



New Seasons Market Shares Plan for a Safe, Friendly and Sustainable Path Forward

PORTLAND, Ore. – May 28, 2020 – The last few months have been incredibly challenging for us as individuals, for our communities, and for our business. Over the past two months, New Seasons Market has led the industry in investing in safety measures and additional staff pay and benefits to keep our stores safe. Now, as the counties where we operate move toward phased reopenings, New Seasons Market has been taking intentional steps to ensure our stores are prepared for the realities ahead. Today, we are sharing updates to our COVID-19 operations and policies. These decisions will ensure our stores continue to be a safe and friendly environment for customers and staff, and will also set for us a sustainable business path moving forward, balancing our triple bottom line.

Updates to our current policies include:

Store Operations

- **Extending Store Hours and Improving Flow:** Starting June 10, store hours will be extended from its current schedule and vary by location. These updates, coupled with improved store flow measures such as opening more registers, will enable us to serve customers with more flexible hours and reduced wait times, as well as support social distancing by spreading customers and staff out throughout the day. For the most up-to-date information on store hours by location, please visit our website at www.newseasonsmarket.com/stores.
- **New Times Dedicated for High-risk Community Members:** Starting June 10, senior discount day will return to its original weekly Wednesday timeframe to better support high-risk neighbors as more customers visit the stores. We will continue to reserve Community Care Hours every day from when stores open (times vary) until 9:00am for seniors and customers who are immunocompromised or pregnant.
- **Accepting In-store Returns and Reusable Shopping Bags:** We will begin accepting in-store returns and reusable shopping bags, following the CDC's guidance of minimal risk of exposure from surfaces. To help everyone in the store feel comfortable, we kindly ask customers who bring reusable shopping bags to clean them between visits and be prepared to bag their own groceries.

Staff Support

- **Supplemental Pay and Benefits:** As a way to thank and recognize store staff for their extraordinary work while other industries have temporarily closed, we will be continuing Thank You bonuses at recurring pay periods through June, and extending the increased staff discount of 30 percent through at least July.

- **Supplemental Paid Time Off:** We will continue to support staff who are affected by COVID-19 with pay and benefits support, including testing access and coverage. All staff have access to expanded free mental health resources.
- **Regular and Transparent Updates:** We share our staff's concerns about the uncertain weeks and months ahead and are committed to providing them with regular, monthly updates and transparent communication in advance of each phase of implemented updates.

While we look forward to carefully welcoming more customers into our stores, we remain vigilant in addressing any potential developments. We continue to maintain safety and social distancing measures such as facial coverings, register screens and enhanced cleaning, and have a response plan in place that allows us to take immediate action and prioritize the safety of our staff and community. Just as we have responded to this crisis over the last few months, we are confident that we can move forward in a balanced and mindful way to create a safe and friendly experience for staff and customers and get back to what we do best—building community around good food.

For the most up-to-date information on store hours and how we are continuing to support staff and our communities, please visit www.newseasonsmarket.com/stay-healthy.

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About New Seasons Market

New Seasons Market is a friendly neighborhood grocery store that believes great-tasting, local food has the power to build community and enhance lives. From taking care of our staff, partners, neighborhoods and the environment, to growing a sustainable business, we're doing what we love with a commitment to cultivate a strong community centered around food. Founded in 2000 by three families and 50 friends in Portland, OR, we're now a team of over 3,500 passionate staff across 20 stores in Oregon, Washington and Northern California— serving a unique mix of locally sourced and organic items, classic grocery favorites, and chefmade grab and go meal solutions. We're proud of our progressive values—from offering industry-leading compensation and benefits, to committing 10 percent of our after-tax profits to the communities we serve. For more information, visit www.newseasonsmarket.com.

Media Contact

New Seasons Market PR Team
media@newseasonsmarket.com