



A message to BI-LO customers regarding Coronavirus 2019 (COVID-19) from Southeastern Grocers (SEG) President and CEO Anthony Hucker

People First: Health and Safety BI-LO's top priorities.

Dear BI-LO customers,

As a people-first organization, we understand what you and your families are going through and the impact [Coronavirus Disease 2019 \(COVID-19\)](#) is having on all of our communities. We want to let you know that BI-LO is here to support you the best we can: by ensuring our associates' and customers' health and safety are top priorities.

You Can Always Count on Us.

In an effort to find the right balance between customer safety and our mission to provide you with the essentials you need, we've made some changes to our in-store operations.

Beginning Monday, March 16, all BI-LO locations will close at 9 p.m. nightly until further notice. This change will give our associates the time they need to appropriately restock our stores, and ensure our stores are able to conduct additional sanitation procedures in service of providing a shopping experience our customers can always count on.

As we communicated to our customers earlier in the week, we pride ourselves on adhering to the highest standards of cleanliness in our stores, and we've added extra focus in our most high-touch areas of the store, such as check-out, PIN pads, cart corrals, etc. We're taking all necessary precautions with our associates and [adopting recommended best practices](#) from the Centers for Disease Control (CDC).

Additionally, out of an abundance of caution, our stores will no longer operate our self-serve deli bars. Instead, we will have prepackaged deli items available.

As another option for our customers that are unable — or unwilling — to make it to our stores, our [delivery services](#), to include a "drop and leave" program to avoid personal contact, can provide you the products you need from the comfort of your home.

These steps outlined above have been put into place so that our stores can continue to serve our communities to the utmost of their ability. What we do wouldn't be possible without the steadfast support of our associates and their dedication to serve our communities during this uncertain time. For that, I'd like to say THANK YOU to our associates for everything they do to support and serve our customers.

At BI-LO we ARE your committed community partners, and you can *always* count on us.

If you have any questions for our teams, please feel free to contact our Customer Care team at 844-745-0463 or visit our websites and Facebook pages for regular updates on the situation.

Sincerely,

A handwritten signature in black ink that reads "anthony".

Anthony Hucker
President and CEO | Southeastern Grocers