



April 13, 2020

TO: Our Vendor Partners

RE: Our COVID-19 Response

This letter is to share some of our safety practices with our vendor community so you can be assured we are doing all we can to provide a safe environment for all who enter our markets—employees, customers and vendors.

We began implementing safety practices in late February and have added to and refined them in the weeks since. Our Emergency Response Team, comprised of key company leaders, meets via conference call every morning to discuss updates and plans to ensure we're doing all we can to prevent the spread of coronavirus in our markets.

We clean and sanitize frequently touched surfaces throughout each day, on the sales floor and back room areas. Our social distancing efforts include senior hours three times each week; signage and floor decals to remind customers to maintain six feet between themselves and others; and adjusting shifts and work areas so our staff can keep proper distancing within our departments and backrooms. Most of our markets are also using a wait list system during our busiest times to avoid overcrowding. As of this week, we are requiring all our employees to wear PPEs: face mask and safety goggles, or a face shield.

We have a plan in place for when an employee tests positive for COVID-19, which includes following guidance from health officials and determining who the affected employee was in close contact with among coworkers and vendors. We then communicate with all market staff and then all company staff, and only make a public announcement if the case results in the closing of a department or other operational measures. If we learn that the test-positive employee was in close contact with a vendor partner, we will immediately notify that person.

To ensure the integrity of our safety practices, we are requiring vendors who visit our markets observe the same measures we ask of our employees:

- If you are not feeling well, don't visit the markets.
- Before entering our markets, make sure you are wearing a face mask and clean pair of gloves (disposable gloves are available in our receiving area).
- Practice social distancing as much as possible—no less than six-feet from others for more than 10 minutes.
- If you test positive and have been in our markets during the time you were infected, please let us know which of our staff you had close contact with.

For more information about our COVID-19 response, please visit our website:

<https://townandcountrymarkets.com/alerts/>.

Thank you for being a part of our market community and helping us serve our customers well and safely. We wish you and yours continued wellness.

Jim Huffman and our Emergency Response Team