

To Our Customers,

Thank you to our loyal customers for allowing us to serve your needs during this time. We appreciate you and would like to take this opportunity to update you on the latest steps we are taking to keep you, our vendors, and employees safe.

- We continue to clean and sanitize our stores throughout the day. Announcements and store management remind staff to clean at regular intervals. Carts continue to be cleaned in between every customer use.
- Deep cleaning by a third-party company continues to occur on a regular schedule when the store is closed. High traffic areas are focused on to sanitize and increase our overall cleaning efforts.
- Our employees and vendors are required to wear face coverings at all times while in the store. We encourage customers to do the same.
- We have placed reasonable occupancy limits to provide plenty of space for customers to exercise social distancing. There are clear indicators on the floor by the cash registers to promote maintaining appropriate distance from one another.
- Employees are required to self-monitor for symptoms and check their temperature upon arrival to work. We will not allow employees who are sick to work.
- Special store hours for elderly customers and those who may have other risk factors continue to be maintained. Monday to Saturday 7am to 9am and Sunday 8am to 9am is reserved for this group.

Walt Churchill's Market team of outstanding managers continue to work hard to keep our shelves stocked with the products you know and love. We are diligently working with suppliers and have forged new relationships to maintain the best supply possible. Product availability in some areas continues to be a challenge. Sourcing household cleaners including disinfectant wipes, sanitizers, some paper products, canned soups, certain produce, and most recently meat products have proved challenging. Rest assured our team is working nonstop to meet the current need.

There is a great deal being discussed in the media about pricing, and we want to be as transparent as possible with you about our pricing challenges. We do not, nor will we ever price gouge. We believe in providing high quality products at a value price for our customers. Retail price increases are a direct result of increased costs we have in purchasing products from our suppliers. One notable example is eggs. During the early stages of the pandemic our cost on eggs went up over 300% compared to typical cost. We had no choice, but to pass on most of this increase to our customers. Currently, we are experiencing dramatic increases in the price of meat due to the closure of many processing plants. This increase has resulted in prices on certain items of three to five times higher than normal. We have also experienced a significant increase in operational costs to maintain the highest level of safety and provide the best possible work environment for our employees.

We will continue to work closely with state and local authorities to be compliant with current restrictions. Changes will continue to occur, and we will continue to meet the challenge. Please know we appreciate each and every customer and we thank you for your continued trust in us.