



Dear Friends and Neighbors,

We've been serving our customers since 1929 and have been through good times and bad. But, we've never experienced anything quite like today's evolving COVID-19 challenges. As the "helpful place", it's always been our mission to serve our local communities in the best way we know how, particularly when it comes to essential products that all of us rely on every day. The safety and security of our employees and customers remains our highest priority as we consider our unique position as a neighborhood destination for essentials.

Our stores are focused on employee and customer safety:

- Suspending complimentary customer coffee and popcorn (if previously offered)
- Increased sanitation to ensure common store surfaces are routinely disinfected
- "No handshake" policy and significant promotion of frequent handwashing
- Encouragement of "contact free" payment methods to limit the exchange of cash
- Social/physical distancing between customers and other employees to limit close contact
- Travel restrictions between stores by corporate and store employees

We've updated our employee leave policy:

- Employees are being asked to remain at home if they believe they may have an illness. This is being encouraged through temporary suspension of our attendance policy and increased flexibility of vacation/sick leave.
- Additional work flexibility for employees with children that'd otherwise be in school
- Additional work from home options for close-contact corporate employees

We're introducing several changes for our customers' convenience:

- We've expanded our delivery radius at virtually every store to help ease the burden on customers that may feel more comfortable ordering from www.acehardware.com.
- Curbside pick-up is currently being tested at several stores to accommodate phone orders and further limit contact between customers and employees where possible.
- Adjusting store hours over the next few days to better accommodate peak customer times – updates will be posted in store, on Google store pages, and acehardware.com.

Securing additional product remains a high priority:

- Our corporate merchandising team, with help from our store teams, is working tirelessly to scour every buying opportunity for critical sanitation and safety products
- Ace Hardware Corporate is leveraging all vendor relationships (with some success) to boost regional warehouse inventories for stores

We live where you live which means we're all in this fight together. We care deeply about the communities we serve and will continue working hard to ensure it's done effectively and safely. As our corporate and store teams work tirelessly to make essential products available to you, we want to thank you, our customers, for continuing to place your trust in us as we navigate these uncertain times.