







Team,

We couldn't be more proud and appreciative of how **you** are responding to this unprecedented crisis. The COVID-19 outbreak has challenged our team and our communities like never before, and all of us have been going above and beyond to care for our families while still serving our customers at a time when they need us most.

All of you are making a tremendous effort to balance your personal lives and our customers' needs during these uncertain times. We understand that all of you are making sacrifices every day. As leaders, we are meeting every day to determine how we can best support you – our most important asset during this critical time.

With this in mind, we are launching three Associate Support Initiatives to show our appreciation for your heroic efforts and make it easier to continue this united fight against an invisible enemy.

### **Hero Pay for Rite Aid Stores, DCs and RediClinic retail locations**

Our front-line Rite Aid associates have been nothing short of heroes in response to the COVID-19 crisis. Last week, we released specific guidelines related to COVID-19, including a "Pandemic Pay" program that ensures associates are compensated if diagnosed with the virus or quarantined due to exposure, and increased flexibility in availability in administrative leaves.

We also recognize that this pandemic is creating significant financial strain for many families, including our hourly associates who work in retail locations and distribution centers. To help, non-management hourly associates who work in a retail Rite Aid store, RediClinic location or distribution center warehouse will receive a temporary Hero Pay increase of \$2 per hour for hours worked beginning March 15, 2020 through at least the end of April.

On behalf of the entire Rite Aid team, I thank our front-line associates for their inspirational efforts to continue serving our customers and communities as the world battles this unprecedented global health crisis.

### **Temporary Increase of Associate Discount to 35%**

To help you and your family get easier, more affordable access to the products that will keep you safe, we are temporarily increasing the associate discount to 35% (from 20%) on all eligible products and services in our stores. The increased discount will begin Tuesday, March 24 at 6 a.m. and continue through at least April 2020.

### **Relaxed Dress Code**

The last thing we want is for our associates to worry about their clothes during a crisis, so effective immediately and until further notice, our store and pharmacy associates will be able to wear jeans and tops of any color. Naturally, all other standards apply, including wearing a name tag, avoiding jeans with holes, avoiding pants or tops with graphics, etc. Hopefully this small gesture gives you one less thing to concern yourself with as you go about your workday.

### **Thank You**

While we all struggle to adjust to our new reality, we know that there are concerns and needs that will arise, and we are doing everything in our power to anticipate and proactively address those needs. **We are listening to you and we hear you.**

Please continue to communicate open and honestly with your supervisors, monitor your health, and follow CDC guidelines to help prevent the spread of the virus and minimize risk.

On behalf of the entire Executive Leadership Team, I'd like to thank you once again for your truly remarkable efforts – we couldn't do any of this without you.

With gratitude,

Jessica Kazmaier

EVP & Chief Human Resources Officer



## **RITE AID COVID-19**

### **ASSOCIATE Q&A DOCUMENT**

**3/21/2020**

## **PANDEMIC PAY**

---

### **What is Pandemic Pay?**

To ensure the safety of our associates and our customers, Pandemic Pay has been established to compensate those who cannot come to work due to COVID-19 infection or quarantine. Associates may have other leaves/pay available to them for these days off; however, in order to expedite the payment process and to minimize financial hardship for our associates, Pandemic Pay has been put in place.

### **Who is eligible?**

All associates who (1) are diagnosed with COVID-19; or (2) are quarantined due to exposure to COVID-19 (as defined within the COVID-19 Guidelines).

### **How is Pandemic Pay calculated?**

For salaried associates, their normal daily wage is utilized to determine the amount of pay, up to a maximum of 40 hours per week.

For hourly associates, their hourly rate of pay will be used for the calculation, with a maximum of 8 hours per day. These hours will not be recognized as hours worked for the purposes of calculating overtime or vacation.

### **How long will Pandemic Pay last?**

For as long as the company feels that it is necessary to support associates and their families during this difficult time.

## **HERO PAY**

---

### **What is Hero Pay?**

Hero pay is being implemented to reward those associates who are on the front-lines of the battle to support our families, friends, communities and customers by ensuring essential products are made available during this critical time.

### **Who is eligible?**

All hourly (non-management/non-professional pharmacist) Rite Aid Retail Store associates; hourly (non-management) Supply Chain associates; and hourly RediClinic (non-management) associates who are "on the front lines" (i.e., not working remotely).

### **Why aren't all associates eligible?**

All associates are Heroes. We are all pulling together during this difficult time and supporting our families, friends, communities and customers. However, those non-management hourly associates who are "on the front lines" of the battle (Supply Chain and Retail Stores) are having to make additional commitments to meet the demand for necessary products for the public. This is why these individuals are receiving additional pay during this national crisis.

### **When will Hero Pay begin?**

Hero Pay will be calculated beginning with hours worked beginning on 3/15/2020 and will be processed on a supplemental pay run for the Week 1 pay cycle associate with a paycheck date of 3/27/2020. Associates who are on the Week 2 pay cycle will see this increase in their paycheck dated 4/2/2020.

### **How is Hero Pay calculated?**

Hero Pay is an added \$2 per hour worked which will show up on the paycheck listed as "Hero." The additional \$2 per hour Hero Pay will also be included for the purposes of calculating overtime.

### **When will Hero Pay end?**

Hero Pay is not a permanent pay increase. It will remain in effect for as long as the company feels that it is necessary to support associates during this pandemic crisis.

## **ADMINISTRATIVE LEAVE**

---

### **What is Administrative Leave?**

Administrative Leave is an unpaid leave which has been developed to assist associates who have an eligible COVID-19 situation and are not eligible for any leave.

### **Who is eligible?**

All associates other than pharmacists who: (1) have exhausted FMLA and need additional time off related to caring for a family member with COVID-19; (2) due to school closure (for those who are unable to work from home); (3) individuals who have a serious underlying health condition that can put them at increased risk (for example, a condition that impairs lung or heart function or weakens the immune system); or (4) staying home because they are 65 or older or have an increased risk for serious illness.

### **Is Administrative Leave Protected?**

Yes. Administrative Leave provides for job security (same as FMLA).

### **How long will Administrative Leave be available?**

For as long as the company feels that it is necessary to support associates and their families during this pandemic crisis.

## **RITE AID RETAIL STORE ASSOCIATE DISCOUNT**

---

### **What is the Rite Aid Retail Store Associate Discount?**

Currently, associates receive a 20% discount off eligible products and services in Rite Aid Stores. The associate discount will be increased to 35% to help support associates and their families.

**Who is eligible?**

All Rite Aid, RediClinic, Elixir and Health Dialog associates are eligible.

**When does this increased discount begin?**

The increased discount begins Tuesday, March 24, 2020 at 6 a.m.

**How long will this increased discount be in effect?**

For as long as the company feels that it is necessary to support associates and their families during this difficult time.

**Does the discount apply to items on-sale or items purchased online?** The associate discount does not apply to on-sale items or items purchased online.

**RELAXED DRESS CODE**

---

**What is the Relaxed Dress Code?**

We will relax the dress code, including allowing jeans and tops of any color within Rite Aid retail stores (please note that all other standards must still be met such as wearing a name tag, avoiding jeans with holes, avoiding pants or tops with graphics, etc.). We want associates to be as relaxed and comfortable as possible while maintaining a professional appearance.

**Who is eligible?**

All Rite Aid Retail store associates, including store managers, pharmacists and pharmacy managers.

**When does it begin?**

Sunday, March 22, 2020.

**How long will Relaxed Dress Code last?**

For as long as management deems necessary.

**OTHER DETAILS**

---

Please note that every effort has been made to quickly communicate these added enhancements and make them available to associates; however, due to the fast pace of changes to COVID-19, it is becoming difficult to keep up with the speed of details and communications. With this in mind, please contact your Human Resources Representative if you have additional questions or need assistance.

Thank you for your understanding during this crisis.



Effective Date	04/10/2020
Previous Version Date	04/03/2020
End Date	Indefinite
Owner	HR

## Coronavirus Disease (COVID-19) Guidelines – Noncorporate

### Statement

It is the goal of Rite Aid (the “Company”) to take steps to reduce the spread of Coronavirus (“COVID-19”) in the workplace and to protect the wellness of all associates and customers. These Guidelines set forth the responsibilities of all associates to minimize the risk of the spread of COVID-19 in the workplace.

Please understand that these Guidelines cannot anticipate all possible situations, so please be patient as we respond to this rapidly changing situation.

### Scope

These Guidelines apply to all associates of Rite Aid who work outside of corporate or field offices (such as Rite Aid stores and distribution centers), and who work outside of Ohio.

### Definitions

**Exposure:** A person is exposed to COVID-19 when he or she answers yes to any of the following questions:

- Is the associate living in the same household as, an intimate partner of, or providing care in a nonhealthcare setting (such as a home) for a person with symptoms and a confirmed/presumed case of COVID-19 and the associate has not been using recommended precautions for home care and home isolation<sup>1</sup>?
- Has the associate been in close contact for a prolonged period of time with a person with a confirmed/presumed case of COVID-19 who is displaying symptoms?
- Has the associate been in contact with respiratory secretions (i.e., you were coughed on) by a person with a confirmed/presumed case of COVID-19?
- Has the associate been in the same indoor environment with a person with a confirmed/presumed case of COVID-19 for a prolonged period of time (i.e., in the same classroom or same hospital waiting room)?

**Close Contact:** Within 6 feet.

**Confirmed Case:** A situation where a person has tested positive for COVID-19.

**Presumed Case:** A situation where a person has symptoms of COVID-19, but the person’s healthcare provider does not suggest or order COVID-19 testing because the healthcare provider presumes that the person has COVID-19, and the healthcare provider has provided documentation accordingly. *If the associate with a Presumed Case does not receive documentation from a healthcare provider, he or she must go back to the healthcare provider and get documentation. No healthcare provider will see a patient without producing some kind of written record of the consultation.*

**Prolonged Period:** 15 minutes or more.

**Quarantine:** Separating and restricting your movement (i.e., not coming to work), whether directed by a medical professional or by yourself.

**Social Distancing:** Avoiding gatherings of 10 or more people. If you have to be around people, keep 6 feet between you and other people when possible.

**Increased Risk for Serious Illness:** Individuals who have a serious underlying health condition that can put them at increased risk (for example, a condition that impairs lung or heart function or weakens the immune system).

<sup>1</sup> For guidance on what constitutes precautions for home care and home isolation, please see the CDC’s guidance, Preventing the Spread of Coronavirus Disease 2019 in Homes and Residential Communities, available at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>.



**Self-Isolating:** Staying home because you are 65 or older or have an increased risk for serious illness and have produced documentation from your healthcare provider.

## Guidelines

### Travel

Until further notice, the Company has suspended international business travel. The Company has restricted domestic travel to essential business, but if you must travel, recommendations include:

- Discussing business travel concerns with your supervisor.
- Wiping down airline seats, tray tables, and surfaces in hotel rooms with disinfecting wipes and limiting access to your hotel room by others during your stay.
- Associates should avoid personal travel (domestic or international) to locations which have been deemed by the CDC to have significant outbreaks of COVID-19. Associates are encouraged to check the CDC's latest guidance on travel.

### Practice Good Hygiene

Each associate has a responsibility to help prevent the spread of COVID-19. Associates should engage in good hygiene practices while at work, especially:

- Refrain from shaking hands or otherwise touching your coworkers or others.
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- **When you need to cough or sneeze:**
  - Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
  - Throw used tissues in the trash.
  - Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
- Adhere to the recommendations issued by the CDC.
- When not at work, associates are expected to practice social distancing. While at work, associates are expected to practice social distancing by keeping at least 6 feet between themselves and other people as practical.
- **Rite Aid is shipping gloves and face masks to stores and distribution centers for use by associates, as the gloves and face masks become available. Associates are not required to wear these items of Personal Protective Equipment ("PPE") but they may wear PPE if it makes them more comfortable.**  
The CDC has issued no guidance on the use of gloves. The CDC's guidance about face masks is as follows:
  - You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.

### What to Do if You're Effected by COVID-19

Associates are encouraged to stay home if they have a fever or other symptoms of COVID-19, and should consult with their healthcare provider. Associates who develop acute respiratory illness symptoms (trouble breathing or shortness of breath) while at work should be sent home immediately. These Guidelines require the following actions be taken to reduce the spread of COVID-19:

- **Confirmed/Presumed Case of COVID-19:** Associates should stay home if they have a confirmed/presumed case of COVID-19 or have been ordered to quarantine by a governmental entity. Associates can return to work when cleared by their healthcare provider.
- **Experiencing Symptoms Consistent with COVID-19 and Awaiting Test Results:** An associate who is experiencing symptoms of COVID-19 and has seen their healthcare provider, has been sent for testing, and is awaiting test results should stay home until receiving the results of the test. If the test is positive, the associate should follow the guidance under "After Being Confirmed or Presumed to Have COVID-19." If the test is negative, the associate should come back to work.
- **Exposure:** Associates should stay home in quarantine for 14 calendar days from the date of exposure if they suspect that they have been exposed to COVID-19. Individuals who are well but reside with or otherwise care for someone who has a confirmed/presumed case of COVID-19 should stay home for 14 calendar days in

- quarantine to ensure that they do not exhibit any symptoms.
- **Travel:** Associates who are returning from a CDC Level 3 area must stay home for at least 14 calendar days following return from such area. Check the CDC’s publication “Coronavirus Disease 2019 Information for Travel” for information on Level 3 areas. **This does not apply to pharmacists commuting from Canada. Pharmacists residing in Canada may continue commuting to work as long as they have no symptoms.** Associates who are returning from international travel from a location that is not a CDC Level 3 area must monitor their health and practice social distancing for 14 calendar days from return.
- **Living With/Caring For Person With Symptoms Awaiting Test Results:** An associate who has no symptoms of COVID-19, has not been using recommended precautions for home care and home isolation, and lives with, is an intimate partner of, cares for, or has been exposed to a person who does have symptoms and is being tested for COVID-19 should stay home until the person with symptoms receives the results of his or her test. If the test is positive, the associate should stay home in quarantine for 14 calendar days. If the test is negative, the associate should return to work if the associate has no symptoms.
- **65+:** Associates who are 65 or older may choose to self-isolate during this time and will be placed on administrative leave.
- **At Increased Risk:** An associate who receives documentation from a healthcare provider stating that the associate is at increased risk for serious illness may be placed on administrative leave.

### **Associate Notification Responsibilities**

Associates must immediately notify their supervisor if they:

- Have been a confirmed or presumed case of COVID-19 as determined by a healthcare provider or a public health official.
- Are subject to mandatory or suggested quarantine related to COVID-19 by a healthcare provider or a public health official (including the beginning and end dates of the quarantine period).
- Know or suspect exposure to someone with a confirmed/presumed COVID-19 diagnosis.
- Have recently traveled to a location identified as CDC Level 3.
- Are planning to travel to a CDC Level 3 area on a personal trip in the next 60 days.
- Have no symptoms of COVID-19 but live with, care for, or have been exposed to a person who does have symptoms and who is being tested for COVID-19.
- Are over 65 and choose to self-isolate.
- Have requested an administrative leave because they have received documentation from a healthcare provider stating that the associate is at increased risk. **Associates should not provide such documentation to anyone other than a Benefits Service Center representative, and do not need to disclose the underlying condition to anyone other than a Benefits Service Center representative.**

**All associates who need to initiate leave pursuant to these Guidelines should (1) notify their supervisor, and (2) contact the Benefits Service Center to initiate the leave.**

Associates who knowingly violate these Guidelines could face disciplinary action.

### **Pandemic Pay**

Associates will receive up to two weeks of pay in the following circumstances:

- Associate who has a confirmed or presumed case of COVID-19;
- Associate is experiencing symptoms of COVID-19 and waiting on test results; or
- Associate is quarantined due to exposure to COVID-19.

An associate who is on administrative leave for one of the reasons outlined in these Guidelines may take any available, accrued vacation or sick time if the associate is not receiving Pandemic Pay.

### **School or Daycare Closure**

If your child’s school or daycare closes, it is expected that you attempt to find alternative childcare, switch shifts, or take any other measures to be available for work. If you cannot, you will be placed on an unpaid, job-protected administrative leave. During this time, you may use accrued time off.

**Rite Aid pharmacists and RediClinic clinicians and medical assistants are healthcare professionals and are expected to take every possible measure to ensure that they can maintain operations.**

## **Planned Vacations or Vacation Days**

Please work with your HR representative and supervisor to address pre-planned vacations or vacation days.

## **Company Response**

After receiving relevant information, the Company will take prompt and appropriate action(s) to reduce the spread of COVID-19 in the workplace. The Company also reserves the right to require associates to stay home or work from home depending on the particular circumstances.

The Company's decisions regarding excluding individuals from the workplace will be based on current and well-informed judgements concerning information available about COVID-19, the risks of transmitting COVID-19 to others, and the symptoms and special circumstances of each individual who has (or has been exposed to) COVID-19. The Company will follow all applicable regulations or instructions issued by federal, state or local public health authorities, the CDC, or other governmental agencies. The Company will generally follow guidelines or recommendations issued by these sources, taking into account the particular workplace circumstances.

## **Leaves of Absence**

All requests for administrative leave under these Guidelines shall be initiated through the Benefits Service Center. The Benefits Service Center can be reached at 1-800-343-1390. Please understand that the Benefits Service Center may be overwhelmed; please be patient.

## **Return to Work**

**After Being Confirmed or Presumed to Have COVID-19:** If an associate is confirmed or presumed to have COVID-19 (even if not showing symptoms), he or she should return to the workplace only after being released by a medical professional and providing corresponding documentation.

**After Experiencing Symptoms Consistent with COVID-19 and Awaiting Test Results:** An associate who is experiencing symptoms of COVID-19 and has seen their healthcare provider, has been sent for testing, and is awaiting test results should stay home until receiving the results of the test. If the test is positive, the associate should follow the guidance under "After Being Confirmed or Presumed to Have COVID-19." If the test is negative, the associate should come back to work.

**After Caring for a Family Member or Cohabiting with an Individual with Confirmed/Presumed COVID-19:** An associate who is off work to care for a family member with confirmed/presumed COVID-19 or who lives with a person with confirmed/presumed COVID-19 may only return to work 14 calendar days after exposure to confirmed/presumed COVID-19 has ceased, and the associate is not experiencing any symptoms of COVID-19.

**After Travel:** An associate that has traveled to a Level 3 country must stay off work for 14 calendar days following return from such area, and may only return to work if the associate is not experiencing any symptoms of COVID-19. **This does not apply to pharmacists commuting from Canada. Pharmacists residing in Canada may continue commuting to work as long as they have no symptoms.**

**After Quarantine:** An associate who is quarantined due to exposure to a confirmed/presumed case of COVID-19 may return to work after 14 calendar days and only if the associate is not experiencing any symptoms of COVID-19.

**After Self-Isolation Due to Increased Risk for Serious Illness:** An associate whose healthcare provider recommends that the associate not work because he or she is at increased risk for serious illness must return to work when the associate's healthcare provider determines that the associate can return to work, or may return when the associate determines that it is safe to return to work.

**After Self-Isolation Due to Age:** An associate who chooses to self-isolate due to his or her age must return to work when guidance from governmental officials indicates that it is safe for those individuals to return to work, or may return when the associates determines that it is safe to return to work.

**After Reporting Exposure to a Person Who Has Symptoms and is Being Tested for COVID-19:** An associate who has no symptoms of COVID-19 but lives with, cares for, or has been exposed to a person who does have

symptoms and is being tested for COVID-19 should return to work if the test is negative and the associate has no symptoms. If the test is positive, the associate should follow the guidance under either “After Caring for a Family Member or Cohabiting with an Individual with Confirmed/Presumed COVID-19” above or “After Quarantine” as applicable.

### **Group Health Insurance During Leave**

If an associate participates in an employer-sponsored group health plan, benefits may be maintained in accordance with any protections offered under the applicable leave policy. Unless otherwise specified in the relevant policy, whenever an associate is receiving pay during a qualifying leave of absence where health insurance benefits are maintained, the associate’s portion of the group health plan premium will be deducted from the associate’s paycheck. Associates should contact Human Resources with any questions regarding continuing benefits during any leave.

### **Discrimination and Retaliation Prohibited**

The Company strictly prohibits and will not tolerate any retaliation or discrimination against any individual based on the individual having been exposed to and/or being diagnosed with COVID-19. Any individual who believes that he or she has been wrongfully retaliated against or discriminated against should immediately notify Human Resources.

### **Confidentiality/Privacy**

Except for circumstances in which the Company is legally required to report workplace occurrences of communicable disease, the confidentiality of any associate medical information will be maintained in accordance with applicable law and to the fullest extent practicable under the circumstances. The Company is committed to complying with all applicable federal, state, and local laws that protect the privacy of persons who have COVID-19. The Company reserves the right to inform other employees that a co-worker (without disclosing the person’s name) has been a confirmed/presumed case of COVID-19 if the other employees might have been exposed to the disease so the employees may take measures to protect their own health.

### **Abuse**

In cases of suspected abuse of leave granted in relation to COVID-19, an investigation by Human Resources may be initiated. If it is found through the investigation that the associate has used COVID-19 related leave in an improper manner, discipline, up to and including termination, may be taken against the associate.

### **Questions**

Associates who have any questions or concerns regarding these Guidelines should contact Human Resources.

## **Resources**

World Health Organization Information: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

CDC Information: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>