

Colorado Retail Council to host call with CCI's Steering Committee Leadership/Board - Friday, March 20 1:30 -2:30pm

Chris, Retail Council

Gini Pingenot, CCI Rep

Present: Target, Walmart, Lowes, Walgreens, BestBuy, Kum&Go

Definition of essential service retailers:

- Home Depot – hardware is essential, ability to echo that these requirements may go into July, i.e. working air conditioning, refrigeration, heating etc.
- Walmart – Same goals to take care of communities and customers; hope that policy makers recognize that Walmart is “essential” business for grocery, pharmacy, etc.
- Target – Reiterate above comments; each public health order all over the country is slightly different, challenging; stringent social distancing policies in place for employees; cleaning protocols every 15 minutes at registers;
- Best Buy – Essential electronics and appliances; computer equipment and other technology products for online learning and at home work; limiting store hours; limiting 10-15 customers in store at a time; promoting curbside pick up; online ordering; asking to think about essential retail broadly.
- Walgreens – Health care and pharmacy is essential; offer many other over-the-counter products and basic grocery items which are essential; 9a-9p schedule, 24 hr stores will have pharmacy open after 9p.
- Lowes – Impact to suppliers and vendors.
- Kum-and-Go – Resource for customers, i.e. gasoline as well as food items.

When making ordinances, please consider lack of suppliers of gloves for employees, no ability to take temperatures of employees and/or customers.

Lots of charitable giving being offered; members are now limiting the purchase of goods to prevent hoarding; working on press releases/messaging

- Logan County – Businesses cleaning, closing early, advising against hoarding, would like Retailers to get the message out that there are no shortages
- Summit County – Partnering for messaging is great; encouraging people not to hoard, particularly at “big box” stores; boredom is going to induce shopping, absolutely can’t allow folks to loiter in stores. (Walmart) created some best practices, pushing out PA over speakers addressing Summit County ordinance and using “aggressive hospitality” to curtail meandering and chit chat in aisles, also posting ordinances around stores; supply chain still stressed, shelter in place will increase bulk shopping as well as payday 1<sup>st</sup> of month; have made multi million dollar commitments to food banks. (Summit) Questions from small retailers re supply for small vs large retailers; would like contact info for large retailers. Are there specific tested messages that work to curtail panic shopping? Please share if so, i.e. info graphics from each retailer; consistent across the board messaging.
- Montrose County – Any supply problems for Western Slope? Retailers say “no.”
- Ouray County – How do we get electronic benefit SNAP/EBT cards out to those in need? (GINI) Counties are being encouraged to create a pick up ability to get cards; Human Services have been instructed to extend out food benefits an additional 6 months to eliminate the need to come in for recertification.
- Logan County – Have you considered 2 hour openings early for elderly/compromised? (Walmart) just instituted on Tuesdays, one hour; also for associates to have a special time to shop. (Walgreens) Senior days every Tuesday opening an hour earlier for seniors; 10% discount offered to seniors all day long; messaging via signage, media, internet, website, and other marketing. (Target) Wednesday mornings reserved for vulnerable population.
- San Miguel County – Asked if True Value was a member of group; encouraging community to buy local business gift cards to support them.
- Pitkin County – Establishing senior programs also but having a problem with queuing (too many too close in line); established a fund to help with

food needs, rent, mortgage payments; working on a public/private partnership.

- Douglas County – Current workforce mental health issues? (Walmart) Rolling out bonuses for workers also giving \$300 to full time assoc and \$150 to part-time assoc, also a critical need fund, also paying 2 weeks of sick time if showing symptoms up to 27 days; hiring up to 150 additional temporary workers. (Home Depot) extending paid sick and personal leave. (Target) Nationwide wage increase of \$2/hr for team members and bonuses for frontline, offering new option for 65+ yo and pregnant members of extended paid leave, \$3 million to Feeding America, \$1 million UNICEF etc.

Many of the Retail members will be hiring soon.

Notes to be distributed. Holding another call next week possibly.