

DATE: March 23, 2020

TO: GIANT'S Customers and Suppliers

FROM: Ed Simon

RE: Limited Operations

Due to the ongoing pandemic, Giant has been continuing to adjust our operations to provide a safe work environment for all our employees. During this process, we have advised all our people on safe sanitary practices, such as frequent washing of hands using soap and water, cleaning with various sanitizers as well as proper social spacing. If someone feels sick and/or shows typical symptoms that are associated with the virus, we have asked them to stay home and follow the guidelines from the CDC, World Health Organization and other health care providers. We have also eliminated all unnecessary visits to Giant from suppliers or other guests and have asked our associates that work from home to carry out these same procedures at home. Until (and when) this pandemic passes, we do not plan to make personal sales calls (unless it is absolutely necessary).

On March 22, 2020, Ohio's governor asked all non-essential businesses to discontinue operations beginning Tuesday March 24th until Tuesday April 7th. Because many of our customers are in "essential" businesses, Giant will remain open on a limited basis. This means that our operations will have fewer people working at our facility, more people working at home and a possible slight delay in some shipments.

Since we have asked many of our associates to work from home, this does present a logistical problem for processing normal orders and receiving shipments from our suppliers. Giant will make every effort to conduct normal business; however, we cannot guarantee any shipments prior to April 7th. If there are urgent items that need to be shipped, please contact your normal inside or outside sales representative and we will make every effort to take care of any needs. It's possible that we might not be able to fulfill all requests; however, we will do what we can to fulfill these types of requests.

We hope that you and your companies are able to navigate this complex situation as well and look forward to the day when we are able to work with you on a normal basis. For more information, contact the CDC.org, who.int or other state or local health agencies.