## Policy:

Circumstances may arise where it is necessary to close the store in an emergency. These situations may include, but are not limited to, extreme weather conditions, severe customer injury, power failure, burglary/robbery and/or a public disturbance. The Store Manager should seek guidance from their District Manager, and at the same time, follow the suggestions of the mall management team. Samsonite’s primary concern is for the safety of our associates and our customers.

Members of the store management staff should always maintain a list of all store associate’s personal phone numbers and keep that current list with them. In addition, they should have the mall contact information, including after-hours contact information for mall management.

## Procedure:

**EARLY CLOSING DUE TO EXTREME WEATHER CONDITIONS**

**(SNOW, FLOODS, HURRICANES, EARTHQUAKES & TORNADOES)**

* If your store is located in a mall, stay in contact with mall management for the latest information regarding the mall closing. In some cases, the mall may provide supplies that can be used to prepare for the storm.
* If mall closes early due to extreme weather conditions, our store will also close.
* Contact your District Manager and let them know that the mall/center is closing early.
* Follow the normal closing procedures through the POS.
* The Store Manager should contact store associates who are scheduled for later shifts and make them aware that the mall is closing, and they need not report to work.
* If you are on the ground floor or basement level, you should make every effort to get as much product off the floor as possible. Be extra mindful of computer equipment. Use fixtures, shelves, and tables to elevate merchandise and equipment during the storm.
* If you feel that your store needs to be boarded up, contact the Store Maintenance team at [storerepairs@samsonite.com](mailto:storerepairs@samsonite.com). You must identify the work request as an emergency.
* Follow evacuation instructions provided by the mall or local Emergency Management authorities.
* Contact your DM to inform them of your closing. Please provide final sales for the day.

**WINDSTORMS AND TORNADOES:**

* Never put yourself or your associates in danger. If you have enough prior warning, you may contact Store Services to board up your store, if necessary.
* Move items away from the windows. Windows can easily explode or implode during a severe storm.
* Some malls have evacuation or safety shelters that can be utilized.
* If you are forced to remain in the store, it is best to remain in a basement, if your store has one. If not, you should remain in the middle of the store under a sturdy table. Stay away from the windows.
* Contact Mall Management for further information and to stay aware of their closing plans.
* Contact your DM to alert them to your early closing.

**EARTHQUAKES:**

* Take cover under a desk, table, doorway or next to structurally sound interior walls.
* Never lean against exterior walls.
* Move away from windows, displays, glass doors, mirrors and exterior walls.
* Face away from windows, shelving units and heavy objects.
* Cover your head and stay low to the floor at all times.
* Be aware that alarms and sprinklers may go off. Try not to panic.
* Do not move until the shaking has stopped. Be prepared for aftershocks.
* Notify your DM of the incident and report damages or injuries (if any).
* Follow the instruction of mall security and/or emergency personnel.

**POWER OUTAGES:**

* Be prepared: a flashlight should be stored at the cash wrap and in the stockroom at the manger’s desk to have on hand in case of a power outage.
* If the power goes out, you should turn the power switch to “off” on all electronic equipment, including computers, POS terminals and audio equipment, (When power resumes, the sudden surge of power to these devices can cause severe damage.)
* Leave light switches turned on so you will know when power resumes.
* If the power outage lasts for more than a few minutes, using flashlights, direct any remaining customers out of the store and then lock the front door until the power is restored. We want to ensure the safety of our customers as they may trip and fall in the store due to inadequate lighting.
* If a power outage lasts for more than 2 hours, please partner with your DM on next steps.
* Contact your DM and provide details.

**LIFE-THREATENING CUSTOMER INJURY:**

* If a customer is severely injured in our store, you may close the store until the customer can be treated.
* IMMEDIATELY call 911. Once that has been done, call mall security for assistance, if you are in a mall.
* Restrict access to the area of the store where the injured party is. Try to make the injured customer as comfortable as possible. Do not force the injured party to move.
* At least one team member should remain with the injured customer until paramedics arrive.
* Make sure paramedics can gain easy access to the injured party.
* The supervisor on duty should complete a non-employee incident report and obtain the contact information from the injured party if possible.
* Once paramedics have attended to the injured party, notify your DM.