



**Thorntons is Here to Serve You Today and Everyday**  
**A Letter to our Guests Regarding COVID-19**  
**March 13, 2020**

Every Thorntons guest is a valued guest and your health and safety are important to us. We always have and always will work hard every day to make sure you can count on our stores to be clean and safe places to stop for your on-the-go needs. In light of growing concerns over COVID-19, we want you to know that we are increasing our already high standards to continue to operate our stores and provide great guest service when you need us most.

Here are just a few of the things we are doing to keep our stores safe and operational in the days and weeks ahead:

1. Closely monitoring and following the latest recommendations from the Centers for Disease Control.
2. Increasing frequency of cleaning and sanitizing procedures.
3. Reinforcing the importance of proper and frequent handwashing.
4. Making sure that our Team Members stay home if they are feeling sick.
5. Temporarily discontinuing use of personal refillable cups.
6. Requiring exposure and travel reporting from all Team Members.
7. Working closely with supply partners to ensure available stock of items in our store.

We don't underestimate the hardship that situations like this could have on our valued Team Members. We will be working to support them as needed.

Our stores are open and our Team Members are ready to serve you with fresh foods, high quality beverages, quality fuel and many other store products that we know you love. So please continue to stop by and shop with us.

Thank you from the Thorntons Team!

Simon Richards  
President & CEO  
Thorntons LLC