

## **A Message From Jon Grosso on Safety in Our Stores | Kohl's**

Video (2:26)

[Music]

At Kohl's the healthy and safety of our customers and associates is our top priority.

As we reopen our stores across the U.S. we've made enhancements to our store environment and implemented health and safety best practices to ensure a clean and safe shopping environment for customers and a safe workplace for our associates.

We at Kohl's wanted to take a minute to take a closer look at the things we've put in place to protect everyone working and shopping in our stores.

First, we've reduced our operation hours, we're also offering dedicated shopping hours for at-risk individuals every Monday, Wednesday, and Friday.

Before all of our associates check-in for their shifts, we take their temperature and they answer health screening questions.

Our associates all wear masks and gloves while in the store, we also continue to encourage healthy behaviors such as thorough hand washing, regular usage of hand sanitizer, and frequent cleaning of surfaces.

Our customers enter through one main door and are welcomed by a greeter who monitors the number of customers we have in stores and sanitizes the shopping carts after every use.

We've made hand sanitizer readily available for everyone and posted educational signage with safety and social distancing reminders throughout the locations.

Signage and floor decals are placed prominently in the store particularly in high-traffic areas including customer service and checkout to remind our customers to maintain a six-foot distance between themselves and others. And we've made aisles wider to help facilitate social distancing.

We've removed all product testers in our beauty department to limit contact and our fitting rooms are closed until further notice.

We've installed new protective barriers at every register for the safety of our customers and associates, and our associates clean both the checkout counter and pin pad after every transaction.

We also offer contactless payment through Kohl's Pay for our customers' convenience and safety.

Finally, we continue to offer a limited contact drive-up service, allowing customers to pick up their online orders at their local stores for free.

Customers simply drive up to the store and an associate will place their order directly into their car.

As you can see, our teams have been working hard to create a safe shopping experience at all our store locations, we'll see you soon.

[Music]