- Providing personal protective equipment (e.g., mask, gloves, hand sanitizer, equipment disinfectant, alcohol prep pads) to each associate
- Daily employee health questionnaires
- Establishing designated employee teams (A and B) who work on alternate days to minimize risk of virus transmission

In China, where we've now re-opened all stores (including in Wuhan), we've seen the success of safety and sanitization measures implemented in our stores.

We've applied learnings from our fulfillment operations.

We're keeping our distribution centers safe and operational by adopting safety protocols including:

- Compliance with CDC guidelines
- Increased sanitization and cleaning activities, including increased cleanings of common areas, workstations, and installation of sanitization stations
- Providing employees with masks
- Daily employee temperature checks
- Requiring employees to practice physical distancing (6' from coworkers)
- Assigning employees to the same building every work day



Keeping our teams and customers safe



OUR EMPLOYEES WILL:



Wear masks



Practice physical distancing



Wash and sanitize hands frequently

OUR STORES WILL HAVE:



Health guards at checkout




Increased cleanings and sanitization efforts



Physical distancing guides in stores



line starts here
 For everyone's safety, we're limiting the number of people allowed in-store at one time.




sanitation station
 Please use for the health and safety of others.




Follow the example of our employees and
wear a face mask
 Please be considerate of others' safety.



Store Experience Customers Can Expect From Our Trusted Brands



PRIOR TO ARRIVAL

- Staff A/B teams to mitigate cross-contamination
- Employees stay home when ill or exposed to someone who is ill



AT ENTRANCE

- Customer metering at entrance
- No reusable bags
- Sanitizing stations at entrance
- Policy signage, e.g. encouraging customers to wear masks (per local mandates)
- Mesh shopping bags pulled off the floor (initial opening)




Please practice
physical distancing




Stay 6 feet apart and help us follow CDC Guidelines.



Using the **elevator?**
one person or family at a time
to practice physical distancing




Our **fitting room** is
temporarily closed




INSIDE THE STORE

- Employees wear facial coverings
- Alterations & bra fittings paused
- Limited store traffic; floor decals to maintain distancing
- Sanitizing high touch areas throughout the day; full cleaning morning/night
- Restrooms closed to public (initial launch only)
- Fitting rooms closed (initial launch only)
- Returns accepted and quarantined before restocked



AT CHECKOUT

- Health guard at checkout
- Visible cleaning at the registers
- Encourage contactless payment
- Employees wear gloves when handling cash or processing returns
- Floor decals to maintain distancing

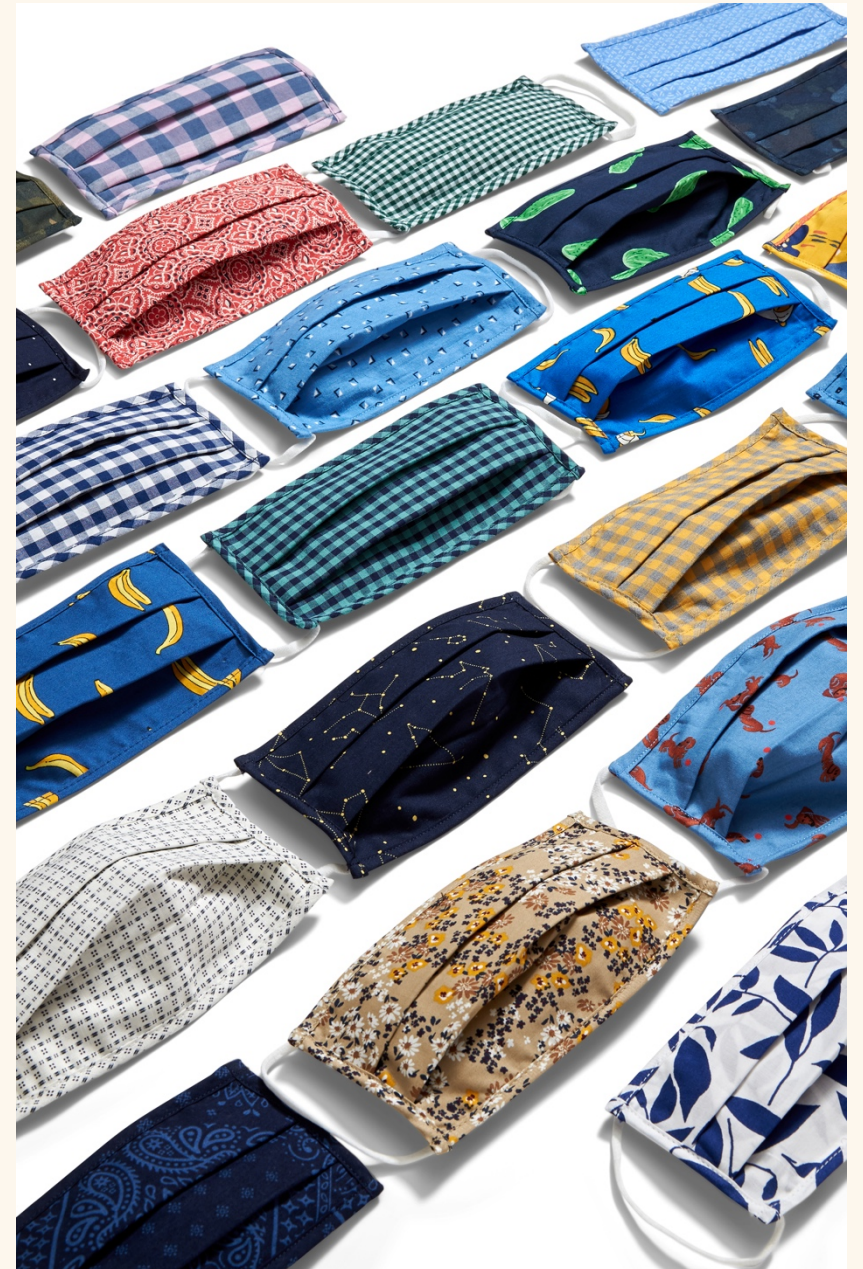
We ♥ Our Communities

We're leveraging our expansive supply chain to connect hospital networks with millions of critical PPE for frontline healthcare workers.

We're also creating masks for customers – converting unused fabric into washable, reusable fabric masks in fun fashions and prints.

And we're supporting organizations helping our communities:

- Old Navy and Gap brand are each donating 50,000 reusable masks to Boys and Girls Clubs of America, which has many Clubhouses still open and operational as a safe place for kids and families in underserved communities
- Athleta is donating 100,000 non-medical masks to a major healthcare organization, in support of our heroes on the front line
- Banana Republic will donate \$10 of every mask sold to Feeding America®'s COVID-19 Response Fund, with a minimum donation of \$20,000





Gap Inc.

For more information, visit www.gapinc.com.