



## Dear PITCO Foods Associates and Customers,

March 25, 2020

PITCO Foods is dedicated to serving our associates, customers and community and to keeping our vital infrastructure in California functioning. We will continue to operate our Cash & Carry warehouses and our Store Delivery business as a Shelter-in-Place Essential Business. We are keenly aware that this is a stressful time for our associates and it is time away from personal lives and families. We are so incredibly proud of the extraordinary efforts of our associates in serving our customers with an amazing level of dedication and compassion. In appreciation for their hard work and their positive attitude, we are making the following immediate changes:

- **All associates (hourly and salaried) will receive a Temporary State of Emergency Bonus of \$100 per week. Starts immediately, and is retroactive to Sunday, March 15. At this time, the end date is scheduled for April 12. That will be reevaluated in the coming weeks. This bonus will apply to all hourly and salaried associated hired on or before March 1<sup>st</sup>.**
- **All Cash & Carry warehouses will be open 6 days per week from Monday to Saturday and closed on Sunday until May 2<sup>nd</sup>, to provide associates with additional rest and time at home with family.**

We have been actively communicating with you to make sure you are informed and are taking responsibility for your own health and are following recommended health practices as much as possible. The health and well-being of our associates is always our priority, and as we navigate the rapidly evolving coronavirus (COVID-19) situation together, we want to share with you the extra precautions we are taking at PITCO Foods to protect you during this challenging time. To that end, we will continue to reinforce the need for heightened personal hygiene, increased cleaning and sanitation procedures at our warehouses and in our trucks and trailers. Accordingly, we have changed a number of processes and policies across PITCO Foods, and implemented new preventative health and safety guidelines for our associates and customers, including:

- Reinforcing the CDC guidelines (frequent handwashing or use of sanitizers; no touching of face, mouth or nose; and social distancing), for our associates and customers, with posters and regular reminders throughout our warehouses
- Social Distancing in the warehouses:
  - We have established 6-foot separation guidelines, with visible markings on the ground to separate customers while they wait online at the cash registers
  - Posters and regular reminders for customers and associates throughout the warehouses
  - Closing of break rooms
- Social Distancing while our drivers make store deliveries and salesmen place orders
- Associate and Customer Safety:
  - We are providing disposable safety gloves for all associates, and for customers entering our Cash & Carry warehouses
  - Although supplies are limited, we are committed to providing face masks for all our associates
  - We ask that our associates and customers access our Cash & Carry warehouses through our primary entrance only, use provided hand sanitizers and disposable latex gloves, and provide each other with six feet of separation. Additionally, our associates will wipe down customer carts handles before use.
  - Restrooms: frequent cleaning and disinfecting throughout the day
  - Cash Registers: frequent cash register cleaning and disinfecting throughout the day; added protective plexiglass barrier to separate cashier from customer at checkstand
  - Regular cleaning and disinfecting of all our tractors and trailers, and high touch areas of our warehouses, including scanning and order selecting devices, cash register stands, computer keyboards, all door handles, forklifts and pallets jacks



- New Emergency Leave Policy (until April 1<sup>st</sup>). As we previously communicated, our New Emergency Leave Policy will remain in place until April 1, 2020 to provide associates with up to two weeks (10 working days) of sick leave above and beyond the PTO associates accrue under the ordinary PTO policy. After that date, the new federal law will replace our policy. We will update you as we know more about how the federal law will work. As a reminder, the reasons why an associate can use sick leave under this policy are:
  - (a) to remain at home and recover if they are experiencing symptoms such as a fever, cough, shortness of breath, or other respiratory illness, or if they have a current diagnosis of COVID-19; (b) to remain at home if they have been quarantined at the instruction of a health care provider or a local, State or Federal official related to COVID-19; and (c) to care for a family member (child, spouse, registered domestic partner, parent, sibling, grandchild or grandparent) who has a current diagnosis of COVID-19, or to care for a family member who is under quarantine related to COVID-19.
  - Please make sure to inform the Human Resources Department: (1) that you are taking sick leave as soon as reasonably practical; and (2) the reason for your sick leave request.

We continue to experience incredible demand across our Cash & Carry as well as our Store Delivery business, and PITCO's ability to help our customers in this unprecedented time would not be possible without the strength of our team. We are proud and humbled by the dedication and humanity our associates show to each other and to our customers every single day.

Should you have any questions or feedback please contact us at [customer.relations@pitcofoods.com](mailto:customer.relations@pitcofoods.com).

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