Retail Supply Chain Update
May 11, 2020

**Hy-Vee adds express pick-up option**

- West Des Moines, IA based Hy-Vee, which operates over 260 stores in 8 states, has added an express pick-up option to its online grocery service
- A limited number of two-hour pickup orders will be available for $9.95, from 8 a.m. until 8 p.m. daily, at all Hy-Vee stores providing “Aisles Online,” which is their online grocery ordering and pick-up service.

**Albertson’s add virtual assistant to online grocery ordering**

- Albertsons plans to deploy virtual assistant and live chat solutions from the Nuance Intelligent Engagement Platform to provide real-time support to customers shopping for their groceries online or via the retailer's mobile apps.
- The artificial intelligence (AI)-powered application helps customers through their shopping experience and answers questions on how the delivery service works, item availability, online order tracking status, and store locations and hours, and other inquiries.
- Albertsons Cos.’ retail network includes 2,252 stores in 34 states and the District of Columbia, operating under banners such as Albertsons, Safeway, Vons, Pavilions, Randall’s, Tom Thumb, Carr’s, Jewel-Osco, Acme, Shaw's, Star Market, United Supermarkets, Market Street and Haggen.
- Albertsons’ home delivery services are offered in 11 of the nation’s top 15 markets.

**Will Kroger continue the “hero bonus” pay?**

- On March 31, Kroger instituted a “hero bonus” pay increase of $2 an hour for its frontline grocery, supply chain, manufacturing, pharmacy and call center associates. The original end date was April 18, but it has been extended twice and is set to expire on May 17.
- Last week the company said they would discontinue the “hero bonus” on May 17.
- The United Food and Commercial Workers Union (UFCW) is urging the company to extend the bonus.
- Kroger said it will evaluate changing needs and employee needs when making decisions about the bonus.
- “We are committed to the continued support of our associates’ safety and mental well-being,” Kroger stated, “and we’ll continue our ongoing discussions on these critical aspects with the UFCW.”
Walmart

- A store in Quincy, MA re-opened today after being closed on May 4. Reports vary, but between 11 and 13 workers at the store have tested positive for COVID-19, and one worker has died.
- Stores in Abingdon and Avon, MA re-opened on Sunday. The stores had closed due to "coronavirus concerns."
- 11 members of the MA congressional delegation have written to Walmart to express concern over how the company has handled coronavirus outbreaks among its employees.
- "We are writing to express serious concern about your company's failure to keep Walmart employees in Massachusetts safe amidst the coronavirus," 11 House and Senate Democrats wrote to Walmart CEO Doug McMillon.
- "Massachusetts is suffering from a high rate of coronavirus cases, and several of our stores located in some of the state's hot spots have also been hit hard by the pandemic," Walmart said in a statement.

Amazon

- Six workers at an Amazon fulfillment center in Eagen, MN have tested positive for COVID-19.
- Workers say the company isn't doing enough to protect them from COVID-19; the company says they are "doing all they can."
- Amazon is developing a robot that would roll through grocery stores and distribution centers, using banks of ultraviolet light to kill viruses on surfaces.

Pilgrim’s Pride Chicken

- A worker at the company’s processing plant in Chattanooga, TN has tested positive.
- The West Virginia National Guard will assist with testing all employees at a processing plant in Moorefield, WV.
- On Friday, West Virginia Governor Jim Justice declared the Pilgrim’s Pride poultry processing plant in Moorefield as a site that requires screening and testing of all plant workers for COVID-19.

Tyson Foods

- Tyson is suspending operations at a facility in Wilkes County, NC so the facility can be deep-cleaned. The plant will re-open on Tuesday.
- Tyson won’t comment on how many employees at the plant have tested positive for COVID-19.
- Wilkes County officials say a majority of the county’s 194 COVID-19 cases are linked to an outbreak at Tyson Foods, according to a press release issued Friday. The release did not say how many are connected to the plant.
- Tyson operates two plants in the area, with a total of 3,000 employees.