

# Coronavirus Update: How Claro's is Caring for Staff Members and Customers

March 17, 2020

To Our Valued Customers:

As the coronavirus COVID-19 affects our communities, our work as your Italian Market continues. We are vigilant; heeding all federal, state and local health advisories; and where it makes sense, adjusting efforts to safeguard the health and safety of our Staff Members and customers. To date, we have taken the following precautionary measures:

**Continued Communication:** We are closely monitoring the situation, and regularly providing all of our stores and Staff Members with the most up-to-date safety guidance, as recommended by the CDC and other health officials.

**Paid-for Sick Time to All Staff Members:** All Staff Members have been asked to exercise increased precautions to safeguard their health and the health of their community, including staying home if they have any symptoms of illness or do not feel well. Paid Sick Time is offered to all Staff in accordance with California law.

**Prioritizing Good Hygiene Practices:** We are providing continuous reminders about good hygiene practices and safe food handling. Staff support includes additional supplies, gloves, hand dips and sanitizers. We continue to follow stringent health department guidelines for food safety and sanitation. All Staff Members are encouraged to exercise extra vigilance during this current health crisis.

**Increasing Routine Cleaning:** In line with our longstanding commitment to provide a safe and clean shopping environment, stores have increased the frequency of cleanings, paying particular attention to high touch areas such as restrooms, phones, scales, counters, register areas, grocery carts and hand baskets.

**Suspending All Food and Beverage Sampling :** As this situation has evolved, we have taken increased precautions related to our food sampling in stores, including our decision to stop the practice until further notice.

There is nothing more important to us than the health and safety of our customers and Staff Members. We will continue to provide information about what steps we are taking to address this rapidly evolving situation.

*-The Claro Family*