



March 14, 2020

To: All Associates

Re: COVID-19 and the Health of Our Associates

Thank you for all you are doing to be there for our Customers, our Communities, and each other while our country is confronting the coronavirus, or COVID-19. Our stores, facilities, plants and offices are busier than ever before. On behalf of the entire leadership team, we are deeply grateful for how this amazing team of more than 460,000 Associates has pulled together to live Our Purpose, to Feed the Human Spirit, in this challenging time.

We activated our preparedness plan several weeks ago, and we've been taking actions to keep our Customers and Associates safe and healthy and our stores open and operating efficiently to be there for our Communities.

We want to share that we have been informed by public health officials that a King Soopers Associate in Colorado and Fred Meyer Associate in Washington have tested positive for COVID-19. Both Associates are receiving medical care and are recovering. We are supporting them and wish them all the best in their recovery.

Upon learning of these cases, we partnered with state and local health experts, followed all sanitation and cleaning procedures, communicated with and supported our store teams, and with the support of the state governments, the stores remain open. We will continue to follow guidance from local, state and federal agencies, including the CDC and other health organizations.

Our Customers and Communities are counting on us. In times of uncertainty, the Kroger Family of Companies is here. We ask that you continue to practice standard safety guidelines and follow the CDC's preventive tips, including frequent handwashing and regularly disinfecting commonly touched areas.

Policy Update: Emergency Leave Guidelines and Other Updates

We understand that you may have questions regarding your coverage if you or someone in your household or immediate family becomes ill. Effective immediately, the Kroger Family of Companies is enacting the Emergency Leave Guidelines policy, allowing paid time off for Associates diagnosed with COVID-19 and for Associates placed under mandatory quarantine by their medical provider or by a public health authority because of COVID-19. All eligible

Associates will receive their standard pay for up to two weeks (14 days). We know you may also be concerned about the application of general attendance policies. Our managers will work with you on a case by case basis, mindful that we must be flexible during this time. If Associates are unable to return to work after 14 days, additional paid time off may be available through your Short-Term Disability (STD) benefit.

For those affected by COVID-19, we have also made available additional resources through the Kroger Family of Companies *Helping Hands* fund – a Kroger-organization-sponsored fund that provides financial assistance to Associates who are experiencing financial hardships due to an unexpected or emergency situation.

In the event an Associate needs to work from home and is able to work from home, Alternative Work Schedules (AWS) are available to many Associates and should be discussed with your manager. Our preparedness plan has included several proactive measures in the event a higher volume of Associates need to work at alternative locations. For resources and instructions on working remotely through VPN and setting up Teams Meetings, visit FEED.Kroger.com.

At this time, we are extending our decision to suspend commercial air and certain business travel through April 15. Please contact the travel services department regarding any scheduled upcoming trips to cancel. Any exceptions must be reviewed with your senior officer and Tim Massa, chief people officer.

A Heartfelt Thanks

The true heroes in this story are you – our Associates. Your hard work has not gone unnoticed. We see it, and our Customers see it. To show our appreciation, every Associate in the company will receive a small token of gratitude on their loyalty card next week. While this is just a small gesture, we hope you realize the tremendous value you bring not only to our organization but also to our Customers. We could not weather this storm without you. Details will be shared with you early next week.

We remain guided by Our Values and Our Purpose. We will continue to make decisions that balance the safety of our Associates with our commitments to our Customers and Communities.

Thank you for all you do for our Customers, Communities and each other.

Rodney McMullen
Chairman & CEO