

MINER'S INC.

The novel coronavirus known as COVID-19 is affecting almost every aspect of American life. We all continue to adjust to the new way of doing things to help reduce the spread of this alarming illness.

Many of you have visited our stores in recent weeks to purchase the essential things that you need to keep your families well fed and healthy. Our Company continues our resolve to ensure the health and safety of both our customers and our valued team of employees.

During these challenging times we have taken additional measures at our stores to safely provide you with food and other essential items that you need. Some of the changes that you will notice include:

- Acrylic Shields Installed at Check lanes and Counters: We have installed clear acrylic shield at every check lane across our Company as a barrier between our cashiers and customers.
- Sanitizing: Our operating procedures call for continuous cleaning at every checkout area, service counter, and electronic transaction pin pads. In addition, we are emphasizing cleaning all door handles and other higher traffic areas and surfaces throughout the stores.
- Social Distancing: We located "6 foot distance" reminders throughout our stores encouraging everyone keep 6 feet apart when shopping and we will install additional floor graphics very soon to help reinforce this message.
- Return Policy: Because we don't know how product has been handled once it leaves our stores we have temporarily suspended our return policy. Should a quality concern arise, we'll continue to offer a refund or replacement.
- Re-usable Bags: We are encouraging customers to temporarily leave their reusable bags at home. We have new plastic and paper bags available at no charge. If a customer feels strongly they want to use their own bags we are providing information on the proper method for sanitizing re-usable bags.
- Self-Serv and Service Meat Cases: We have temporarily suspended Deli salad bars, olive bars, product sampling, and service meat and deli cases to reduce person-to-person contact. Full lines of meat and deli items are still available in their respective departments.
- Adjusted store hours: Our stores now close at 9 p.m. instead of midnight so that our employees can more thoroughly clean the stores and restock shelves.
- Special Hours for Those at Risk: We are asking all shoppers to respect our request to reserve the hours from store opening until 8 AM to be available for those who are at higher risk of severe illness due to COVID-19.
- Employee protection: Our Company is taking extra precautions to ensure our employees' safety and well-being. For example, in addition to the acrylic shields, we are providing face masks, latex gloves, and



hand sanitizer to our employees. Employees may make the individual decision on whether to use the masks and gloves. (Employees who are not feeling well or displaying symptoms of any illness are expected to stay home.)

When you are in our stores, please thank our hard-working employees for the incredible job that they have done over the last weeks and will continue to do to help all of us move through this pandemic. They are an important part of our extended family out in our stores that are providing amazing service to you and your community that you have grown to rely on.

It has not gone unnoticed that the unprecedented temporary pressure on the supply chain has challenged everyone's ability to provide some products. Our talented buying team continues to seek out the best cost of goods on the products you demand so that we can pass the best value on to you.

Because of supply shortages, the cost of replenishing some items in the supply chain has increased significantly resulting in higher wholesale prices. For example, the wholesale price of eggs has skyrocketed during March, beef prices are rising, and some items like toilet paper and hand sanitizer have been hoarded out of the supply chain by consumers.

Our regular suppliers and vendor partners continue to assure us that the supply chain of food and non-food items is strong and building after the recent unprecedented high demand. In addition, we're working with alternative food suppliers to find products in short supply. Because of the recent high demand in some food categories, we'll continue to limit purchases on some items to encourage community sharing.

We are dedicated to working hard in every area of our Company to provide a safe and healthy shopping environment for you. In addition, we are determined to always bring you the Grand Opening Ready store atmosphere you've grown to expect from Super One Foods.

Thank you for continuing to be a loyal customer and stay well.

Jim Miner, Jr.
President

to our...
Super customer's
Super Team
Thank you!
Jim Miner Jr.