Retail Supply Chain Update
June 2, 2020

Amazon’s details on COVID-19 infections among workers aren’t good enough

- Calls to release nationwide coronavirus statistics have come from Amazon’s workers and 13 state attorneys general.
- The company does send its workers text messages and robocalls about new coronavirus cases at their local facilities and has confirmed coronavirus-related deaths of warehouse employees to reporters. But it doesn’t provide national or statewide statistics on either of these figures. Other details, like the shift of an infected worker or their department, aren’t disclosed.
- Last month, 13 state attorneys general called on Amazon to disclose a state by state breakdown of coronavirus infections and deaths in its workforce.

Store return policies change due to COVID-19

- Some retailers are no longer accepting returns, some are changing how returns are handled.
- Merchandise is being placed in “quarantine” for at least 24 hours before it is returned to the sales floor/racks.

Weis Market extends hours and brings back some services

- With coronavirus-related lockdowns relaxing across Mid-Atlantic market area, Weis Markets has extended its store operating hours and availability for its Weis 2 Go online grocery service.
- Weis said its service delis also have been reopened, with social distancing markers and signs indicating separate order and pickup areas at the counter.
- The supermarket chain has resumed its immunization program but with extra safety precautions. Pharmacist immunizers will continue to administer vaccines in a private area, and both customers and pharmacists will wear masks. The grocer's pharmacists already wear rubber gloves, as per medical requirements.
- Weis said it’s also cleaning and sanitizing stores regularly during operating hours, as well as after closing and before opening; performing ourly cleaning and sanitizing of high-contact areas such as cash registers, self-scan units, card terminals, fuel pumps, shopping carts and baskets; temporarily suspending the sale of loose bakery items or pre-wrapping them; temporarily closing self-serve salad, olive and soup bars; and temporarily closing in-store café seating areas. The retailer, too. Has suspended the use of personal reusable bags and the return of used plastic bags.
- Weis operates 107 stores in Pennsylvania, Maryland, Delaware, New Jersey, New York West Virginia and Virginia.
Online grocery purchases up again in May

- Online grocery purchases continued to grow in May, with demand spurred by the COVID-19 crisis lifting sales 24% month-over-month to $6.6 billion, strategic advisory firm Brick Meets Click reported.
- Total online grocery orders in May rose 18% to 73.5 million from 62.5 million in April.
- Brick Meets Click attributed the gain to expanded capacity associated to retailers that reopened their services and/or added more delivery and pickup time slots to accommodate the upsurge in demand.

May Scorecard: Online Grocery Delivery & Pickup

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<tbody>
<tr>
<td>Sales (Past 30 days)</td>
<td>$1.2 B</td>
<td>$4.0 B</td>
<td>$5.3 B</td>
<td>$6.6 B</td>
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<tr>
<td>Spend (Average per order)</td>
<td>$72</td>
<td>$82</td>
<td>$85</td>
<td>$90</td>
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<tr>
<td>Orders (Past 30 days)</td>
<td>16.1 M</td>
<td>46.9 M</td>
<td>62.5 M</td>
<td>73.5 M</td>
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<tr>
<td>Customers (Active during past 30 days)</td>
<td>13.1 M</td>
<td>39.5 M</td>
<td>40.0 M</td>
<td>43.0 M</td>
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<td>Frequency (Monthly average/customer)</td>
<td>1.0</td>
<td>1.2</td>
<td>1.6</td>
<td>1.7</td>
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* Excludes online orders shipped to home via common or contract parcel carriers.

Sources: Brick Meets Click/Mercatus Grocery Survey, May 2020; Brick Meets Click/Symphony RetailAI Grocery Survey, April 2020; Brick Meets Click/ShopperKit Grocery Survey, March 2020; Brick Meets Click Grocery Survey, August 2019;