



Here for Everyone

Kroger's COVID-19 Response

As America's grocer, we have a vital role as a trusted source of the affordable fresh food and pantry items our customers need at this difficult time. Today and always, we are here for our associates, customers and communities.

Our Kroger teams are applying key health and safety principles and best practices to this evolving situation. We are focused on safeguarding frontline workers, protecting our customers' health, and improving food security where we live and work.

That's how we Live Our Purpose—to Feed the Human Spirit™—and deliver on our brand promise: **Fresh for Everyone™.**

Please also see [Sharing What We've Learned: a Blueprint for Businesses](#) for Kroger's recommendations to help communities reopen safely.

\$830M

invested by Kroger to date in rewarding our associates and in safeguarding associates, customers and communities during the pandemic

400,000+

frontline associates received pay premium and bonuses

\$15M

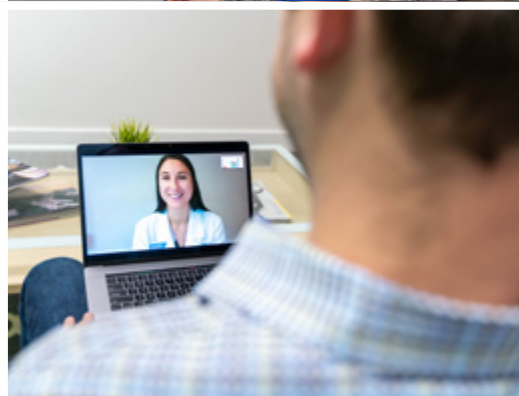
directed to the Helping Hands Fund for financial assistance to associates

\$10M

in charitable giving to date by Kroger and our foundations to provide COVID-19 relief

100,000+

patients tested in 19 states as one of only five U.S. retailers to develop, staff and expand a free COVID-19 testing model in partnership with federal and state governments



Here for Our Frontline Associates

Kroger's top priority is the health and safety of our associates and customers. At the onset of the coronavirus outbreak, we activated our Pandemic Preparedness Plan and Business Resilience Plan to help protect frontline associates, stay open to serve our customers and communities, and anticipate and adapt to critical needs in a rapidly changing situation.

As always, we are aware of our role in providing stable employment, wages and benefits for nearly half a million people across the U.S. Reflecting the importance of keeping stores open, clean and stocked, we took many steps to protect our associates and customers, including:



Appreciation Pay

We paid all eligible full- and part-time frontline grocery, pharmacy, supply chain, manufacturing and call center associates a wage premium from late March through mid-May and multiple thank-you bonuses.



Paid Leave

We provided COVID-19 Emergency Leave to associates most directly affected by the virus or experiencing related symptoms, and provided paid time off.



Personal Protective Equipment (PPE)

We called on federal and state officials to designate grocery store associates as "extended first responders" to ensure priority access to PPE after healthcare workers. Face masks are mandatory for associates, and we require customers to wear face coverings in our stores as well.



Promoting Health

We encourage associates to monitor their health and those with symptoms to stay home. We provide free COVID-19 testing to associates based on medical need. Kroger Health also introduced [COVID-19 Test Home Collection Kits](#), available first to frontline associates in partnership with Gravity Diagnostics.



Physical Distancing

We installed new protective partitions at checklanes and pharmacy counters across the country and installed signs and floor decals and implemented customer capacity limits all to promote physical distancing.



ExpressPay

We added an ExpressPay option that allows most hourly associates to access pay more quickly during these challenging times.



Helping Hands

We added \$15 million to Kroger's Helping Hands Fund, which offers emergency financial assistance to associates, expanded grant eligibility and expedited payments. So far, nearly 1,100 associates have received a total of \$550,000 in COVID-19 relief.



Health Services

We promoted access to mental health services and other benefits to support associates' mental and physical well-being.

[Hear more about Kroger's COVID-19 response.](#)



We are so proud of our **dedicated associates** who are on the front lines serving our customers when they need us most. **A huge thank you** to all of our associates, whose efforts are nothing short of **heroic.**"

Rodney McMullen
Chairman & CEO



[Hear more about Kroger's COVID-19 response.](#)

Here for Our Customers and Communities

Kroger's communities have always counted on us in times of need. During the COVID-19 outbreak, we are prioritizing keeping stores open, clean and stocked so we can provide healthy, affordable food and essentials for everyone.

We created the [Kroger Health Coronavirus Resource Center](#) to help keep our customers informed, healthy and safe.



Enhanced daily sanitation in high-traffic areas like cashier stations, self-checkouts, credit card terminals, foodservice counters and shelves.



Adjusted store hours to enable more cleaning and replenishing, reduced occupancy limits and set Special Shopping Hours for higher-risk customers in select markets.



Promoted and increased the capacity of Kroger Pickup, Delivery and ship-to-home services for convenient, low-contact shopping.



Piloted a Pickup-only store in Cincinnati to address increasing demand, waived fees for curbside Pickup service and began accepting SNAP benefits for online orders.



Enhanced pharmacy services to ensure access to medications, waived prescription delivery fees and promoted the Kroger Rx Savings Club, provided by GoodRx Inc., for additional savings on common prescriptions.



Health clinics adjusted procedures for staging and screening patients, and we expanded telemedicine and free telenutrition services for customers during COVID-19.



Access to Affordable Food, Hygiene & Cleaning Products

During the initial stocking-up period, we monitored prices and movement for high-demand items, encouraging customers to shop responsibly. We continue to monitor potential supply chain impacts, adjusting sourcing as needed to ensure a strong supply of food and essentials.



COVID-19 Testing

In partnership with the U.S. Department of Health and Human Services and eTrueNorth, we expanded our COVID-19 drive-thru testing. Kroger Health also received FDA approval for the COVID-19 Test Home Collection Kit, which combines at-home sample collection with the guidance of a telehealth consultation.



Health Screening Bot

A health screening bot designed by Microsoft and integrated into The Little Clinic® website enables healthcare providers to screen for potential COVID-19 patients. The screening also helps Kroger Health prioritize patients for telemedicine visits and COVID-19 testing.



Faster Hiring & Employment Partnerships

In March and April, the Kroger family of companies hired 100,000 new associates, including thousands from the hardest-hit service sectors. New shared-resources models with employers in food service, hospitality and other sectors enabled us to temporarily offer employment and benefits to their staff.



Nourish at Home

After an in-person or telehealth visit, healthcare providers can connect patients directly with Kroger to use our Ship service to have essentials shipped directly to the patient's home during quarantine. The pilot for these Nourish at Home boxes begins with United Healthcare patients, as well as users directed to Kroger via the Microsoft Bot. We committed to creating 5,000 boxes during the pilot.

Zero Hunger | Zero Waste

We also recognize the growing and urgent need for nutritious meals among children and families who are struggling in our communities, including those who need assistance for the first time. Kroger's Zero Hunger | Zero Waste social impact plan, introduced in 2017, is our commitment to create communities free of hunger and waste. This mission has never been more relevant.



We direct help to national and local partners in the form of food and funds:

Food Rescue

We continue to donate surplus fresh items to local food banks through our Zero Hunger | Zero Waste Food Rescue program. Retail surplus food and pickups were disrupted during the initial stocking-up period, but donations stabilized in the following weeks.

We continue to work with local nonprofit partners to add fresh items where possible to food banks' drive-thru distributions of shelf-stable food.

Milk Rescue

Kroger's Manufacturing and dairy procurement teams quickly scaled an existing Dairy Rescue Program pilot to rescue surplus raw milk and direct it to families in need. Through August, we aim to donate an additional 200,000 gallons of additional milk to Feeding America food banks, in partnership with Dairy Farmers of America, our dairy cooperative suppliers, and farmers across the Midwest and South. [Find out more](#)

Philanthropy

Kroger, The Kroger Co. Foundation and The Kroger Co. Zero Hunger | Zero Waste Foundation directed more than \$10 million in charitable giving to support COVID-19 relief efforts so far this year. This included grants to Feeding America, No Kid Hungry, the USO and many local partners that help feed people in the places we call home.



Here for Good

A decade ago, we developed comprehensive business resilience and disaster preparedness plans to be ready for situations related to weather, public health, supply chain and other emergencies. Because Kroger is always among the essential businesses in the wake of a disaster or emergency, we are experienced and ready to serve our communities when they need us most.

In response to the early signs of an international coronavirus outbreak in early 2020, we activated our Pandemic Preparedness Plan, originally developed during the H1N1 flu outbreak. Key pieces could be applied directly, and we set to work on aspects that needed development to address the unique challenges of COVID-19.

Kroger's senior officer team established clear COVID-19 Task Force leadership and governance to enable rapid decision-making. Daily leadership briefings highlighted key issues, concerns and opportunities. We continue to partner with and follow guidance from federal, state and local agencies, including the Centers for Disease Control (CDC), appropriate public health officials and other health organizations.

Our action plans leverage Kroger's unique strengths, including centralized HR, Operations, Facility Engineering and Sourcing teams; strong supplier partnerships and governance; a flexible logistics network and fleet; our own food processing facilities and dairies; and agile Corporate Affairs, Merchandising and Marketing teams.

Supply Chain

Kroger's centralized procurement team—created in 2019—helped our stores stay open and stocked. We worked with *Our Brands* suppliers and Merchandising teams to adjust product assortment to meet our customers' needs. This included increasing supply of and equitably distributing high-demand items like shelf-stable foods, home cleaning supplies, paper products and sanitizers. We reduced assortment in some product categories to optimize manufacturing runs and get products to shelves faster.

Kroger teams are accustomed to adjusting plans quickly to accommodate real-time supply chain disruptions. We maintain diverse and comprehensive supply chain relationships to ensure we can flex as needed while upholding our high standards and supply chain accountability. Investments in a new centralized Supplier Hub helped identify potential new suppliers with available product during COVID-19.



Pivot to a Future Focus

As we implement pandemic response plans, we are focusing on how Kroger can be a resource for the recovery phase, including how to help reopen our communities. A cornerstone of this work includes creating more resilient communities, and we continue to work in partnership with the White House and state and local officials. Kroger also published [Sharing What We've Learned: A Blueprint for Businesses](#) to provide actionable recommendations for retailers, restaurants and food

service companies, manufacturers, logistics and distribution centers, and peers in other industries as communities begin to reopen.

The outbreak has highlighted the importance of our long-term focus on environmental, social and governance (ESG) issues. Our strong governance and management practices help identify and enable faster decision-making on key ESG topics such as food safety, associate health and safety, community engagement and food access.

Pandemic Preparedness

Plan Scope & Objectives

When associates test positive for COVID-19:

During the initial spread of the coronavirus, Kroger activated a plan and process for addressing situations where an associate in one of our facilities may test positive for COVID-19. Our digital team quickly created a COVID-19 Enterprise Dashboard with a geo-based heat map to recognize cases and potential “hot spots” across our 35-state footprint. We applied several key principles to this process, leading with transparency, privacy, and health and safety.

As always, our goal is to protect our associates’ and customers’ health and safety year-round. We continue to promote proper hand hygiene, sanitation and disinfection practices and additional infection-control standards.

We follow guidance from the CDC and U.S. Food and Drug Administration (FDA)—among others—to protect health and safety. We encourage associates to monitor their health daily and stay home if they have symptoms (e.g., fever, cough or shortness of breath) or go home if they develop symptoms at work.

Our Retail Operations teams are investing significant time in additional disease prevention and controls, including providing PPE to associates and requiring customers to wear face coverings to minimize risk and potential exposure where possible.

We continue to work closely with federal, state and local public health authorities as they work to coordinate our country’s response to flatten the curve and slow the spread of COVID-19.

See how Kroger shared what we’ve learned with others in our [Blueprint](#).



When notified of a confirmed positive test, our store and facility managers generally follow these steps:

Contact Associate

Offer support and gather additional information about symptoms and when they were last at work.

Public Health

Notify the local public health department to report and review next steps for cleaning and disinfection.

Contact Tracing

Initiate contact tracing and collect information, where available, about the associate’s potential contacts up to two days prior to symptom onset.

Inform Co-workers

Inform associates who may have worked in proximity to the associate, while following federal and state guidance relating to protected health information during COVID-19.

Enhanced Cleaning

Clean and disinfect the work area using best practices and products recommended by Ecolab, Kroger’s partner and global leader in hygiene and infection-prevention solutions and services.

Testing

Offer free COVID-19 testing to associates based on symptoms and medical need. Associates may also request temperature checks at any time.

Monitor

Continue to closely monitor the health and safety of associates and track positive COVID-19 cases.

If a “hot spot” emerges, we contact the local public health department or appropriate local agency and take additional steps, where feasible, including possibly closing a facility temporarily for further sanitation.