

## GELSONS CORONAVIRUS RESPONSE

We appreciate the opportunity to serve you during these uncertain times, and want to send this letter to assure you of our commitment to the communities we serve. The safety and security of our customers and employees is paramount. As we help your families to make preparations for potential impacts from the COVID-19 (coronavirus), we want to assure you that Gelson's is actively monitoring all recommendations from local health officials, the CDC, and industry groups that assist in coordinating efforts.

Our priority remains an environment where quality products, personal service, cleanliness, and convenience rule. This means that we are working diligently to continue to:

- Provide a high level of service. Our employees have paid sick leave and will stay home if they are sick. We expect our employees to provide a safe environment for our guests.
- Execute on cleanliness standards above and beyond what is recommended. We are sanitizing surfaces frequently, ensuring proper use of gloves for ready-to-eat raw food products, and reminding associates of hand washing and other preventative measures. For more than 20 years we have provided antibacterial wipes for customers to use on our hand baskets and shopping carts, and we continue to do so.
- Ensure access of key products. We are working with our suppliers and distributors to maintain availability for our guests. Certain items are largely unavailable, and we are seeking alternative suppliers of hand sanitizer, bleach, rubbing alcohol, and a few other items which remain at record demand.
- Maintain convenient shopping experiences. All of our stores are open with our usual hours; online shopping for pickup at the store or for home delivery continues to be available through [shop.gelsons.com](https://shop.gelsons.com); and we have deployed resources from our office and field teams to assist in stores, so that we can keep our shelves stocked and minimize wait times at checkout.

Gelson's has temporarily suspended most product sampling in stores. While the virus is not foodborne, we are taking this extra precautionary step which will allow us to also focus on our shoppers' everyday needs. Of course, if you would like to try anything from our Produce or Kitchen (service deli) departments, please ask; we would be happy to provide a sample.

If you have any questions for Gelson's, we encourage you to drop us a note ([click to link](#)). For more information about COVID-19, visit the [CDC website](#).

We are grateful for the opportunity to serve our communities, and look forward to assisting you in our stores.