

To our family of valued store guests,

As we have shared previously, each day brings breaking news on the spread of the coronavirus (COVID-19) and along with it, questions and concerns on what this global pandemic means to our families, friends, co-workers, customers and suppliers around the world.

As we navigate these uncertainties, our company remains committed to the well-being and safety of our family of associates, customers and communities and supporting health officials and government leaders to contain the virus.

To continue to best serve our store guests, we have suspended service at self-serve areas in all stores, including salad bars, soup bars, donut cases, and muffin cases. Instead, you can pick up these items in prepackaged containers, made fresh every day by Martin's Super Markets retail associates with the highest cleanliness and food safety standards. According to the FDA, there is no evidence of food or food packaging being associated with the transmission of COVID-19. Like other viruses, it is possible that the virus that causes COVID-19 can survive on surfaces or objects. For that reason, we continue to follow all safe food handling procedures, including steps to clean, separate, cook and chill all products.

Below is a full list of self-serve areas that are temporarily closed as of Tuesday, March 17:

- Seating areas, including Starbucks, Caribou Coffee, and café dining areas
- Self-serve salad bars
- Self-serve olive bars
- Self-serve soup bars
- Self-serve donut, muffin, and bakery roll cases, and all bakery breads are now prepackaged as well
- Mochi cases
- Bulk food stations
- Fountain soda areas

We have also suspended the use and refill of reusable travel mugs at Starbucks and Caribou Coffee.

You may see other changes or temporary closings in the coming days as we continue to monitor the impact of the coronavirus and adhere to local, state and federal guidance.

In addition to the above efforts, we continue to adhere to greater cleaning and sanitation measures following CDC guidelines, including:

- Offering shopping cart wipes or cart sanitation to our customers
- Consistently wiping down high-touch areas – such as keypads, check lane areas and fuel pumps – as often as possible
- All hand sinks and bathrooms are cleaned and well maintained using clean paper towels and suitable chemical disinfectants
- Following correct handwashing procedures and sneezing and coughing etiquette
- Providing associates with the option to wear gloves if they choose – and ensuring that any associates reporting or showing signs of illness (i.e. fever, cough, shortness of breath, and/or difficulty breathing) are sent home immediately

We also encourage our associates – and you as our store guests – to follow social distancing guidelines by staying at least six feet from others whenever possible, washing your hands often with

soap and water for at least 20 seconds and other prevention measures outlined by the CDC. Additionally, we are kindly requesting shoppers not to bring re-usable grocery bags into stores at this time.

As you shop today, you may encounter signs throughout the store on fast-moving items, indicating potential out of stocks. We thank you in advance for your understanding.

We know you depend on us for the food, medicine and cleaning supplies you need – and we thank you for putting your trust in us; because of that, we continue to work with suppliers, our distribution centers and our store operations teams to ensure that these critical items are reaching our stores as quickly as possible.

Effective immediately, Martin's Super Markets will set aside time twice per week for shoppers over the age of 60, pregnant women and immunocompromised individuals who have been advised to avoid leaving home as much as possible the during COVID-19 outbreak.

Reserved hours will be every Tuesday and Thursday from 7 to 9 a.m.

We are enacting these reserved hours to help protect our most vulnerable store guests, and we are asking our other customers to observe these hours for those most at risk in our local communities.

Our pharmacies also remain open to serve you.

Our SpartanNash Coronavirus Preparedness Task Force continues to monitor this rapidly changing global health situation, and we thank you for your continued trust and patience.

Tom Swanson

*Executive Vice President and General Manager, Corporate Retail
SpartanNash*