

Dear Valued Guest,

For over 60 years, you have trusted our teams at FoodMaxx, Lucky and Save Mart to provide fresh and healthy products for you, your family and your home--and I want you to know we won't let you down now. In this time of uncertainty, I want to assure you we are going to extra lengths to keep your family safe.

Store Cleanliness & Food Handling

While we always follow a thorough cleaning protocol, over the past several weeks, we have stepped up the intensity of our store cleaning, focusing on shopping carts, check stands and service counters, as well as our backrooms, break room and warehouses. Our teams have been reminded of best practices for safe food handling and continue to work with the utmost diligence.

Availability of Products

Our teams are working around the clock to keep high demand items in-stock. We're working overtime to ensure any out-of-stock personal hygiene or household cleaning items are replenished as quickly as possible. So, if we're missing something, visit the store the next day, as it may be back on the shelf.

Pharmacists as a Community Resource

Remember our in-store pharmacists are a community health professional for your family. They are an additional resource who is closely following CDC guidance on the virus and can answer questions you may have about how to help keep your family safe and healthy. We have 90 pharmacies in our stores throughout California and Northern Nevada. For the location nearest you, please check our website.

Team Member Health & Safety

We have asked each of our team members to closely monitor their own health during this time and stay home if they are sick. Our generous sick leave policies, coupled with our Employee Assistance Fund, provide support to team members who experience extended illness. We have also suspended in-person meetings with outside participants and unnecessary business travel, as a means of implementing social distancing among our own operations.

Food Safety Tips

We are working diligently throughout our stores and supply chain to keep you safe, but it is important that you follow the [CDC's guidance](#) for safe food handling in your home.

Grocery Delivery

Remember, home delivery service is available for all of our stores via Instacart and, in selected markets, you can also order online to pick up at the store. Additionally, we offer meal delivery service through DoorDash with the menu comprising of our service deli and prepared food offerings.

All the best, from our family to yours,
Nicole Pesco,
Chief Executive Officer