



Dear Valued Guest,

To say these are unprecedented times seems like an understatement. I want to reiterate what my father, Chris Coborn, our company CEO, has been saying since this all started – we are so grateful for your support of our stores and our employees as we navigate the COVID-19 pandemic response. We take great pride in the services we offer our guests and hope that someday soon, we can once again deliver you the experience you are accustomed to in our stores.

Almost daily, we continue to adjust our operations in an effort to keep, you, our guests and our employees safe and healthy. I want to share some recent changes and additional procedures we've implemented in just the past few days that you'll likely notice:

- **SOCIAL DISTANCING:** We will continue to ask all of our guests to follow the Social Distancing guidelines as directed by the Center for Disease Control (CDC). You will now notice signage in our stores as a friendly reminder to please observe this guideline. Our gentle reminder – simply try to keep two grocery carts of space between you and other guests or our employees to help minimize the spread of the virus.
- **PLEXI-GLASS SHIELDS INSTALLED FOR SAFETY:** We are well into the installation of plexi-glass shields at each of our registers in order to minimize the risk to both employees and guests during the checkout process. These are also being installed at our Pharmacy counters as well for your health and well-being.
- **PHARMACY DRIVE-THRU SERVICE ONLY:** In any of our on-premise Pharmacy locations that have a drive-thru, we have moved all pharmacy drop off and pick-up to drive-thru service only. If your store location does not have a drive-thru, you can still drop off and pick up prescriptions in-store.
- **PICKING UP PRESCRIPTIONS:** If possible, we encourage a healthy family member or friend to pick up your prescriptions, should you not be feeling well. As another option, we can mail your prescriptions at no charge.
- **RE-USABLE BAGS:** While we have not yet gone to banning the use of reusable bags, we are asking all guests to wash their reusable bags regularly. If you choose to bring a reusable bag into the store, you may be asked to bag your own groceries. Please understand, this is being done to protect our employees. Additionally, this policy could change so please watch for future updates.

- **ONLINE SHOPPING OPTIONS:** If you're not feeling well or you'd prefer to not shop in one of our stores, you can shop online and we'll pick your order for you to pick-up curbside. Simply visit our website and select, "Shop Online" from the menu.

There is no need for panic as we are reassured daily by our suppliers, the food supply chain is very strong. There will be plenty to go around. Simply plan your grocery shopping as you would for any normal week and there will then be plenty for everyone. We're here to serve all.

These are unprecedented times, indeed. But please know, we are here for you, ready to serve you with our best effort to ensure you have a safe shopping experience.

Stay well! We look forward to serving you again soon.

Emily Coborn
Vice President/Operations
Coborn's, Inc.