Dear Customers,

As a local grocer, we know you place significant faith in us, and we do not take your commitment lightly. We want to share the steps we’ve taken to help prevent community spread of the Coronavirus (Covid-19); provide suggestions you can implement; and make sure you have a way to contact us as we work through this situation together.

Over the past weeks, with guidance from the Centers for Disease Control and Prevention (CDC), we’ve developed plans for the current situation. In addition to all the planning and preparations, our team has deployed the following initiatives to help prevent the spread of the coronavirus:

**Efforts to protect you, our valued guests:**

1. We regularly check and refill cart wipe stations throughout the day.
2. We have increased the amount of hand sanitization stations available throughout our stores. Key areas include our restrooms, all fresh departments and checkout lanes.
3. We have reviewed our standards for food safety, cleaning and sanitizing with all team members.
4. We have seen increases in demand for products, creating shortages in some key categories, including toilet paper, cleaning/disinfectant supplies, hand sanitizer and water. To help in the short term, we have implemented item limits on these products. Our warehouse team is also working non-stop to deliver as much product as possible.
5. We are focusing on education for basic hygiene practices from the CDC and other agencies for our teams and guests.
6. We have a working plan in place to address situations like this one. We are assessing and adjusting plans and actions each day to quickly respond to this situation.

**Efforts to protect our team:**

1. We regularly send key information to team members and are taking additional measures to get up-to-date information shared quickly.
2. We are reminding team members to stay home if they are sick. We’ve also adjusted our team member sick leave policy to help those that are ill or caring for a sick loved one.
3. We’ve implemented restrictions for all business travel.
4. To help control the spread of the virus, we have cancelled all upcoming major company events.

**Here are a few basic practices you can implement to help protect yourself:**

1. CDC recommends keeping six feet of distance between you and others.
2. Stay clear of anyone who is displaying symptoms of a cold or flu.
3. Make sure you wash your hands frequently for at least 20 seconds and dry with a clean paper towel.
4. When using hand sanitizer, be sure to use a sanitizer that is at least 60% isopropyl alcohol.
5. It is a good practice to avoid big groups of people.

Being local is important. You are our neighbors, friends and family. We are here to support you. As news coverage about the coronavirus continues to increase, we are seeing a rise in sales. We are doing all we can to be in stock in as many of these situations as possible and you’ve demonstrated to us you understand the challenge.

If you have questions or suggestions as we move forward, please feel free to reach out to us. We have set up the following email address (info@firelakefoods.com). We will check it regularly and respond as quickly as possible.

Sincerely,

Your FireLake Foods Team