



March 23, 2020

Dear Valued Customer,

First, we hope you and your family are safe and healthy. As the COVID-19 pandemic continues to evolve we want to ensure you that we are doing everything we can for you, our Team Members and our community. We are monitoring the situation around the clock and following guidelines provided by federal, state and local government agencies, as well as the CDC.

Many of you have asked why we are still open, especially in areas where there are shelter-in-place orders. As a major employer and provider of essential products and services, as deemed by the Federal Government and the applicable local, county and state orders, we are committed to providing the critical services in our communities. We continue to support the vehicles of the first responders, medical professionals, and delivery drivers who are working tirelessly to provide food, medicine, and other essential items during this difficult time.

Although we've been deemed essential, the national guidelines continue to evolve quickly and each state, and in some cases individual cities, have unique requirements we are working hard to meet. Because local curfews or limits on who we can serve might impact our ability to assist you, we ask that you call your local store before visiting so that we can provide you the best possible service.

We have also taken the following measures to ensure the safety of both you and our Team Members:

- All stores have implemented enhanced cleaning and disinfecting practices, while also practicing social distancing.
- Our Team Members have been advised not to come to work if they are feeling ill and have been provided a medical hotline if they are experiencing symptoms.
- Our corporate offices are all working hard remotely to continue to support the business.

For more than 40 years, it's been our privilege to serve you through good times and bad, and we will continue doing everything we can to meet the challenges that lie ahead of us. We are thankful for our hardworking Team Members and proud of their commitment to continue to serve you.

As always, thank you for your loyalty and support.

Sincerely,
Robert Falconi, CEO