



## Our Response to the Covid-19 Pandemic

As we navigate these difficult and unprecedented times, we want you to know that we are doing our best every day to support our employees and customers. We are committed to keeping our premises clean and disinfected and to providing as much support as possible to those who are working in our stores and behind the scenes, as well as to our customers who depend on us for their shopping needs. Here are some of the steps we have taken:

### For our Employees

- We have implemented enhanced daily cleanliness and sanitation protocols across all stores and facilities, on top of our standard protocols. We have also contracted with environmental cleaning companies to provide additional deep cleaning and disinfection services, as necessary.
- We are operating under social distancing guidelines in our stores and facilities, ensuring that interaction among employees and between employees and customers can happen at a safe distance. Where practicable, we have staggered employee starting and departing times, along with lunch and break periods, to minimize overcrowding in common areas such as elevators, break rooms, etc.
- We have installed sneeze guards at our cashier lanes to protect both employees and customers.
- We have provided certain additional compensation to our part- and full-time hourly employees at our stores and production and distribution center for a limited time.
- We have made certain changes to our sick leave policies to allow more flexibility to employees who are diagnosed with Covid-19, employees who are experiencing symptoms of the virus and are required to stay home, and/or employees who may have come into close contact with sick employees.
- Employees who wish to wear a mask while working may do so. Employees are required to wear masks consistent with State and local rules and regulations. We have procured both masks and hand sanitizers for our employees' use at work and home, as well as additional gloves for our maintenance staff.
- Employees who can work from home are empowered to do so, consistent with the Company's Remote Work policy.

- We have provided employees certain additional discounts for the month of April 2020 as a token of the Company's appreciation for their dedication and hard work.
- We have asked employees to cancel business travel (both domestic and international).

### **In our Stores and Production Center**

- We have implemented enhanced daily cleanliness and sanitation protocols across all stores and facilities, on top of our standard protocols. We have also contracted with environmental cleaning companies to provide additional deep cleaning and disinfection services, as necessary.
- We are operating under social distancing guidelines in our stores and production center, ensuring that interaction between employees and among employees and customers can happen at the recommended distance.
- We have implemented limits on shopping capacity, as necessary, to allow our shoppers more room to shop at our stores.
- We have installed sneeze guards at our cashier lanes to protect both employees and customers.
- All food and product sampling and demos have been suspended.
- We have added more pre-packaged items to our bakery and grab-and-go selection and made certain modifications to our offerings in our self-service food areas to enhance the safety of our customers' shopping experience.
- In accordance with State and local mandates, we have closed our cooking school and our 74<sup>th</sup> Street Café and Steakhouse and all seated areas for in-store dining.
- In order to serve more customers, we are limiting the purchase quantities of certain high-demand items.
- To support the health and safety of our employees and customers during this critical time, we are suspending our current return policy. All sales of product are final unless there was a quality problem with the product at the time of purchase.
- We have continued to offer various online and text promotions on our products to support our customers during this challenging time.