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## Helping You Through COVID-19



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[A Note to our Customers from Our Owner](#)  
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## Our Associates



Our Store has dedicated associates throughout our Store. We're taking care of them, so they can keep taking care of our customers and their families.

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## Product Limits



We've put temporary limits on certain products so our customers can get the items they need.

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## Store Hours and Operations



We have adjusted Store hours to ensure we can take care of our customers and associates.

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## Frequently Asked Questions (FAQ)



Please visit our Frequently Asked Questions page for More Key Information.

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## A Note to our Customers from Our Owner:

### Steps We are Taking at Your Grocery Store

To our valued customers and neighbors,

At Our Store, we know the important roles our Store plays in your life and we are grateful for the trust you put in us for your needs. As the situation around Coronavirus has developed, we have been and will continue to monitor all information locally, nationally and globally so we can plan how to best serve you. I wanted to take a moment to share some of the things our team is doing:

**Running A Clean Store.** We have stepped up how often we clean and disinfect all departments, restrooms, and other high-touch points of the Store, like checkstands and service counters. Cart wipes and hand sanitizer stations have been installed in key locations within the store for your convenience, too. As always, we encourage customers to wash their fresh and packaged produce before consuming at home.

**In-Stock Items.** In many markets, we are asking customers to respect quantity limits of select, high-demand items (like hand sanitizers and household cleaners) to help ensure more of our neighbors can find the products they need. We're refilling high-demand products as quickly as we can.

**Taking Care of Our Team.** All of our associates are encouraged to follow the CDC's recommendations to keep themselves and their loved ones healthy. We are encouraging our associates to stay home when they feel ill, and are working with our Human Resources team to ensure that every member of our team who faces a crisis can have peace of mind that we will help them get through it. Please help us keep our store associates and community safe by considering use of our Grocery Delivery or Drive Up & Go services if you have a fever or flu symptoms such as cough or shortness of breath.

**Planning for Local Needs.** Our team is also planning to make sure we can serve you if your community becomes impacted in a significant way. From a single case to local community outbreaks or situations, we have plans to keep our store open and serving our communities.

**Shopping for You.** Our Grocery Delivery, and Pick Up services are still available to you. You can find more information at our store's website, for example; see below for our complete list).



Our E-commerce team is following enhanced sanitization protocols for all of their equipment, and washing their hands and using hand sanitizer before every order. We've created "Contact Free" delivery procedures for our team and changed our signature processes so that our delivery drivers can sign for you when delivering your order, after completing an ID check, if necessary. Please use our "Contact Free" procedures if you or a household member has a fever or flu symptoms.

**Taking Care of You.** Your health is important to us. Just as our team continues to follow the CDC's guidance on staying healthy, we encourage you to do so, too. And don't forget that our pharmacists are also available to help answer questions you might have or to offer advice for keeping you and your families healthy year-round.

We know your grocery store is central to the community. It is a space we share every day. Maintaining your trust is a responsibility we all take very seriously. On behalf of our entire team, thank you for the opportunity to serve you and your community.

## Our Store Implements Social Distancing Protocols

**Posters plus designated wait points marked on grocery store floors will help everyone stay the CDC's recommended six feet apart**



Our markets have begun implementing Social Distancing protocols across our store. The goal with the protocol throughout the store is to follow guidance from the CDC to prevent customers from being within 6 feet of any other person for more than 10 minutes. Customers should see changes continue over time.

We believe with your help we can slow and contain the COVID-19 virus by reinforcing proper social distancing whenever possible during your shopping experience.

The company is installing designated waiting points through floor markers positioned throughout the store, especially at check stands and stations where people most often congregate, like the service deli, and bakery areas.. Customers will also be asked to wait until the customer in front of them has finished collecting their

groceries before unloading their groceries at the check stand.



[DOWNLOAD PDF OF SOCIAL DISTANCE FLYER](#)



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## We've Revised Our Deli Procedures

As we continue to navigate through this public health crisis together, the health and well-being of our associates and our customers remains our top priority. To that end, we are making changes to our deli service procedures to make sure that we are doing everything we can to keep our associates and the customers we serve safe.

- **Pausing Self-Service:** As an added precaution, we have paused self-service operations like soup bars, wing bars, salad bars, and olive-bars.
- **Enhanced Cleaning Procedures:** We have associates dedicated to cleaning all prep and cooking areas. As always, we regularly remind our associates to follow all CDC guidelines for frequent hand washing, hand sanitizer use, and surface cleaning.
- **Running A Clean Store:** Beyond our deli counters, we've taken enhanced measures to clean and disinfect all departments, restrooms and other high-touch points of the store throughout the day, as well as a deep cleanse at the end of each business day. Cart wipes and hand sanitizer stations continue to be available at key locations within the store.
- **Practicing Social Distancing:** We have asked all of our associates to maintain a distance of six feet from other employees in all prep and cooking areas. Our associates will also practice the same social distancing procedures with our customers.

We appreciate our customers' patience and understanding and thank you for counting on Our Store to meet your grocery needs.



## **Our Associates**

Our Store is made up of great associates. We're taking care of them, so they can keep taking care of our customers and their families.

Ensuring that our associates stay safe and healthy is our top priority. Our store will pay any associate diagnosed with COVID-19 replacement pay while they are unable to work. If the associate is unable to return to work after two weeks, the associate will be able to use any other sick leave pay or short-term disability. We will also pay any associate who is asked to self-quarantine by their health care provider or by our company, based on current CDC risk assessment guidelines, up to two weeks of replacement pay while they are unable to work.

We ask that both our associates and customers please continue to practice the CDC's guidelines to stay healthy with frequent hand washing, cleaning and disinfecting surfaces and objects that are touched or handled regularly, and when possible, maintain social distancing by keeping at least six feet between yourself and others. If our associates aren't feeling well, we ask them to please stay home for the safety of themselves and others.



## Product Limitations

As the COVID-19 scenario continues to evolve, we understand our customers want to purchase essentials and prepare.

However, to ensure that there are items available for all our customers to purchase, and to avoid contributing to any panic, we are putting product limitations in our Store.

We are working hard with our vendor partners to make sure we have the items you want, in stock.

In addition to the product limitations, we have also set aside dedicated shopping hours for senior citizens and other at-risk populations, such as pregnant women or those with compromised immune systems, who have been advised to avoid leaving home as much as possible.

To find out exact product limitations, please call or visit your local Store.

Posted On: [current date]





## Adjusted Hours of Operation

With the developing situation surrounding COVID-19, our Store is experiencing a larger amount of traffic.

To ensure both our associates and customers are cared for and kept safe and healthy, our Store is implementing adjusted hours of operations.

These reduced hours will give our associates time to restock the shelves, and allow them to care for themselves as well.

In addition to reduced hours, we have set aside dedicated shopping hours for senior citizens and other at-risk populations, such as pregnant women or those with compromised immune systems, who have been advised to avoid leaving home as much as possible.

To find out specific hours of operation, please call or visit your local Store.



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## Frequently Asked Questions (FAQ)

### Answers to your Covid-19 (Coronavirus) questions

#### How can I find out the status of the order I've placed?

Please visit [link] to enter an online order status request. Thank you in advance for your patience at this time; Customer Support will respond to your request as soon as possible.

#### I've been unable to schedule a Delivery/Pickup order, there doesn't seem to be any availability at all. When will I be able to schedule an online order?

Placing an online order may be extremely limited or currently unavailable due to high demand at this time. We recommend that you check availability and schedule a time before you start shopping or adding items to your Cart.

#### How much inventory do you have right now?

Our store is working very hard to maintain in-stock conditions for all items. We ask for your patience since customer demand has been unusually high and many items have been selling out quickly.

We've also instituted item limits for online orders (maximum quantity of 10 per item). We also ask you to respect in-store item quantity restrictions so all our customers have a chance to purchase the items they need.

While our supply chains have experienced no disruptions, many manufacturers have experienced increased sales and their item inventory is extremely low. In addition, some manufacturers have eliminated production of certain items to focus production on high-demand items. Please be assured that as products become available we'll be bringing them into the store and making them available for online purchase.

Also, certain products such as alcoholic beverages, tobacco, and other age-restricted items are not available for delivery or pick up at this time. When you place an online order, we'll attempt to fulfill it completely with your selected products or acceptable substitutions. Out of stock items may occur based on product availability, and you will not be charged for any missing items.

#### I can't seem to make edits to the order I've placed. Why is that?



Due to high demand, orders are final at checkout. Once placed orders can no longer be edited, only cancelled.

**If I can't find certain items in my store or online for Delivery/Pick Up, is there another way I can order groceries?**

Yes! You can visit [link]. There you'll find high-quality groceries for your pantry and fridge including cured fish and meats, soups, pasta, rice, canned/prepared foods, water, coffee, meal kits, snack foods, dairy products, and so much more. In addition, we also carry health and beauty products, household supplies, baby care products, and pet supplies. Many of these items come in bulk and can be securely shipped anywhere in the country. All deliveries are made through national carriers, and all drivers are following their companies' social distancing instructions.

**What steps are you taking in your grocery store to keep customers safe?**

The health and well-being of both our customers and employees is our #1 priority. And maintaining your trust is a responsibility we take very seriously. To that end we've instituted a number of steps to ensure your health and safety as directed by our Owner.

To learn more about the details please visit:

**[link to steps we are taking piece]**

And for more details on what steps Our Store is taking to help you get through Covid-19 please visit:

**[link to helping you thru covid-19 piece]**

**What steps are you taking to insure contact free Delivery/Pick Up?**

We've created "Contact Free" procedures for our team, and we've changed our signature processes so that our delivery drivers can sign for you during delivery/pick up if needed. Our drivers can also bring delivery orders into your home, if needed, but will ask you to keep a distance of six feet when doing so. Our third-party delivery drivers have been instructed by their companies not to carry groceries inside your home.

**Have your store hours changed? Do you have special "Seniors Only" shopping times?**



Yes, our store has adjusted their hours to give our teams the time they need to for extra cleaning and to restock shelves. You can find your local store hours by clicking on “Your Store” at the top of the homepage. And yes, our store is now set up “Seniors Only” shopping times on

[1st Day of the Week] thru [2nd Day of the Week] from [Beginning Time AM] to [Ending Time AM].

If you have any other questions, need general store information, or would like to contact us please visit our contact us page: [CONTACT US](#)