



Talking Points for Member Companies on Employees and Coronavirus

- [insert name of company] cares deeply about our employees and their families, and our hearts go out to every individual and family impacted by this unprecedented public health crisis.
- Food production and delivery has been designated as an essential economic sector by the White House Coronavirus Task Force, and we will remain open for business so we can continue to provide the public with the safe, nutritious and affordable food they need to sustain themselves and their families.
- Our employees and store associates have demonstrated tremendous dedication by conducting their work duties during these difficult times, and we salute them for their resilience.
- The safety and well-being of our Associates and customers is our top priority. We have implemented additional safety measures and continue to update policies and procedures accordingly as this public health crisis continues to evolve. For instance, we are [customize list below with actual examples]:
 - Providing training on proper sanitation procedures to prevent the spread of the virus
 - Conducting more frequent routine cleaning and sanitation in our stores and distribution centers
 - Conducting daily deep cleaning of stores and distribution centers
 - Installing plexiglass barriers to help protect cashiers
 - Training employees on proper social distancing protocols while at work
 - Providing employees with resources on how to cope with stress and anxiety
- Unfortunately, one of our store associates has been diagnosed with symptoms consistent with COVID-19.
- The Associate was immediately removed from the store and sent home, with instructions to monitor their symptoms and consult their doctor.
- We have notified the proper local and state public health officials and will follow their instructions.

April 4, 2020

- The Associate will follow the advice of their doctor and public health officials and will not be able to return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- We are investigating the employee's movements to evaluate who he/she was in close contact with in the last few days and asking those at risk to self-quarantine for 14 days to protect themselves, their families, other Associates and our shoppers.
- Upon learning of the employee symptoms, we have conducted deep cleaning and sanitation throughout the store, giving special attention to the areas the Associate frequented.
- We will support our Associate and their family throughout this situation and want our employees and our shoppers to know they can continue to work in – and visit – our stores knowing we are putting into place extensive procedures to protect public health while remaining an essential part of the economy.

Supportive Q&A

Q: Was there any known additional exposure to other employees or contact with customers?

A: Our investigation is currently still ongoing. If an Associate was exposed, we will ask him/her to self-quarantine for 14 days. If problematic customer contact is determined, we will take all steps required by local health officials to identify, locate that customer or customers and/or make public announcements as appropriate to inform customers and the general public.

Q: Have other employees been tested?

A: Our investigation is still underway, however, we will notify any employees who came in close contact with the employee and ask them to self-quarantine for 14 days and follow the instructions of their doctors and public health officials, including testing instructions, as appropriate.

Q: Did they employee have access to PPE?

A: Every employee is receiving training about proper protocols to limit their risk of getting the virus and COVID-19, including instructions on social distancing while at work and proper personal cleaning and sanitation instructions. In some instances, cashiers and others in high traffic areas have been provided with gloves and protective barriers.

Note: If PPE was provided to the employee, please specify.

April 4, 2020

Q: Is the food in your store safe?

A: Yes. [The FDA](#) and leading public health authorities have stated that Coronavirus is not transmitted via food and there is very little chance it can survive on food packaging. Shoppers can shop with confidence knowing their food and food packaging is safe.