Retail Supply Chain Update
June 1, 2020

Retail stores shopping hours due to COVID-19

- Similar to what grocery stores and essential retailers started in March to help older adults and people with underlying health conditions, retailers including Kohl’s, J.C. Penney, T.J. Maxx, HomeGoods and Ross are opening earlier for senior shoppers and other at-risk groups.
- In addition to adding the dedicated time for seniors to shop, stores are opening with reduced hours compared to pre-COVID-19.
- While Costco and Walgreens have returned to regular hours, Target and Walmart have not yet returned to pre-COVID hours or announced plans to do so.
- “We’re continuously evaluating each decision we’ve made during our coronavirus response,” Target said in a statement. "Our early store closings is to allow our team members to restock shelves with essential items our guests look for daily, as well as provide us an opportunity to deeply clean our stores.”
- Walmart’s special shopping hour for seniors and those most vulnerable has been extended. Initially, the designated hour began in March and was set to end in late April but was extended through May and now until further notice.

Amazon and Costco have “most favorable” COVID-19 response, according to shoppers surveyed

- Shoppers named Amazon, Costco Wholesale, Walmart, Publix and Kroger as the top retailers in terms of their response to the coronavirus pandemic, according to consumer market research firm Magid.
- Amazon led all food retailers, with 30% more customers saying they feel more favorable about the online retail giant’s COVID-19 response than those who feel less favorable about its efforts, the May 2020 Magid Food & Beverage Consumer Insights Tracker, which polled 1,000 shoppers.
- The only other retailers with a more favorable differential of at least 20% were Costco (+25%), Walmart (+22%), Publix (+21%) and Kroger (+21%).
Stop & Shop extends hourly bonus pay

- Stop & Shop plans to extend its 10% pay increase for hourly store associates to July 4.
- The “appreciation pay” was first instituted by Stop & Shop on March 20 and then extended through the end of May as the coronavirus crisis continued.
- The pay hike recognizes associates’ efforts throughout the COVID-19 pandemic and covers about 56,000 workers in more than 400 stores in Massachusetts, Connecticut, Rhode Island, New York and New Jersey. New associates hired before May 30 also will receive the increase, Stop & Shop said, added that it has hired and trained more than 8,000 new hourly workers since mid-March.

Amazon worker test positive

- An employee at a facility in Crafton, PA has tested positive.
- The company did not release any information on the employee, including when the employee was last at work.
- Crafton is 6 miles outside of Pittsburgh, PA