



## COVID-19 Frequently Asked Questions Updated 8/3/2020

### Are Thorntons' store operations affected by the COVID-19 outbreak?

We are committed to caring for our Guests and our Team Members and to keeping our stores safe and operational during this uncertain time. Thorntons provides an essential service and our stores will proudly remain open 24/7 to provide fuel and other basic needs to serve our Guests – especially Emergency Service Providers, health care workers and other essential workers.

We are taking many additional precautions to protect the safety and well-being of all Guests and Team Members. Please read on to learn more. Should you have additional questions, please call our Guest Services team Monday through Friday 8AM to 5PM EST at 1-866-473-0017 or email [Guest.Services@mythorntons.com](mailto:Guest.Services@mythorntons.com).

We thank you for your patience and understanding for the additional measures being taken to enhance the store environment and apologize should your favorite Thorntons product or Guest offer be temporarily unavailable. We will restore our full offer at the earliest opportunity. In the meantime, we do commit as always to a clean and welcoming store experience.



### How is Thorntons protecting Guest & Team Member safety in response to COVID-19 concerns?

The safety and well-being of our Guests and Team Members remains a top priority. A dedicated team of company leaders led by our Director of Health, Safety, Security and Environment is working diligently around the clock to assess and respond to the needs of our people and our business. This team is monitoring and responding quickly to recommendations and mandates from the Centers for Disease Control and Prevention (CDC), local and state governments and local health departments and communicating necessary changes to the business as needed. Additionally, we communicate at least twice weekly—and more frequently when needed—with our store teams to educate and implement changes to our daily operations based on these recommendations.

We require our Team Members to wear a face covering while at work—either their own or one provided by Thorntons—and we are now extending this requirement to our Guests and Supply Partners. For everyone's safety, face coverings must be worn in our stores—even in locations where it's not mandated by Executive Order. Guests with a medical condition that prevent them from wearing a face covering are exempt from this requirement. In addition, children under the age of 5 are exempt except in jurisdictions where the age exemption is younger by Executive Order.

We are increasing our already high standards in our daily store operations. Our measures currently include the following actions.

- We've increased the frequency of our already vigilant cleaning and disinfecting procedures, including cleaning and disinfecting counters, pin pads, pumps and other frequently touched surfaces.
- We consistently reinforce the importance of proper and frequent handwashing.
- We are proud to be the first U.S. retailer to offer GripHero hand protectors at our fuel pumps. They are anti-static, biodegradable and safe to use around fuel for extra cleanliness and to minimize contact while pumping gas.
- We placed hand sanitizer pumps at our registers for Guest and Team Member use. We also added two hand sanitizer stands per store which are available by our doors and bathrooms as space allows.
- We adopted Social Distancing requirements to limit close contact of Team Members, Supply Partners and Guests.
- We posted prominent front door signage, added floor decals, included a message on our check-out screens and continue to air messages on our in-house radio to encourage Guests to practice Social Distancing while visiting our stores.
- We added temporary Plexiglas screens at our registers to assist in social distancing during payment.
- We are minimizing touchpoints at the register by accepting contactless payment, temporarily suspending Guest signatures on receipts for transactions over \$50 and inspecting IDs through the Plexiglas screen. Our Guest facing screens include messaging around contactless payment and asking Guests to bag their own items.
- We temporarily paused the use of personal refillable cups and we replaced our coffee stir sticks with a plastic wrapped stick.
- We temporarily suspended offering our highly popular fresh Roller Grill condiment bar and self-serve ice cream in some locations. They'll be back as soon as possible.
- We added temporary front door signage to help stop the spread of the virus by asking that Guests who are sick or who have been sick in the last 24 hours not to enter the store.
- We continue to work closely with our Supply Partners to ensure available stock of products in our stores and safe practices during delivery of those items.
- We established a Thorntons Coronavirus Hotline to report illness, exposure and recent travel and we encourage our Team Members to stay home if they are feeling sick.

### **What steps are you taking to clean your stores?**

Thorntons has always followed thorough cleaning and disinfecting procedures at regular intervals throughout each shift. Since the COVID-19 outbreak, our Team has increased the frequency of cleaning and disinfecting all touch points and surfaces. This includes gas pumps, registers, pin pads, Guest facing screens, coin dispenser cups, all self-checkout registers, counters, dispensed and coffee areas, hot plate, doors, handles, restrooms and other areas. We have dedicated store labor to complete these additional tasks throughout the day.

### **How is COVID-19 impacting your store operations?**

Convenience stores are an essential service because we provide food and gas. That means we will remain open 24/7 to serve our Guests — especially Emergency Service Providers, health care workers and other essential workers who are serving our communities during this time.

### **What is Thorntons doing for their Team Members during this time?**

Everyone Counts at Thorntons. We care about our Team Members and their families and we continue to support them during this uncertain and challenging time. We do not underestimate the hardship that situations like this could have on our valued Team Members.

We want to make it easy for our Team Members to do the right thing and stay home when they are sick. So, we established the Thorntons Coronavirus Hotline for illness, exposure and travel reporting and advice. Our qualified Hotline Team guides Team Members through the process, including providing access to a virtual doctor for consultation and treatment, if needed. If a Team Member does not have medical insurance, Thorntons will pay for the consultation. And if a Team Member needs to be off work for a COVID-19 related illness, he/she will qualify for our newly introduced extra paid time off benefit.

In our regular communications to our Team, we share physical and mental Wellness tips and resources to help our Team focus on ways they can be well and stay well. And, we continue to encourage our Team Members and their families to tap into our fully funded Employee Assistance Program (EAP) for education, awareness and counseling services on a wide variety of topics.

### **How will Thorntons respond if a Team Member is diagnosed with COVID-19?**

The health and safety of our Team Members and our Guests is a top priority. We are working hard to implement and maintain measures to help prevent the spread of the virus. However, in the event that a Team Member becomes ill with the virus, we will act quickly to support our Team Member and to restore a clean and safe environment in the store.

Out of an abundance of caution, we would:

- Temporarily close the store to have a professional third party specialist thoroughly disinfect the store based on recommendations from the CDC;
- Notify store Team Members and other partners of the possible exposure; and
- Have each Team Member in that store consult with the Thorntons Coronavirus Hotline.

The store would re-open when it is clean and able to be fully staffed. We apologize for any inconvenience should your local Thorntons have to be temporarily closed for additional cleaning.