

Bashas'[®]

Family of Stores



Edward N. Basha III

President and CEO

Our Commitment to Your Health & Well-Being

Valued Customers and Friends,

As Arizona's hometown grocer, family is at the core of who we are and what we care about. We care deeply about the health and well-being of you, your family, our members (employees) and our community.

Community health concerns can be troubling and confusing, so I want to share with you some of the steps we are taking as a company to assist you and ensure you feel safe at our stores and our members are as well.

- **Increased Cleaning & Sanitation:** According to the Center for Disease Control and Prevention (CDC) cleaning is one of the top preventative measures you can take. That in mind, we have increased our cleaning and sanitizing procedures across all departments in every store. With an intense focus on high-touch and food surface areas, we are committed to cleaning more frequently throughout the day. Areas like our checkouts, touch screens, service counters, card readers and salad bar surfaces will be cleaned every 30 minutes across all of our stores. We have also increased the number of sanitation wipes for your use at all entrances and exits.
- **Product Availability:** As the increased demand for key health and cleaning items continues to put strain on all supply chains nationally, we have implemented a purchase limit on key items, helping everyone have access to these important items to ensure their family's health. We are in constant communication with our suppliers and are working tirelessly to secure products to stock our shelves, as well as fulfill our online grocery delivery availability.
- **Grocery Delivery:** We are working closely with our 3rd party grocery delivery service provider to confirm our customers have access to grocery delivery services when and if they need them. As of today, we have a large number of stores already receiving grocery delivery services, and are set to expand to additional stores across multiple store brands next week.

- **Health & Well-Being of Our Members:** We are working diligently to support our store teams, as well as our corporate office and distribution center to ensure they are making their health a priority. In an effort to continue to support and closely monitor health, we are providing additional cleaning resources, encouraging anyone who does not feel well to stay at home and providing regular updates on important CDC guidelines and recommendations.

For updated information on the steps we are taking, as well as a full list of our stores supported with grocery delivery service and additional resources visit www.bashas.com.

As a company we are making decisions to better serve and support you and our members. Arizonan communities are made up of resilient, compassionate and supportive individuals. We are privileged to have been serving Arizona since our founding in 1932. We will get through this together, as a family, as Arizonans. Thank you for allowing us to serve you and your family's grocery needs.

Sincerely,

A handwritten signature in black ink, appearing to read "Edward Basha". The signature is fluid and cursive, with a long horizontal stroke at the end.

Edward "Trey" Basha