

Your Safety is Our Priority

An **Updated Message** from Simon Richards, President & CEO

August 3, 2020

THORNTONS

Dear Valued Guest:

You can always count on your favorite Thorntons stores to be open 24/7 for your on-the-go shopping needs and we are honored to be the place you choose to stop. Thorntons Cares and we remain committed to taking measures to keep our stores safe for everyone.



The CDC and other health experts continue to encourage cloth face coverings as an essential tool to fight against COVID-19. That's why since April, our Team Members and Vendor Partners have been wearing face coverings. **Now we are asking all Thorntons Guests to wear face coverings when shopping our stores.** Please join us in taking this important step to keep everyone safe and to help #StopTheSpread. 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.

Our Safety Measures

We are proud to practice these safety measures so you can shop with confidence any time, day or night.



FREQUENT CLEANING & DISINFECTING & FACE COVERINGS

Thorntons Team Members have increased the frequency of cleaning and disinfecting all high touch areas with powerful, but food safe, cleaners. Frequent and proper handwashing and sanitizing is also a priority.

Team Members, Guests and Vendor Partners are required to wear CDC advised face coverings.

We've placed hand sanitizer dispensers at our entrances and at every checkout for your use and your peace of mind.



SOCIAL DISTANCING & PLEXIGLAS SHIELDS

Social distancing is now a way of life at Thorntons.

Safety messages are posted at our entrances encouraging Guests to practice social distancing while shopping.

We've installed floor decals to separate Guests by the recommended 6 feet and have Plexiglas shields at checkout. In some locations, we regulate the number of Guests that are in a store at one time.



GRIPHERO ANTI-STATIC HAND PROTECTORS

We are proud to be the first U.S fuel retailer to offer GripHero hand protectors at our fuel pumps.

Award winning GripHero hand protectors are anti-static, biodegradable and safe to use around fuel for extra cleanliness and to minimize contact while pumping gas.

Stop in to your local Thorntons and fuel up with a GripHero hand protector for a little extra peace of mind.



CONTACTLESS PAYMENT & SELF-CHECKOUT

For fast and easy service, we encourage you to take advantage of secure contactless and mobile payment methods at the register.

Self-checkout, where available, provides another option for you to safely and quickly checkout while minimizing contact.



FOOD & BEVERAGES

We continue to offer the same great food and beverages that we know makes Thorntons your favorite destination when you're on-the-go.

Following the advice of health departments, we've paused allowing the use of refillable cups and offering some self-serve products. These items may be available pre-packaged for your convenience and we will be back to usual as soon as possible.



CARING FOR OUR TEAM MEMBERS

Everyone Counts at Thorntons and caring for our Team Members is a top priority. We've introduced several initiatives to support our Team including:

- Paid time off for Team Members diagnosed with a COVID-19 related illness
- Dedicated COVID-19 hotline with free access to telemedicine services
- Employee Assistance Program for Team Members and families

Thorntons is an essential business and we couldn't operate without our essential Team Members. I personally want to thank our Team for their tireless work to keep our stores clean, safe and stocked to serve you. I hope you will join me in thanking your favorite Thorntons Team Members the next time you stop in to your local Thorntons store.

Thank you for choosing Thorntons! Our smiling Team Members are here and ready to serve you 24/7.

Be well,

A handwritten signature in black ink.

#ThorntonsCares