



Dear Valued Customer:

At our proud family of Coborn's, Marketplace Foods, Cash Wise and Hornbacher's stores, our customers are like family. We refer to you as our guest. And like you, during these last few months, we've continued to focus on doing all the things we need to do to keep our families safe and healthy.

As your grocer, we're here for you and for our communities. When you need us most, we're here, with open stores and a hearty welcome, with gratitude and a mission to serve you with remarkable service. I want to personally assure you that we will continue to implement appropriate measures to keep our stores clean and safe.

The winter months and upcoming holidays will bring unique challenges during these extraordinary times. We believe that everyone deserves to have access to fresh, affordable food and essentials, especially in times of uncertainty. That's why our teams continue working hard to keep our stores clean, open and stocked. We're working daily with our supply chain partners to ensure that the food, medicine and cleaning supplies you need are reaching our stores as quickly as possible and are available on our shelves and online through safe and convenient curbside pick-up service, or via home delivery in the markets we offer it. We continue to follow guidance from federal, state and local agencies, including the CDC to keep you and our employees safe. We will continue to be steadfast in that commitment into the future.

Here are the steps we've taken to protect our guests and our employees:

In our stores for our guests and our employees:

- WEAR A MASK: Our employees are always in facemasks while working. We strongly encourage all our customers to wear a mask while shopping.
- NEW Electrostatic cleaning and sanitization of our shopping carts throughout the day.
- We're an Ecolab Science Certified retailer, implementing best-practice cleaning protocols using many of the same cleaning supplies and practices used in hospitals and clinics.
- Cleaning commonly used areas more often, including cashier stations, self-checkouts, credit card terminals, conveyor belts and food service counters.
- Adding disinfectant wipes at store entrances, as well as extra hand sanitizer at cashier stations, food service counters, in restrooms, in our Pharmacies and coffee shop locations.
- Special early-morning shopping hours to serve the special needs of our senior guests and those who many need special assistance.

- Following best practices for safe food handling, as always.
- Social distancing reminders, particularly at checkout areas.
- FREE COVID-19 testing at select locations. Find out more at doineedacovid19test.com

In everything we do, we're guided by our company vision and our mission, to Be Remarkable! To inspire happiness, healthy living and simplicity, one guest at a time. We strive to create a safe, unique shopping experience for you, to anticipate your needs and exceed your expectations. We are working hard, daily, to make decisions that balance the safety of our associates with our commitments to our customers and communities.

As we look forward to the holiday season and to 2021, we will make every effort to provide you with the best shopping experience possible. Thank you for being a loyal customer. We look forward to serving you again soon.

To learn about all of our COVID-19-related store procedures, visit us online at [Coborn's Safety Measures](#)
[Cash Wise Safety Measures](#)
[MarketPlace Foods Safety Measures](#)

Sincerely,
Chris Coborn
Chairman, President and CEO
Coborn's, Inc.