

RALPHS CORONAVIRUS RESPONSE

We recognize there is a growing concern about the coronavirus (COVID-19) and how we can all protect ourselves and our families.

First and foremost, we want you to know that the health and wellbeing of our associates, our customers and our communities is our top priority. As such, we have formed a task force to activate our pandemic preparedness plan and monitor the evolving situation. This work, like all other work we do, is guided by Our Values and Our Promise. To that end, we will seek to make decisions that balance the safety of our associates with our commitments to our customers and communities. Always being there for our communities is part of our heritage. Especially in times of uncertainty, we believe everyone deserves to have access to affordable, fresh food.

There is a lot of information circulating in the media and on social platforms about COVID-19, but we are confident that by taking preventive measures and remaining informed, together, we can help reduce the spread of the virus. The best source for the latest COVID-19 information is the Centers for Disease Control and Prevention's (CDC) website.

What do we know about COVID-19?

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases. Human coronaviruses usually cause mild to moderate upper-respiratory tract illnesses. Symptoms may mimic the flu and consist of a runny nose, cough, sore throat, headache and fever. COVID-19 is a novel (new) coronavirus first identified in Wuhan, Hubei Province, China. With it being a new discovery, it is a rapidly evolving event and new insights are being published daily.

What are we doing to protect our associates, customers and communities?

Our task force is coordinating organizational activities to help navigate our business through this public health event and quickly activate our COVID-19 preparedness plan. We also continue to partner with and follow guidance from federal, state and local agencies, including the CDC and other health organizations. While there currently is no vaccine to prevent COVID-19, there are several precautions these groups encourage us all to take to avoid exposure to the virus and remain healthy:

- Stay at home if you, or someone in your household, are sick.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and warm water for at least 20 seconds, scrubbing all parts vigorously. If soap is not available, alcohol-based hand sanitizer (with at least 60%

- alcohol) also is effective.
- Avoid touching your eyes, nose and mouth.
- Minimize handshakes.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched objects and surfaces.
- Seek medical attention immediately if you are feeling ill.
- According to health experts, face masks should only be worn if you are sick, a health worker or caregiver.

As always, please follow organizational best practices for safe food handling and clean shopping environments. Let's also ensure our customers have access to the free disinfectant wipes at our store entrances that allow them to sanitize their shopping cart or handheld basket. You should also review these recommendations for maintaining a clean and healthy work environment.

Are we implementing business travel restrictions for associates? Yes. At this time, we are suspending commercial air travel through March 31 (*if you are currently on a trip, please complete it as planned). Please contact the travel services department (tkroger@executivetravel.com) to cancel any scheduled upcoming trips. Any exceptions must be reviewed by your team's senior officer and Tim Massa, the chief people officer. We will continue to closely monitor events and adjust our guidance accordingly. In lieu of traveling, we recommend using video or audio conference tools for internal business meetings as well as with suppliers and partners during this period.

An article is posted on FEED, which includes links to the CDC's website, FAQs and a Q&A document from our Health team. Please use this huddle guide for stores, distribution centers and plants and this huddle guide for administrative office locations to lead conversations around COVID-19 in your work area. Please check FEED regularly for the latest updates and our media policy and contact your HR leader if you have questions related to the workplace.

We appreciate all your efforts and commitment to serving our customers during this challenging time.

Thanks for all you do to uplift every day and in every way.