

To Our Valued Customers:

05/18/20

As the coronavirus COVID-19 affects our communities, our work as your favorite specialty food market continues. We are vigilant; heeding all federal, state and local health advisories; constantly adjusting efforts to safeguard the health and safety of our staff and customers, as always guided by integrity and focused on doing what is right.

To date, these efforts include:

Staff Wellness Checks: All of our stores are conducting Wellness Checks with all staff prior to the start of each shift. The Wellness Checks screen for potential exposure to COVID-19 and for symptoms consistent with a COVID-19 infection. Wellness Checks are an extra precaution we are taking to reduce the possibility of any of our staff inadvertently exposing their co-workers or our customers to illness.

Prioritizing Good Hygiene Practices: We are providing continuous reminders about good hygiene practices and supporting our staff with necessary resources. For instance, ensuring clerks on the deli and at the registers all have the opportunity to regularly wash their hands.

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

Introducing Practices to Support Social Distancing: Understanding one of the most common ways this virus spreads is between people who are in close contact with one another (within 6 feet for 10 minutes or more), our stores have taken measures to ensure our customers and staff maintain appropriate distance to avoid close contact. We are limiting the number of people in our stores; monitoring and marking the distance between customers waiting in line outside and at checkout; suspending the use of reusable bags for bagging groceries inside the store; and paying careful attention to what is happening throughout the store, continuing to remind and encourage our customers and staff to practice social distancing.

Installing Plexiglass Barriers: To further support social distancing efforts and prevent the potential spread of the virus, we have installed temporary plexiglass barriers at our register areas.

Personal Protective Equipment for our Staff: As the situation evolves, we continue to look to the CDC as well as state and local health officials for guidance on best health and safety practices. We provide all of our staff with gloves, should they choose to use them, and emphasize that they do not replace proper hand hygiene, which is one of the most effective protections from COVID-19. We also provide verified hand dip sanitizing solutions in work areas. In line with current recommendations from health authorities, we have also provided our staff with face masks; and, where indicated, face shields and are urging that they use them for their protection and the protection of those around them.

Customer Use of Face Coverings: It is our preference for and we strongly encourage customers to wear a mask or face covering while shopping in all our stores. Where face coverings are required by local government, we communicate that to our customers as well.

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

The Claro Family