



The Consumer Goods
FORUM

#COVID19

In-store Case Studies

Business as a Force for Good
in Times of a Crisis



Collaboration for Healthier Lives

The Coalition of Action's response to Covid-19

Best practices from CGF members and stakeholders classified by category:

- Employees
- Digital & on line
- In store
- In communities
 - Vulnerable populations
 - Local businesses
 - Healthcare organizations
 - General Public

This pack contains the In Store case studies



In store

Company list



Ahold Delhaize	Carrefour 6	Grupo Exito 4	Migros Ticaret 3	Russian retailers	Tesco	Walgreens 2
Ahold Delhaize 2	Carrefour 7	Grupo Exito 5	Migros Ticaret 4	Smurfit Kappa	Tesco 2	Walmart
Aldi	Carulla	Grupo Exito 6	Migros Ticaret 5	Spar	Tesco 3	Walmart 2
Aldi 2	Continente	Grupo Exito 7	Migros Ticaret 6	Spar 2	Tesco 4	Walmart 3
Aldi 3	Coop	JD.com	Migros Ticaret 7	Spar 3	Tesco 5	Walmart 4
Aldi 4	Costco	Jeronimo Martins	Migros Ticaret 8	Spar 4	The Giant Co.	Walmart 5
Alibaba	Dia %	Johnson & Johnson	Migros Ticaret 9	Spar 5	Tilda	Walmart 6
Amazon	Ebro	Jumbo	Migros Ticaret 10	Spar 6	Tyson	Whole Foods
Amazon 2	Ebro 2	Kesco	Morrisons	Spar 7	UK retailers	Whole Foods 2
Amazon 3	E-Leclerc	Konzum	Musgrave	Spar 8	UK retailers 2	Whole Foods 3
Asda	Eurocash	Lala	New Hope Liuhe	Spar 9	Us retailers	Woolworths
Auto mercado	FairPrice	Lawson	PEFC	Spar 10	Us retailers 2	Woolworths 2
Carrefour	FairPrice 2	Leon	Pepsico	Spar 11	Us retailers 3	Woolworths 3
Carrefour 2	Franprix & Monoprix	Loblaw	Perifem	Sainsbury's	Vermont Deli	X5 Retail Group
Carrefour 3	Grupo Exito	Lush	PicknPay	St. Hubert	Vkusvill	X5 Retail Group 2
Carrefour 4	Grupo Exito 2	Migros Ticaret	Polish retailers	Super Inter	Waitrose	
Carrefour 5	Grupo Exito 3	Migros Ticaret 2	REWE	Surtimax	Walgreens	

IDENTITY**COMPANY** |  **Ahold
Delhaize****COUNTRY** |  **DATE** | 18 March 2020**WHAT**

Belgian Supermarket Chain Moves To Protect Older People From Coronavirus by reserving the first hour after its shops open only for elderly shoppers in more than 700 of the company's shops in Belgium as well as its Stop&Shop chain in the United States

KEY VISUALS

Elderly men shop for food in a supermarket in Bloomington.

Jeremy Hogan | Barcroft Media | Getty Images

<https://www.delhaize.be/fr-be/>

Source: <https://www.esmmagazine.com/coronavirus/belgian-supermarket-chain-moves-protect-older-people-coronavirus-92782>

IDENTITY

COMPANY |  Ahold Delhaize

COUNTRY | 

DATE |

WHAT

- Plexiglass to protect all our cashiers
- 1,5M distance orange vests to make sure customers notice our employees in the stores
- Elderly hours before store-opening to make sure they can do the groceries without being exposed to many other customers
- Small stores close during 'refill' hours, when it is not possible to guarantee the 1,5M distance to prevent employees from being in contact with too many people
- Shopping carts and baskets are mandatory and being cleaned by store employees after every use in Albert Heijn

KEY VISUALS



 Ahold Delhaize

<https://www.aholddelhaize.com/en/home/>

KEY CONTACT

Imke Van Gasselt, Director Health, Ahold-Delhaize

IDENTITY

COMPANY |



COUNTRY |



DATE | 06 April 2020

WHAT

Aldi is lifting purchase restrictions on all products with the exception of hand wash, shower gel and UHT milk.

The relaxation follows a return to stable levels of trading for the retailer and good levels of availability across all of its stores.

Aldi has also begun offering wipes to customers when they enter its stores to enable them to disinfect their trolleys and baskets before they start shopping.

It is also introducing new priority shopping hours for elderly and vulnerable customers which will run from Monday to Saturday 30 minutes before opening.

Meanwhile, early opening hours on Sundays will continue to be reserved for NHS and emergency workers.

KEY VISUALS



Source <https://www.theretailbulletin.com/food-and-drink/aldi-lifts-covid-19-related-restrictions-on-most-products-and-introduces-sanitisation-stations-06-04-2020/>

IDENTITY

COMPANY |



COUNTRY |



DATE | 28 March 2020

KEY VISUALS

WHAT

Aldi has put in place priority access to stores from around the clock for emergency workers as of 28/03, these included all NHS, Police and Fire Service workers.

The stores will also open 30 mn earlier solely for emergency workers

Source: <http://www.retailtimes.co.uk/aldi-announces-priority-access-to-stores-for-emergency-workers/>

IDENTITY

COMPANY |



COUNTRY |



DATE | 28 April 2020

KEY VISUALS

<https://www.aldi.com/>

WHAT

Aldi launches volunteer vouchers for vulnerable shoppers

Aldi has introduced a voucher scheme to make it easier for volunteers to buy food on behalf of the vulnerable and those self-isolating

The vouchers are available to buy on a new Aldi voucher website [vouchers.aldi.co.uk](https://www.aldi.co.uk/vouchers). Once purchased, the vouchers can be posted to any address in the UK so they can be given to volunteers, friends or family members to shop on their behalf

Source: <https://www.retailtimes.co.uk/aldi-launches-volunteer-vouchers-for-vulnerable-shoppers/>

IDENTITY

COMPANY |



COUNTRY |



DATE | 09 April 2020

KEY VISUALS



<https://global.id.com/>

WHAT

Aldi Suisse Introduces Automated Customer Counting System

Aldi Suisse has introduced a digital customer counting system at the entrance to its branches, to maintain social distancing in the wake of the coronavirus epidemic.

In response to the Federal Council's restrictions on access to the retail trade, the Swiss discounter will equip 110 stores, which have a particularly high customer frequency, with the 'crowd monitor' software.

Source <https://www.esmmagazine.com/coronavirus/aldi-suisse-introduces-automatic-customer-counting-system-94832>

IDENTITY

COMPANY | 
Alibaba Group

COUNTRY | 

DATE | 13 April 2020

WHAT

Several self-service technologies have been adopted over the past three months in China to help mitigate the risks caused by COVID. These include face masks vending machines by Topow, hot meal vending containers by Country Garden, unmanned grocery stores by Alibaba and self-service pick-up lockers by Meituan.

KEY VISUALS



Source: <https://www.covidinnovations.com/home/09042020/self-service-technologies-are-rising-in-china>

IDENTITY

COMPANY | 

COUNTRY | **worldwide**

DATE | **17 March 2020**

WHAT

- Amazon prioritizing shipments for medical supplies, household staples during coronavirus crisis starting Tuesday 17th March and lasting until April 5 to help customers as the COVID-19 pandemic spreads.

KEY VISUALS

AMAZON et COVID-19

Nous privilégions les produits prioritaires. Certains produits peuvent être temporairement indisponibles, et les délais de livraison allongés durant la période impactée. Découvrir les questions fréquentes sur le COVID-19.

<https://www.e-leclerc.com/>

Source: <https://eu.usatoday.com/story/tech/2020/03/17/coronavirus-amazon-prioritize-shipments-high-demand-items/5066808002/>

IDENTITY

COMPANY | COUNTRY | 

DATE | 08 April 2020

KEY VISUALS



WHAT

Amazon Testing Disinfectant Fog At New York Warehouse

Amazon.com Inc is testing the use of disinfectant fog at a warehouse in Staten Island, New York, the company told Reuters, following worker protests over the risk of coronavirus infection at the site.

The pilot programme follows an announcement last week that the company would check workers' temperature and make masks available at all US and European sites in its operations network.

Source: <https://www.esmmagazine.com/coronavirus/amazon-testing-disinfectant-fog-at-new-york-warehouse-95096>

IDENTITY

COMPANY | **amazon**COUNTRY | 

DATE | 10 April 2020

WHAT

Retail giant Amazon says it will build its own coronavirus testing lab to monitor the health of its staff.

KEY VISUALS



Source: <https://www.bbc.com/news/business-35547368>

IDENTITY

COMPANY |

ASDA

COUNTRY |



DATE |

21 April 2020

WHAT

Asda Introduces 'Scan & Go Mobile' Service In All Stores

- UK retailer Asda has rolled out the 'Scan & Go Mobile' service in all 581 stores to encourage contactless shopping in wake of the coronavirus pandemic.
- The service allows customers to use their phones to scan and pay for groceries in stores through the Asda app.
- The move will ensure the safety of employees and customers by offering the option to shop, pack and pay in a contactless manner.

KEY VISUALS

Source: <https://www.esmmagazine.com/coronavirus/asda-introduces-scan-go-mobile-service-in-all-stores-96138>

IDENTITY



DATE | 17 April 2020

WHAT

To give confidence to our customers about the security in our stores and support the Government's guidelines before it was mandatory

- Exclusive schedule for people over 65, starting at 7am and until 8am to ensure they are the first ones entering the store previously sanitized.
- Reinforced cleaning and sanitation throughout the day in key areas (checkout belts, deli areas, etc.)
- Periodic misting to disinfect the stores with quaternary ammonium.
- Maximum capacity reduced to 50%
- Only 1 person per family is allowed to enter the stores
- Demarcation of 1.8 m distance with floor tape in checkout lines and entrance of the store
- Acrylic screens in checkouts
- Display signs at store entrance containing recommendations from de Ministry of Public Health on Covid-19 prevention
- Maximum sale of 3 items per person of key products of hygiene and personal care
- Frequent sanitize of shopping carts
- Prohibit product sampling
- Placement of alcohol-based hand sanitizer in every store area for client use
- Temporary closure of in store cafeterias
- All the products in the bakery area (bread, pastry, cookies) are been packed separately, so clients don't have to manipulate them

KEY VISUALS



CONOCÉ NUESTRO HORARIO
 DEL 3 AL 12 DE ABRIL



*AUTO MERCADO MULTIPLAZA Y SAN JOSÉ CENTRO ESTARÁN CERRADOS EL JUEVES Y VIERNES SANTO.



<https://automercadoesmilugar.com/protejamonos-juntos/>

KEY CONTACT

Anabelle Durán aduran@automercado.biz

IDENTITY

COMPANY | Carrefour 

COUNTRY | 

DATE | 07 April 2020

KEY VISUALS



WHAT

Carrefour Italia Rolls Out Pre-Packaged Kits With Essential Goods

- Allows customers to order the kits online via a dedicated website.
- The kits are delivered within four days, except to the Italian islands, and in two days in Milan and Turin.
- The service offers three food box variants, each priced at €69 and containing enough supplies for two people for one week.
- For each kit sold, Carrefour will donate €1 to the Italian Civil Defense, the retailer added.

Source <https://www.esmmagazine.com/coronavirus/carrefour-italia-introduces-boxes-essential-goods-94903>

IDENTITY

COMPANY | Carrefour 

COUNTRY | 



DATE |



WHAT

- Stores Cleaning policies +
- Special hours for elderlies



KEY VISUALS



Carrefour  @CarrefourFrance · 4h 
En magasin, nous protégeons nos collaborateurs et nos clients. Nos équipes en caisse pourront faire des allers/retours réguliers pour se laver les mains. Nous déployons des plexiglas au niveau des caisses. Et fournissons un renfort de solutions hydroalcooliques et de gants. (3/4)

 4  5  14 



Carrefour  @CarrefourFrance · 4h 
Nous renforçons nos équipes de nettoyage pour une désinfection régulière des locaux, caddies, paniers et scanettes. Nous avons également mis en place une hotline dédiée à nos collaborateurs présentant des symptômes afin qu'ils soient pris en charge rapidement. (4/4)

 1  6  13 

Source <https://twitter.com/CarrefourFrance/status/1239515990637129728?s=20>

IDENTITY

COMPANY | Carrefour 

COUNTRY | 

DATE | 14 April 2020

WHAT

Carrefour Polska has announced that it will implement additional services in its stores to enhance customers' shopping experience during the coronavirus pandemic.

- expansion of the retailer's 'Click & Collect' service
- expanding its e-grocery offer with a range of ready-made shopping baskets.

KEY VISUALS



<https://www.esmmagazine.com/coronavirus/carrefour-poland-expands-customer-services-covid-19-95937>

IDENTITY

COMPANY | Carrefour 

COUNTRY |



DATE |

WHAT

Carrefour Belgium Offers Bonus Points To Loyalty Card Holders

Carrefour Belgium has announced that customers holding a Carrefour Bonus Card will receive 500 bonus points.

The points can be redeemed as a €5 discount on purchases worth €50 or above between 20 April to 9 May

KEY VISUALS



<https://www.carrefour.es/>

Source: <https://www.esmmagazine.com/coronavirus/carrefour-belgium-offers-bonus-points-to-loyalty-card-holders-96200>

IDENTITY

COMPANY | Carrefour 

COUNTRY | 

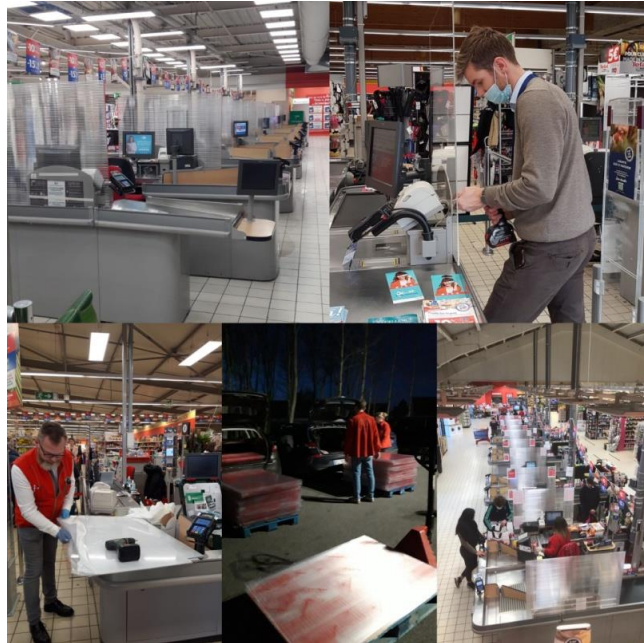
DATE | 17 March 2020

WHAT

Protect employees at checkouts from coronavirus

- Protective barriers for cashiers in its French supermarkets
- Translucent shields made of plexiglass and other materials to protect employees

KEY VISUALS



Source: https://www.esmmagazine.com/coronavirus/carrefour-mounts-shields-french-cashiers-coronavirus-crisis-92673?utm_source=TCGF+News+Release&utm_campaign=1dd7f2276c-MAILCHIMP_EMAIL_COVID19_2020-03-18&utm_medium=email&utm_term=0_0efe68d81b-1dd7f2276c-67929169

IDENTITY

COMPANY |  苏宁易购 suning.com |  家乐福 Carrefour 苏宁易购成员企业

COUNTRY | 

DATE | 15 April 2020

WHAT

- Invited by CCFA *, draft Jointly with other major retailers
- Shared Carrefour China's experience
- Focus on epidemic's prevent and control: Strategy, staff management, Cleaning and disinfection, emergency management, etc.
- CCFA*: China Chain-Store & Franchise Association

KEY VISUALS



GUIDE FOR FOOD RETAILERS: CONTROL AND PREVENTION FOR PUBLIC HEALTH EMERGENCIES

<http://www.ccfa.org.cn/portal/cn/xiangxi.jsp?id=441813&type=1&from=groupmessage&isappinstall=d=0#10006-weixin-1-52626-6b3bffd01fdde4900130bc5a2751b6d1>

<https://suning.com/>

KEY CONTACT

Dr. Jing REN,
National Quality and Food Safety Director, Carrefour China

IDENTITY



DATE | 15 April 2020

WHAT

- Affected by the epidemic, the seafood and frozen aquatic products with the character of “WILD” are facing the huge risk
- Carrefour together with retail industry proposed to SAMR* the State Administration of Market Regulation to exempt from the list for the seafood and frozen aquatic products with the character of “WILD”
- Result: Approved by SAMR and avoid the loss valued over **10 million** Yuan RMB
- SAMR* the State Administration of Market Regulation

KEY VISUALS



国家市场监督管理总局
 公安部
 农业农村部 文件
 海关总署
 国家林草局

国市监稽〔2020〕28号

市场监管总局 公安部 农业农村部 海关总署
 国家林草局关于联合开展打击野生动物
 违规交易专项执法行动的通知

各省、自治区、直辖市及新疆生产建设兵团市场监管局(厅、委)、
 公安厅(局)、农业农村厅(局)、林草主管部门、渔业主管部门,各
 直属海关:

Protect the interests of the industry. SAMR exempted the seafood and frozen aquatic products with the character of “WILD” from the banned list

<https://suning.com/>

KEY CONTACT

Dr. Jing REN,
 National Quality and Food Safety Director, Carrefour China

IDENTITY

COMPANY |

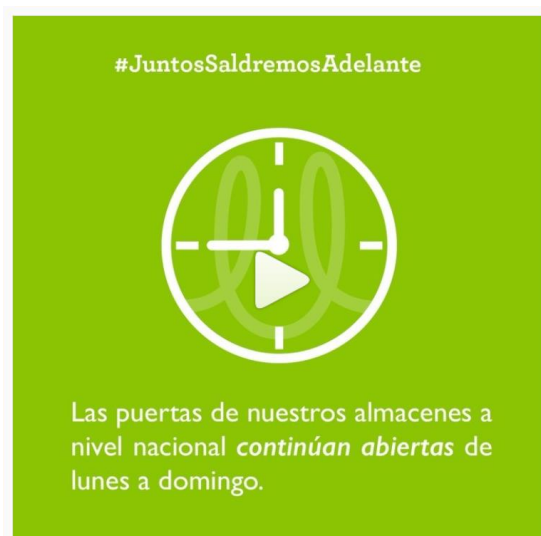


COUNTRY |



DATE | 30 March 2020

KEY VISUALS



<https://www.carulla.com/>

Source: <https://www.instagram.com/p/B-Hs9ZjDQAo/>

WHAT

Carulla announces the schedule from the stores: they will be open from Monday to Sunday all 24 hours

IDENTITY

COMPANY |



COUNTRY |



DATE |

17 April 2020

WHAT

The retailer has announced that customers aged 70 years and over will no longer pay for its home delivery services, which are available in 71 Continente Bom Dia stores and 26 Continente stores.

KEY VISUALS



<https://www.esmmagazine.com/coronavirus/continente-offers-home-delivery-senior-customers-95916>

IDENTITY



DATE | 27 March 2020

WHAT

Coop Italia Freezes Prices Of Packaged Goods For Two Months, this will include both private-label products as well as manufacturer's brands.

It is a preventive measure to help members of the cooperative and consumers and protect Italian producers and breeders during the crisis.

KEY VISUALS



www.e-coop.it

Source : <https://www.esmmagazine.com/coronavirus/coop-italia-freezes-prices-two-months-93615>

IDENTITY

COMPANY | 

COUNTRY | 

DATE | 1 May 2020

WHAT

Costco to require customers to wear masks

Costco said in a U.S. coronavirus policy update on Friday that, effective May 4, all members and guests must wear a face covering that shields their mouth and nose at all times when shopping. The company said the requirement doesn't apply to children younger than two or to people unable to cover their faces because of a medical condition.

KEY VISUALS



<https://www.costco.com/>

Source: <https://www.supermarketnews.com/issues-trends/costco-require-customers-wear-masks>

IDENTITY

COMPANY | **Dia** 

COUNTRY |



DATE | 02 April 2020

WHAT

More DIA Stores To Process Online Orders

- Spanish retailer DIA has announced that eight more stores will exclusively process online orders in light of the coronavirus pandemic in the country.
- The retailer has reinforced its workforce by almost 1,000 people in these stores comprising, among others, order completion staff or 'pickers' and home delivery personnel.

KEY VISUALS

Source: <https://www.esmmagazine.com/coronavirus/dia-extends-online-shopping-service-to-more-stores-94041>

IDENTITY

COMPANY | **Ebro**

COUNTRY | 

DATE | 09 March 2020

WHAT

Spain's Ebro Foods has ramped up production of pasta and rice in Western Europe and the United States in the past couple of weeks to meet growing demand

It has not had trouble sourcing raw materials on the market or noticed price volatility,

KEY VISUALS



Source: <https://www.esmmagazine.com/coronavirus/ebro-foods-boosts-pasta-rice-output-meet-coronavirus-driven-demand-91844>

IDENTITY

COMPANY |

Ebro

COUNTRY |



DATE |

09 March 2020

WHAT

Coop Italia Sets Up Crisis Committee For Coronavirus Emergency

Coop Italia has set up a crisis committee to implement appropriate measures in line with government guidelines to tackle the coronavirus emergency in the country.

KEY VISUALS



Source: <https://www.esmmagazine.com/coronavirus/coop-italia-sets-crisis-committee-handle-coronavirus-emergency-92143>

IDENTITY

COMPANY | **E.Leclerc** 

COUNTRY | 

DATE | 18 March 2020

WHAT

- E. Leclerc reassures customers through a video showing a warehouse being replenished, there will be no shortage of products, optimized flow, teams are present.
- In addition to the 30 days product storage, there is an extra 15 days of essential as toilet paper, milk,...

KEY VISUALS



<https://www.e-leclerc.com/>

Source: <https://www.youtube.com/watch?v=T2OCO5YLkrs&feature=youtu.be>

IDENTITY**COMPANY** | **COUNTRY** | **DATE** | 06 April 2020**WHAT**

Polish retailer Eurocash Group has announced plans to employ more than 2,000 people in its stores, warehouses and distribution centres amid an outbreak of COVID-19 in the country.

KEY VISUALS

Source: <https://www.esmmagazine.com/coronavirus/eurocash-group-to-employ-more-than-2000-people-94848?preview=1>

IDENTITY

COMPANY | 

COUNTRY | 

DATE | 18 March 2020

WHAT

FairPrice places purchase limits on essential items to prevent stockpiling due to Malaysia's lockdown:

- 4 units of paper products (toilet paper, facial tissues and kitchen towels)
- two units of instant noodles or pasta
- two bags of rice
- \$30 worth of vegetables,
- \$30 worth of poultry
- 30 eggs

Notices informing customers of the limits have been placed in FairPrice stores.

Source: <https://www.straittimes.com/singapore/ntuc-fairprice-places-purchase-limits-on-essential-items-to-prevent-stockpiling>

KEY VISUALS



Thank you for shopping responsibly.
 日常必需品供应充足

Your kind consideration ensures every customer can bring home the groceries they need for their families. We will continue working to maintain an adequate supply of food and other essentials. We seek your understanding as we deliver our products to stores and re-stock the shelves as quickly as possible.

疫情防控, 无须抢空! 我们的货源稳定, 并及时补充货架, 确保供应种类齐全。在此呼吁您购买个人所需用量, 感谢您的谅解。

We have set the following purchase limits per customer:
 我们对以下商品实施限购:

-  **Paper products:** 2 packs (choice of toilet paper, facial tissues or paper towels)
 纸制用品类: 每位限购2包 (任选三种: 厕纸、面纸、厨房纸)
-  **Instant noodles / pasta:** 2 packs
 快熟面/意大利面类: 每位限购2包
-  **Fresh, frozen & processed poultry:** \$30
 新鲜、冰冻和加工禽肉: 每位限购\$30
-  **Eggs:** 3 packs of 10 / 1 pack of 30
 鸡蛋: 每位限购3盒10粒装或1盒30粒装
-  **Cooking oil:** 5 litres
 食用油: 每位限购5公升
-  **Canned products:** 6 cans (choice of meat, fish or vegetables)
 罐头食品: 每位限购6罐 (任选三类: 肉、鱼、蔬)
-  **Rice:** 10kg
 米: 每位限购10公斤
-  **Vegetables:** \$30
 蔬菜: 每位限购\$30

Thank you for your continued support. Our staff are happy to answer any questions.
 我们吁请您保持冷静, 理性购物。感谢您的谅解。

<https://www.fairprice.com.sg/>

KEY CONTACT

Grace Chua, Chief Strategy Officer and Deputy Head, Products Division



IDENTITY



COUNTRY | Singapore
DATE | Feb to Apr 2020

WHAT

Two prong communication:

- Announcement-style information that encourage certain customer behaviors relating to increasing safety as well as discouraging panic buying.
- Customer-friendly information that encourage stay-at-home situations through healthier cooking, wellness activities and entertainment ideas

KEY VISUALS

Purchase limit restrictions to prevent panic buying

Precautionary measures to enhance customer safety and safer distancing thru public awareness

Priority Shopping Hour to protect vulnerable

Additional atrium for safe distance

Mandatory mask wear for safety

Family of PG initiative to shop on behalf of PG

Announcement-style information that encourage certain customer behavior



Customer-friendly information that encourage stay-at-home situations



IDENTITY

COMPANY | Franprix & Monoprix



KEY VISUALS

PANIER STANDARD

1 personne 3-4 jours
30€*

COQUILLETES 500G PANZANI
 RIZ THAI 500G FRANPRIX
 HARICOTS VERTS EXTRA FINS 400G/220 GR EGOUTES 1/2 FRANPRIX
 SAUCE NAPOLITAINE BIO 190G FRANPRIX
 THON NATUREL PECHE RESPONSABLE 93G PETIT NAVIRE
 PALETS BRETONS 125G FRANPRIX
 TABLETTE DE CHOCOLAT NOIR 70% 100G FRANPRIX
 BOITE 110 MOUCHOIRS BLANCS LEADER PRICE
 DOUCHE CREME NUTRITION 250ML SOOA
 PAPIER HYGIENIQUE ECOLABEL 4 ROULEAUX FRANPRIX
 CREME LAVANTE POUR LES MAINS PURETE 250ML SOOA
 BEURRE PLAQUETTE 125G PRESIDENT
 CREME FRAICHE 30%MG 20CL LEADER PRICE
 6 CEUFS PLEIN AIR 438G FRANPRIX
 CAMEMBERT 20% MG 250G LEADER PRICE
 EMMENTAL RAPE 29%MG 3X70G FRANPRIX
 YAOURT NATURE 4X125G FRANPRIX
 LAIT 1/2 ECREME UHT 1L LEADER PRICE
 EXTRA MELLEUX NOUVELLE RECETTE 280G HARRY'S
 CORDON BLEU POULET 200G LE GAULOIS
 POMME BICOLORE X4 CAT.1 ORIGINE FRANCE
 BANANE VRAC (lot de 3 pblec) CAT.1 ORIGINE COSTA RICA
 et/ou COLOMBIE et/ou REPUBLIQUE DOMINICAINE et/ou
 EQUATEUR et/ou CAMEROUN et/ou ANTILLES FRANCAISES

PANIER BIO

1 personne 3-4 jours
40€*

COQUILLETES BIO 500G BARILLA
 RIZ THAI BIO 500G FRANPRIX
 VELOUTE DE COURGETTE BASILIC BIO 2X30CL LA POTAGERE
 MAIS BIO 1/2 300G FRANPRIX
 LENTILLES CUISINEES BIO 410G FRANPRIX
 SAUCE NAPOLITAINE BIO 190G FRANPRIX
 THON NATUREL PECHE RESPONSABLE 93G PETIT NAVIRE
 TABLETTE CHOCOLAT NOIR BIO 100G FRANPRIX
 GALETTE PUR BEURRE BIO 125G FRANPRIX
 SAVON SOLIDE COSMEBIO HYPOBIO 100G FRANPRIX
 PAPIER HYGIENIQUE ECOLABEL 4 ROULEAUX FRANPRIX
 BEURRE MOULE DOUX BIO 250G FRANPRIX
 CREME FRAICHE DE NORMANDIE BIO 20CL FRANPRIX
 6 CEUFS BIO FRANPRIX
 EMMENTAL RAPE BIO 28%MG 100G FRANPRIX
 YAOURT NATURE BIO 22%MG 250G FRANPRIX
 YAOURT NATURE BIO 4X125G FRANPRIX
 PAIN COMPLET BIO 500G FRANPRIX
 LAIT 1/2 ECREME UHT 1L BIO FRANPRIX
 BANANE BIO (poids variable) CAT.2 ORIGINE EQUATEUR
 et/ou REPUBLIQUE DOMINICAINE et/ou COSTA RICA
 et/ou COLOMBIE

MONOPRIX
 DÉCOUVREZ NOS 3 PANIERS DE PRODUITS DU QUOTIDIEN
 ET PASSEZ COMMANDE AU 0 800 05 8000 Service & appel gratuits

PANIER STANDARD 1 personne, 3-4 jours 30€	PANIER PLUS 1 personne, 3-4 jours 45€	PANIER BIO 1 personne, 3-4 jours 40€
TORSADES GIRONDOLE BARILLA 1 paquet de 100g RIZ BASMATI MONOPRIX 1 paquet de 500g VELOUTE DE 1/2 EGOUTES LIEBIG 2 x 30cl HARICOTS VERTS CASSERON 1 boîte de 110g MÂCHE MONOPRIX 1 sachet de 120g TOMATE GRAPPE Catégorie 1 - env. 1 kg QUELQUES FEUILLES DE POULET LOUË 1 boîte de 4 FILET DE POULET MONOPRIX 1 paquet de 2 env. 300g THON ALBACORE MONOPRIX 1 boîte de 140g BEURRE DOUX MONOPRIX 1 paquet de 100g CONCENTRÉ TOMATES LOUIS MARTIN 2 x 70g CRÈME FRAÎCHE MONOPRIX 20% MG (à l'origine) CAMEMBERT LE RUSTIQUE 45% MG (à l'origine) CHOCOLAT NOIR EXCELLENCE 70% LINDT 1 tablette de 100g TORTILLAS MONOPRIX GOURMET 4 x 125g BANANE BIO MAX HAVELAAR Env. 1 kg ORANGE MPX TOUT CULTIV ACTEURS Catégorie 1 - env. 1 kg LAIT 1/2 ECREME MONOPRIX 1 paquet de 200g PAIN DE MIE COMPLET MONOPRIX 1 paquet de 200g PAIN DE MIE COMPLET MONOPRIX 1 paquet de 200g GEL DOUCHE LAT AMANDE LE PETIT MARSELLAIS 1 flacon de 250ml MOUCHOIRS MONOPRIX 1 boîte de 110	COQUILLETES MONOPRIX GOURMET 1 paquet de 200g RIZ BLANC MONOPRIX GOURMET 1 paquet de 500g PETIT POUX CAROTTES MPX GOURMET 1 sachet de 275g CEUR DE LARUE MONOPRIX 1 sachet de 70g TOMATE GRAPPE Catégorie 1 - env. 1 kg QUELQUES FEUILLES DE POULET LOUË 1 boîte de 4 BAISSON FINE D'ECOSSE MONOPRIX 1 paquet de 2 env. 300g BEURRE DOUX MONOPRIX 1 paquet de 100g PARMESANO RÂPÉ MPX GOURMET 1 paquet de 100g PESITO ALLA GENOVESE MPX GOURMET 1 paquet de 100g CRÈME FRAÎCHE MONOPRIX GOURMET 20% MG (à l'origine) CAMEMBERT A.O.P. GILLOT 1 tablette de 100g CHOCOLAT NOIR AUX ECILATS DE FÈVES MONOPRIX GOURMET 1 tablette de 100g TORTILLAS MONOPRIX GOURMET 1 boîte de 130g YAOURT DREZ MONOPRIX GOURMET 1 paquet de 170g AVOCAT HAAS MÔR À POINT 1 env. 1 kg POMME GOLDEN MPX TOUT CULTIV ACTEURS Catégorie 1 - env. 1 kg LAIT 1/2 ECREME MONOPRIX 1 paquet de 200g PAIN DE MIE COMPLET MPX GOURMET 1 paquet de 200g PAIN CRISPANT LEVAIN MONOPRIX BIO 1 paquet de 14 tranches PAIN CRISPANT LEVAIN MONOPRIX BIO 1 paquet de 13 tranches PAIN CRISPANT LEVAIN MONOPRIX BIO 1 paquet de 13 tranches GEL DOUCHE LAT AMANDE LE PETIT MARSELLAIS 1 flacon de 250ml MOUCHOIRS ÉPAISSIS MONOPRIX 1 boîte de 110	PENNE AU BLE INTEGRAL MONOPRIX BIO 1 paquet de 500g RIZ BLANC MONOPRIX BIO 1 sachet de 200g MOULINE DE LEGUMES VERTS LIEBIG 1 boîte de 7L LENTILLES VERTES MONOPRIX BIO 1 boîte de 200g MÂCHE ET ROQUETTE MONOPRIX BIO 1 sachet de 100g CAROTTES MONOPRIX BIO 1 sachet de 15g QUELQUES FEUILLES DE POULET LOUË 1 boîte de 4 ESCALOPE DE DINDE MONOPRIX BIO 1 paquet de 100g THON BLANC GERSON PETIT NAVIRE 1 boîte de 140g BEURRE DOUX MONOPRIX BIO 1 paquet de 100g EMMENTAL RAPE MONOPRIX BIO 1 paquet de 100g SAUCE TOMATES BASILIC MONOPRIX BIO 1 paquet de 100g CRÈME FRAÎCHE MONOPRIX BIO 20% MG (à l'origine) EMMENTAL RAPE MONOPRIX BIO 1 paquet de 100g CHOCOLAT NOIR 74% MONOPRIX BIO 1 tablette de 100g GALETTES BRITANNIQUES MONOPRIX BIO 1 paquet de 100g YAOURT NATURE MONOPRIX BIO 1 x 125g BANANE BIO MAX HAVELAAR Env. 1 kg POMME GOLDEN MPX TOUT CULTIV ACTEURS Catégorie 1 - env. 1 kg LAIT 1/2 ECREME LACTEL BIO 1 paquet de 200g PAIN CRISPANT LEVAIN MONOPRIX BIO 1 paquet de 13 tranches PAIN CRISPANT LEVAIN MONOPRIX BIO 1 paquet de 13 tranches GEL DOUCHE LAT AMANDE LE PETIT MARSELLAIS 1 flacon de 250ml MOUCHOIRS MONOPRIX 1 boîte de 110

LISTES POUVANT VARIER SELON STOCKS DISPONIBLES EN MAGASIN
Ne pas jeter sur la voie publique

LISTES POUVANT VARIER SELON STOCKS DISPONIBLES EN MAGASIN

*Règlement à domicile en espèces ou par chèque.

<https://www.franprix.fr/>
<https://www.monoprix.fr/>

WHAT

- Monoprix & Franprix have created three baskets, 30€, 40€ & 45€ for all but especially for the elderly and disabled customers to be delivered to their home at no cost
- They have put in place a toll free number for that purpose.
- All customers with loyalty cards will be informed by email

Source: <https://www.rtl.fr/actu/bien-etre/coronavirus-monoprix-franprix-lancement-les-paniers-a-petits-prix-pour-les-personnes-agees-7800251130>

IDENTITY



DATE | 17 April 2020

WHAT

Grupo Éxito implemented the new model “Buy and collect” in 366 stores

KEY VISUALS



<https://www.grupoexito.com.co/es/noticias-grupo-exito/compra-y-recoge-el-nuevo-desarrollo-de-grupo-exito>

<https://www.grupoexito.com.co/>

KEY CONTACT

Catalina Ramirez Martinez

IDENTITY



DATE | 16 March 2020

WHAT

Grupo Exito continue to implement measures to mitigate the impacts of COVID-19: Some of these measures are:

1. Delivering to their teams a basic hygiene kit, consisting of gloves, face masks and water
2. Intensify the cleaning and disinfection processes in baskets and market carts, handrails, push-buttons for electric lifts, among others
3. Cleaning measures in points of sale and shopping centers, in bathrooms and areas with the highest traffic
4. Installing easily accessible antibacterial gel dispensers for customers.
5. Working hard with the suppliers and partners to maintain the supply of food and basic products
6. Asking customers to purchase a maximum of 4 units per product so that we can allow the existing offer to be available to the vast majority of customers

Source: <https://www.grupoexito.com.co/es/noticias-grupo-exito/seguimos-implementando-medidas-para-mitigar-los-impactos-del-covid-19?fbclid=IwAR19HOU3MI54Q1GGbC1BaWo21Ume-Dwy8fypQuPb9VmAhdZPAPLMn5Yojq4>

KEY VISUALS



<https://www.grupoexito.com.co/>

KEY CONTACT

Catalina Ramirez Martinez

IDENTITY



DATE | 17 March 2020

WHAT

Grupo éxito provides recommendations for shopping as go shopping one person per family, keeping the distance between other people, take maximum 4 units from each product, try to pay with card and avoid going to shop with children

KEY VISUALS

Recomendaciones a la hora de comprar

 <p>Ven a comprar, solo 1 persona por familia.</p>	 <p>Guarda 1 metro de distancia con los demás.</p>
 <p>Evita venir con adultos mayores, niños y grupos de riesgo.</p>	 <p>Si toses, tapa tu boca con el brazo.</p>
 <p>Lleva máximo 4 unidades de cada producto.</p>	 <p>Procura pagar con tarjeta y no con dinero en efectivo para evitar contactos con la persona de la caja.</p>
 <p>Utiliza guantes y tíralos a la basura cuando termines.</p>	

Nosotros no podemos quedarnos en casa pues nuestra responsabilidad es abastecer a las familias colombianas.

Ayúdanos a hacer nuestro trabajo lo mejor posible.
Gracias. 

<https://www.grupoexito.com.co/>

Source: <https://www.instagram.com/p/B91oyU5nCBS/>

KEY CONTACT

Catalina Ramirez Martinez

IDENTITY



DATE | 29 March 2020

KEY VISUALS

<https://www.grupoexito.com.co/>

WHAT

Grupo Éxito has created the “White Line”, in which medical staff will have the possibility to program their deliveries in Éxito and Carulla with no delivery cost. Additionally they will have priority attention on the line at the time of ordering

Source: <https://www.grupoexito.com.co/es/noticias-grupo-exito/grupo-exito-presenta-telefono-blanco-para-el-envio-sin-costo-en-domicilios-para-personal-de-salud>

KEY CONTACT

Catalina Ramirez Martinez

IDENTITY



DATE | 12 April 2020

WHAT

Grupo Éxito implemented the “Buy and collect” model in 366 stores from Éxito, Éxito express, Carulla, Super Inter and Surtimax. This enables customers to make their shopping through the webpage or directly by telephone. After ordering their groceries they will collect everything in their cars free of charge without having to get inside the store

KEY VISUALS



<https://www.grupoexito.com.co/>

Source: <https://www.grupoexito.com.co/es/noticias-grupo-exito/compra-y-recoge-el-nuevo-desarrollo-de-grupo-exito>

KEY CONTACT

Catalina Ramirez Martinez

IDENTITY



DATE | 23 March 2020

WHAT

Grupo Éxito anticipates payments to 867 small and medium-sized suppliers to help mitigate the impact of COVID-19 on their cash flows and thus help preserve the employment rate. It will be more than \$ 60 billion pesos that will go for these providers

KEY VISUALS



<https://www.grupoexito.com.co/>

Source: <https://www.grupoexito.com.co/es/noticias-grupo-exito/grupo-exito-anticipa-pagos-867-pequenos-y-medianos-proveedores>

KEY CONTACT

Catalina Ramirez Martinez

IDENTITY



DATE | 21 April 2020

WHAT

Grupo Éxito implements more protection measures in its stores such as: acrylic protectors that were installed in the payment boxes and in the attention points of 447 and 1,300 electronic thermometers for temperature measurement of the employees

KEY VISUALS



<https://www.grupoexito.com.co/>

Source: <https://www.elcolombiano.com/coronavirus-buenas-noticias-en-colombia-y-antioquia/grupo-exito-implementa-mas-medidas-de-proteccion-en-sus-almacenes-ante-coronavirus-LP12848333>

KEY CONTACT

Catalina Ramirez Martinez

IDENTITY

COMPANY |



COUNTRY |



DATE | 05 February 2020

WHAT

JD.com to launch unmanned robot delivery fleet in quarantined Wuhan
As human-to-human contact is discouraged across the country to reduce the risk of infection

The robots will allow receivers to collect packages using facial recognition.

KEY VISUALS

<https://global.jd.com/>

Source <https://kr-asia.com/jd-com-to-launch-unmanned-robot-delivery-fleet-in-quarantined-wuhan>

IDENTITY

COMPANY | **Jerónimo
Martins**



DATE | 19 March 2020

KEY VISUALS

WHAT

Relevant actions:

Stores and distribution centers:

1. all risk employees sent home with 100% payment;
2. for the remaining 50% / 50% rest in a 15-day rotation regime
3. Max 4 customers / 100 m2 in stores
4. Store hours reduced for one shift
5. Use of masks and frequent disinfection of people and surfaces
6. The entire medical department in support of employees

Offices

1. Only those identified as critical for the business are in person, the rest in teleworking.
2. All social areas closed - eg. canteen, wellness center.
3. Daily disinfection of all tables, chairs, telephones, constant disinfection with alcohol on elevator buttons, taps, door handles, handrails, vending machines, microwaves, others
4. Deep disinfection, including floors and workstations, during all weekends

Customers

1. Open letter and digital communication sent
2. "Continue to Feed Portugal" initiative - joint statement from all retailers operating in Portugal

KEY CONTACT

Carlos Santos, Corporate Quality Director

IDENTITY

COMPANY | *Johnson & Johnson*

COUNTRY | 

DATE | 27 March 2020

KEY VISUALS

<https://www.inj.com/>

WHAT

Johnson & Johnson Business Continuity Statement

Taking steps to help prevent the spread of the virus:

- Maintaining critical inventory at major distribution centers Working with external suppliers to support our preparedness plans
- Working closely with suppliers, distributors, local governments and regulators to continue to meet patient, customer and consumer need
- Monitoring product demand and supply levels across our global network

Source: <https://www.inj.com/j-j-business-continuity-statement>

KEY CONTACT

**Donna Padovano, Sr. Director Global Retail Health Innovation,
J&J**

IDENTITY

COMPANY | 

COUNTRY | 

DATE | 17 March 2020

WHAT

Jumbo shares recommendations for shopping as avoid bringing children to the stores, try to maintain the distance between each other and go shopping one person per family

KEY VISUALS



← **Tweeter**

 **Jumbo** ✓
@JumboChile

¡Lee atentamente y cuidemos la salud de todos!

Traduire le Tweet

Estimados clientes:

LES PEDIMOS POR FAVOR, COMPRAR SOLO LO NECESARIO PARA SU CONSUMO FAMILIAR.

¡Les agradecemos su colaboración!

- ✓ VENGA A COMPRAR UNA PERSONA POR FAMILIA.
- ✓ EVITE TRAER NIÑOS.
- ✓ GUARDE UN METRO DE DISTANCIA CON LAS DEMÁS PERSONAS.

¡Cuidemos la salud de todos!



6:25 PM · 17 mars 2020 · Twitter for iPhone

87 Retweets 216 J'aime

<https://www.jumbo.cl/>

Source: <https://twitter.com/JumboChile/status/1239966193017999364>

KEY CONTACT

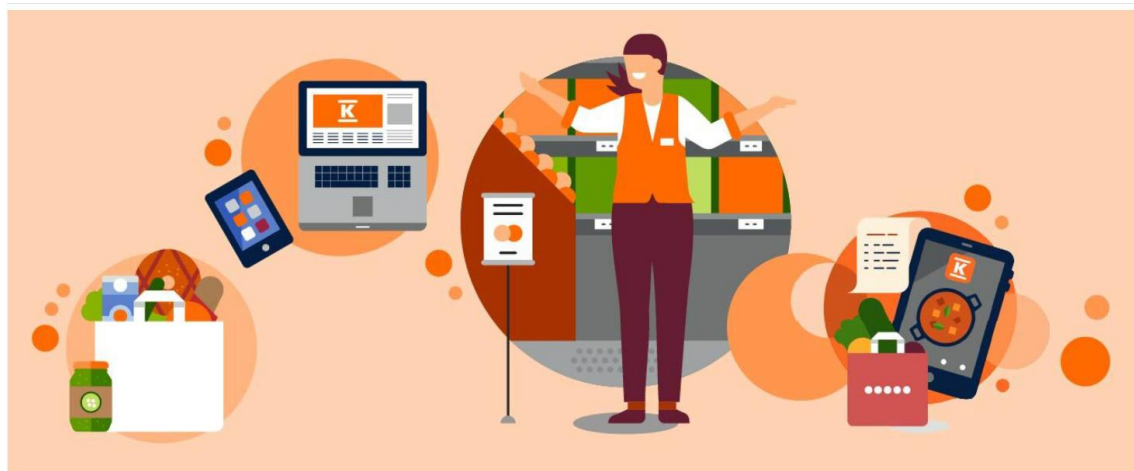
Rodrigo Sahr

IDENTITY



DATE | 16 April 2020

KEY VISUALS



www.kesko.fi

WHAT

Actions undertaken to ensure that our staff remains healthy and can work and that our stores are safe for customers to visit.

- Helping those over 70 years old - K group opens new services for older people
- Kesko involved in international coronavirus testing collaboration, Kesko personnel to be tested
- Skyrocketing demand for food home deliveries: K-retailers are now creating new delivery models together with local entrepreneurs
- Dedicated shopping hours at K-Food stores for people at risk
- K Group grocery stores increase safety measures - we must all strive to avoid close contact
- Coronavirus precaution and prevention in K Group

Source: <https://kesko.fi/coronavirus>

IDENTITY

COMPANY | **KONZUM**

COUNTRY |



DATE | 27 March 2020

WHAT

Croatian retailer Konzum has said that it will open additional sales channels for local producers affected by the closure of greengrocers in the country due to COVID-19.

They are ready to offer its repurchasing capacities and sales networks to producers that are unable to put their products on the market due to store shutdowns.

KEY VISUALS



Source: <https://www.esmmagazine.com/coronavirus/croatias-konzum-increase-sale-local-fresh-produce-due-closure-greengrocers-93736>

IDENTITY



DATE |

KEY VISUALS

<https://www.lalafoods.com/>

WHAT

To address this situation Grupo Lala installed an emergency committee for COVID-19 as a multidisciplinary group that meets daily virtually to analyze the situation and define the actions that the company should implement to face the crisis

Source: <https://spar-international.com/news/spar-qatar-uses-latest-technology-for-temperature-screening/>

KEY CONTACT

Alvaro Suarez

IDENTITY

COMPANY | **LAWSON**

COUNTRY |



DATE | 20 April 2020

KEY VISUALS



<https://www.lawson.jp/en/>

WHAT

In store safety measures from preventing consumers, protect employees from virus

1. **Prevention of virus spread in store:**
 - install vinyl separation at the counter
 - employees wearing face-mask
 - alcohol gel dispose at the entrance
 - money tray on the counter
 - door kept open to prevent air condensation in store
 - ban eat-in space
2. **Awareness of Social distance** by poster, by announcement, by indication on the floor.
3. **Dispose Self-payment machine in store** to avoid direct contact
4. **Encourage consumers to shop during safety slot** : indicative panels to encourage consumers to shop in none- crowded hours analysed by shop

Source: <https://finance.yahoo.com/news/uks-tesco-hire-20-000-185742636.html>

KEY CONTACT

Miho Yomoda

IDENTITY

COMPANY |



COUNTRY |



DATE |

13 April 2020

WHAT

Leon restaurants in UK are transformed into mini-supermarkets to fix food shortages and catering lay-offs

KEY VISUALS

Source: <https://www.covidinnovations.com/home/08042020/restaurants-in-the-uk-are-transformed-into-mini-supermarkets-to-fix-food-shortages-and-catering-lay-offs>

IDENTITY



DATE | 9 April 2020

KEY VISUALS



<https://www.loblaws.ca/>

WHAT

Loblaw Companies Limited is Investing to Assist Customers and Colleagues in Confronting COVID-19

Company ramped up its investments in four areas: enhancing customer convenience by expanding on-line capabilities and increasing staffing in our stores; supporting our colleagues in our stores and distribution centres with temporary pay premiums and pay protection safeguards; securing operations, with more in-store cleaning and in-store security, introducing new ways to shop stores to promote social distancing, and installing plexiglass barriers at check outs; and providing financial support to our communities and customers

Source: <https://media.loblaw.ca/English/media-centre/press-releases/press-release-details/2020/Loblaw-Companies-Limited-is-Investing-to-Assist-Customers-and-Colleagues-in-Confronting-COVID-19/default.aspx>

IDENTITY



DATE | 29 March 2020

WHAT

Lush offers free hand-washing facilities at its stores across the UK

- Using its shop windows to promote hand-washing guidelines and luring in people with messages so they do wash their hands

KEY VISUALS



Source: <https://www.independent.co.uk/life-style/health-and-families/coronavirus-news-lush-hand-washing-free-spread-uk-a9369101.html>

IDENTITY

COMPANY | **MIGROS
TICARET A.Ş.**

COUNTRY | 

DATE | March 2020

WHAT

Hygiene processes in Stores:

- Frequency of disinfection processes are increased (check-outs, shopping carts and baskets)
- Mobile expert sanitizer teams are engaged to the process
- Hygiene dispensers are located in the entrance of every store.
- **Precautions for Consumer Health & Wellbeing**
- Posters showing hygiene in the stores
- Social media to reach more people
- Increase of online channels and widening of service network
- Increased stocks of basic commodities
- Limited sales of basic commodities
- Yellow tape at the check-outs for social distancing
- Messages encouraging customers to use their credit or debit cards

Precautions for Employees Health & Wellbeing:

- Multi-channel information on precautions methods against the Covid19 virus
- Travels, trainings, conferences and meetings are cancelled,
- Employees who were at risk, work at home for two weeks and only come back with medical approval
- Home office working practices are held for Headquarter and Regional Offices.
- HQ Employees, who have chronic diseases or live with people with chronic diseases will work at home.
- Store, warehouse and distribution center employees, who have chronic diseases or live with people with chronic diseases will be on annual leave until April 1st .

Hygiene processes in Administrative Units:

- Increase of frequency of disinfection processes
- Office environment is daily sanitized
- Hygiene dispensers are located on every floor next to doors

KEY VISUALS



7 Ways To Avoid Viruses!

OUR HEALTH IS VERY IMPORTANT TO US!

- Social distancing of 1.5 metres protects us all.
- It is recommended to use your debit and credit cards contactless.
- Hygiene dispensers are located in the entrance and checkouts of every store.
- All employees often wash their hands for at least 20 seconds, in accordance with hand washing instructions.
- Hygiene dispensers are located to all Migros Sanal Market and Tazedirekt shipping vehicles for the use of delivery staff.
- In our stores, all shopping carts, shopping baskets, pos terminals and checkouts are sanitized 5 times a day.

Click for more information.

<https://www.facebook.com/WalmartdeMexicoyCentroamerica/>
<https://www.walmartmexico.com/>

KEY CONTACT

Ahu Baskut Alyanak, Corporate Communications Director
Demir Aytaç, Business Alliance Executive

IDENTITY

COMPANY | **MIGROS
 TICARET A.Ş.**

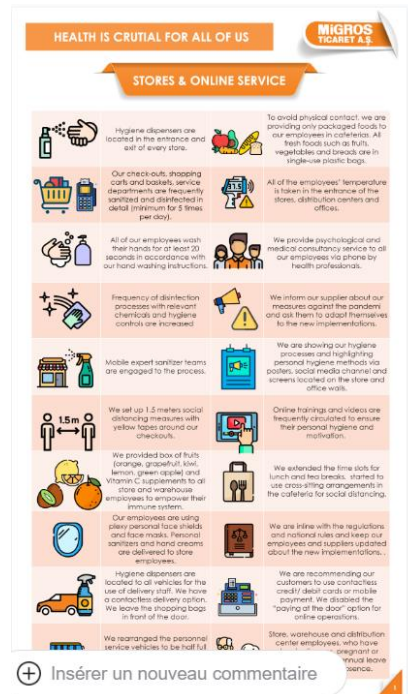
COUNTRY | 

DATE | 21 April 2020

WHAT

Recap of all measures undertaken in stores and on line

KEY VISUALS



HEALTH IS CRUCIAL FOR ALL OF US
MIGROS TICARET A.Ş.
STORES & ONLINE SERVICE

- Hygiene dispensers are located in the entrance and exit of every store.
- Our check-out, shopping carts and baskets, service departments are frequently sanitized and disinfected in detail (minimum for 3 times per day).
- All of our employees wash their hands for at least 20 seconds in accordance with our hand washing instructions.
- Frequency of disinfection processes with relevant chemicals and hygiene controls are increased.
- Mobile expert sanitizer teams are engaged to the process.
- We set up 1.5 meters social distancing measures with yellow tapes around our checkouts.
- We provided box of fruits (orange, grapefruit, kiwi, lemon, green apple) and Vitamin C supplements to all store and warehouse employees to empower their immune system.
- Our employees are using plexy personal face shields and face masks. Personal sanitizers and hand creams are delivered to store employees.
- Hygiene dispensers are located to all vehicles for the use of delivery staff. We have a contactless delivery option. We leave the shopping bags in front of the door.
- We rearranged the personnel service vehicles to be half full.
- To avoid physical contact, we are providing only packaged foods to our employees in cafeterias. All fresh foods such as fruits, vegetables and breads are in single-use plastic bags.
- All of the employees' temperature is taken in the entrance of the stores, distribution centers and offices.
- We provide psychological and medical consultancy service to all our employees via phone by health professionals.
- We inform our supplier about our measures against the pandemic and ask them to adapt themselves to the new implementations.
- We are showing our hygiene processes and highlighting personal hygiene methods via posters, social media channel and screens located on the line and office work.
- Online trainings and videos are frequently circulated to ensure their personal hygiene and motivation.
- We extended the time slots for lunch and tea breaks, started to use cross-thing arrangements in the cafeteria for social distancing.
- We are in line with the regulations and national rules and keep our employees and suppliers updated about the new implementations.
- We are recommending our customers to use contactless credit/debit cards or mobile payment. We disabled the "paying at the door" option for online operations.
- Stores, warehouse and distribution center employees, who have a dependent or annual leave absence.

www.migroskurumsal.com

+ Insérer un nouveau commentaire

KEY CONTACT

Ahu Baskut Alyanak, Corporate Communications Director
 Demir Aytaç, Business Alliance Executive

IDENTITY

COMPANY |

**MIGROS
TICARET A.Ş.**

COUNTRY |



DATE |

April 2020

WHAT

Citizens and Seniors Support Package

- Migros Ticaret prepares **special boxes** for the month of Ramadan.
- Because of the need of this extraordinary period, Migros Ticaret enriched the content of the boxes and started to offer them to the customers before Ramadan.
- These boxes contains **main packaged food products** with a **discounted prices up to 45%**

KEY VISUALS

www.migroskurumsal.com

IDENTITY

COMPANY | **MIGROS
TICARET A.Ş.**COUNTRY | 

DATE | April 2020

WHAT

What Migros Ticaret does against the Covid-19 virus:

- Donated 5 million TRY to the National Solidarity Campaign
- Enriched the content of the special boxes produced for Ramadan, containing main packaged food products with a discounted prices up to 45%
- Installed a centralized phone line special for elderly customers' use.

KEY VISUALS



Source https://www.theconsumergoodsforum.com/wp-content/uploads/Migros_Precautions-against-the-Covid-19-5.pdf

www.migroskurumsal.com

KEY CONTACT

Ahu Baskut Alyanak, Corporate Communications Director
Demir Aytaç, Business Alliance Executive

IDENTITY

COMPANY | **MIGROS
TICARET A.Ş.**COUNTRY | 

DATE | April 2020

WHAT

What Migros Ticaret does against the Covid-19 virus:

- Donated 5 million TRY to the National Solidarity Campaign
- Enriched the content of the special boxes produced for Ramadan, containing main packaged food products with a discounted prices up to 45%
- Installed a centralized phone line special for elderly customers' use.

KEY VISUALS



Source https://www.theconsumergoodsforum.com/wp-content/uploads/Migros_Precautions-against-the-Covid-19-5.pdf

www.migroskurumsal.com

KEY CONTACT

Ahu Baskut Alyanak, Corporate Communications Director
Demir Aytaç, Business Alliance Executive

IDENTITY

COMPANY | **MIGROS
TICARET A.Ş.**COUNTRY | 

DATE | March/April 2020

WHAT

What Migros Ticaret does against the Covid-19 virus:

- Making shopping easier for people over the age of 65:
- Dedicated the timeslot between 9:15 AM and 12:15 PM for home deliveries of their customers older than 65
- Providing home delivery free of charge to the customers older than 60
- Donated 5 million TRY to the National Solidarity Campaign
- Enriched the content of the special boxes produced for Ramadan, containing main packaged food products with a discounted prices up to 45%
- Installed a centralized phone line special for elderly customers' use.

KEY VISUALS

www.migroskurumsal.com

KEY CONTACT

Ahu Baskut Alyanak, Corporate Communications Director
Demir Aytaç, Business Alliance Executive

IDENTITY

COMPANY | **MİGROS
TİCARET A.Ş.**

COUNTRY |



DATE | March 2020

KEY VISUALS

www.migroskurumsal.com

WHAT

- We **increased stocks of basic commodities** without causing any public panic.
 - Sales of basic commodities are limited if needed to provide enough product for everyone.
- To increase the logistic capacity, we **coordinated with the governorates to suspend the restrictions for intracity food transportation**.
- With a holistic view, we provide the necessary coordination for our value chain continuity, regardless of local production or import. By monitoring our stock closely, we direct our suppliers to meet the demand with the most accurate foresight and provide instant information through our B2B platforms.
- We cooperate to increase the capacities of our suppliers and producers and to facilitate logistics processes by constantly communicating with the authorities and institutions.
- Due to the importance of uninterrupted production of fresh foods, we provide all kinds of support to our farmers.

IDENTITY

COMPANY | **MIGROS
TİCARET A.Ş.**

COUNTRY | 

DATE |

KEY VISUALS



<https://www.migroskurumsal.com/en/>

WHAT

Citizens and Seniors Support Package

- After the declaration of coronavirus curfew in Turkey for people over the age of 65, the timeslot between 9:15 AM and 12:15 PM for home deliveries of their customers older than 60 through their online channels
- Migros Ticaret is also providing home delivery free of charge to the customers older than 60. We can also receive their orders via our call center and deliver products to their home
- Migros Ticaret also installed a centralised phone line special for elderly customers' use. Customers older than 60 can give their Ramadan food box orders via this phone number and they can get these discounted boxes quickly with priority
- Along with these services, number of customers in this age range, who are using online channels are tripled

IDENTITY

COMPANY | **MIGROS
 TICARET A.Ş.**



DATE | March 2020

KEY VISUALS



www.migroskurumsal.com

WHAT

Employee Support Package

- **Frequency of disinfection processes** with relevant chemicals and hygiene controls are **increased**.
 - Started using **nanotechnology-based disinfectants** for stores.
 - Our check-outs, shopping carts and baskets, service departments are frequently sanitized and disinfected in detail (**min. for 5 times per day**).
- **Mobile expert sanitizer teams** are engaged to the process.
- We set up **1.5 meters social distancing measures** with yellow tapes **around our checkouts**.
- We are **recommending** our customers to **use contactless credit / debit cards**.
- We accept a **certain number of customers** in store **at once** according to the square meter of the store.
- We are **closing our stores at 8 PM**.
- **Hygiene dispensers** are located in the **entrance and exit** of every store.
- We are showing **our hygiene processes** and highlighting **personal hygiene methods** via **posters & screens**.

IDENTITY

COMPANY | **MİGROS
TİCARET A.Ş.**

COUNTRY |



DATE |

KEY VISUALS

www.migroskurumsal.com

WHAT

What Migros Ticaret does against the Covid-19 virus:

- Encourages Click & Collect service
- Widened the mobile payment option from self-service check-outs to all check-outs.

According to the new regulation, using face mask during the shopping in stores become

obligatory for customers. In addition, certain number of people can be at the store at the

same time to ensure social distance and the proper number is identified in line with the square meter of the store.

Source https://www.theconsumergoodsforum.com/wp-content/uploads/Migros-Ticaret_Precautions-against-the-Covid-19-6.pdf

KEY CONTACT

Ahu Baskut Alyanak, Corporate Communications Director
Demir Aytaç, Business Alliance Executive

IDENTITY

COMPANY |



COUNTRY |

21st April

DATE | 21 April 2020

WHAT**Morrisons Launches Food Boxes For Ramadan**

It is part of a growing selection of food boxes provided by the retailer during the coronavirus pandemic, the retailer added

The 'Ramadan Essentials Box', priced at £30 each, will be delivered to customers' doorsteps a day after the order has been placed

KEY VISUALS

<https://groceries.morrisons.com/webshop/startWebshop.do>

Source: <https://www.esmmagazine.com/coronavirus/morrisons-launches-food-boxes-for-ramadan-96256>

IDENTITY

COMPANY |

Musgrave

COUNTRY |



DATE |

22 March 2020

WHAT

Musgrave Group will hire hundreds of new staff on a temporary basis. The retailer has reached out to representative groups of businesses that have been impacted by Covid-19, such as the Restaurants Association of Ireland and the Irish Hotels Federation.

KEY VISUALS

Source: <https://www.agriland.ie/farming-news/major-retailer-to-hire-hundreds-of-new-staff-on-a-temporary-basis/>

IDENTITY

COMPANY |



COUNTRY |



DATE | 01 April 2020

WHAT

New Hope Liuhe subsidiary Weifang Heshengyuan Food Co., Ltd. safeguards stable supply of poultry meat in Covid-19 combat

In this full report, we see how Weifang Heshengyuan has dealt with the pandemic since the first notification from the headquarters New Hope Liuhe. From the creation of a Security and Epidemic Prevention team (SEP team) whose mission was to prevent and control the spread and answer the call of the nation to secure food supply and ensure people's wellbeing as well as helping farmer's loss to the pro-active cooperation with the local government to standardize the epidemic prevention process and procedures from industrial perspective

Source <https://www.theconsumergoodsforum.com/wp-content/uploads/Report-New-Hope-Liuhe-safeguards-poultry-meat-supply-in-covid-19-combat.pdf>

KEY VISUALS**KEY CONTACT**

Li Qin, Director of Business Development

IDENTITY

COMPANY |



COUNTRY |



DATE |

14 April 2020

WHAT

How PEFC forestry is adapting to Covid19 context, especially adding flexibility in the audit format and timing where necessary to maintain responsible sourcing possible

KEY VISUALS



GARDIEN
DE L'ÉQUILIBRE
FORESTIER

<https://pefc.org/covid-19>

IDENTITY



DATE | 22 March 2020

WHAT

Proactive steps grounded in science to protect the safety of our products, associates, families and support our communities

Health & Safety

- Product safety: we want to reassert that direct risk to our product or ingredients is very low and there is no evidence that food or food packaging is associated with the transmission of COVID-19
- Has put in place social distancing and have asked all PepsiCo associates who have the option, to work from home
- Increased cleaning frequency, re-emphasized the importance of proper handwashing, and expanding the availability of hand sanitizer in our facilities

Paid sick leave

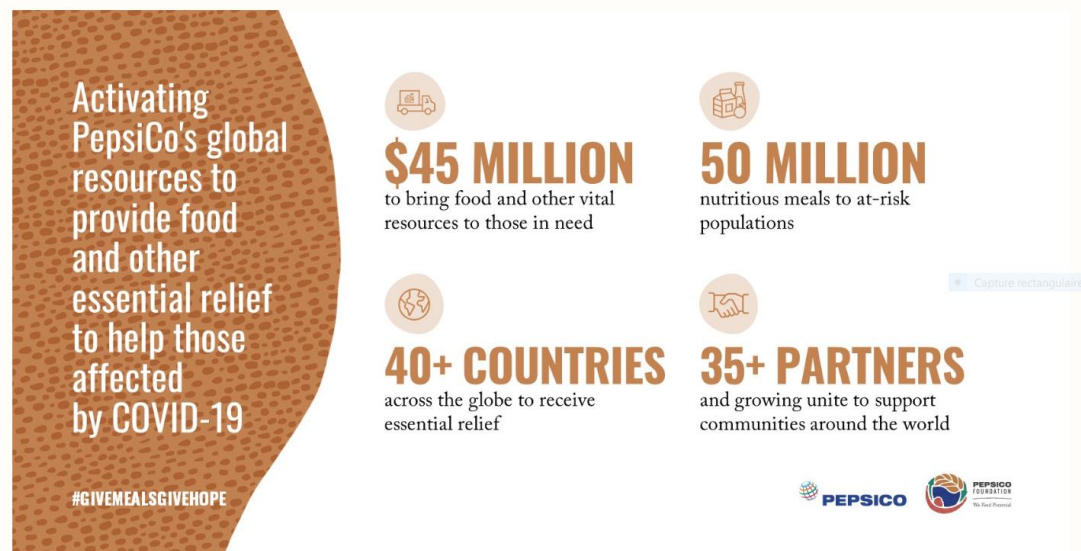
- Provide our associates 100% of pay for a two-week period for those who need to quarantine, or have been diagnosed, or who are caring for a sick family member
- If we were to close a facility, receive 100% of pay for up to 12 week
- offering a minimum of two-thirds pay for up to 12 weeks for childcare due to school or daycare closures

Community Impact COMMUNITIES SECTION

- investing \$45 million globally to bring food and other vital resources to the most affected communities. As part of this effort, the company is providing funding for protective gear for healthcare workers, testing and screening services, and is in the process of distributing more than 50 million nutritious meals to at-risk populations.

KEY VISUALS

COMMUNITY IMPACT



<https://www.pepsico.com/news/stories/covid-19>

KEY CONTACT

John C. Jové, Vice President International Sales

IDENTITY

COMPANY | 

  **comerso**
Les invendus ont de la valeur

COUNTRY | 

DATE | 30 March 2020

KEY VISUALS

 **PLATEFORME SOLIDARITÉ ASSOCIATIONS**

SI VOUS ETES :

- UNE ASSOCIATION DE SOLIDARITÉ AUPRÈS DES PUBLICS PRÉCAIRES QUI RENCONTRE DES DIFFICULTÉS D'APPROVISIONNEMENT DE DENRÉES/PRODUITS DE 1^{ère} NECESSITÉ
- UN MAGASIN QUI N'ARRIVE PLUS À DONNER SES INVENDUS
- UN FOURNISSEUR QUI A DES PRODUITS (DENRÉES ALIMENTAIRES, PRODUIT DE 1^{ère} NECESSITÉ...) ET DES SERVICES DISPONIBLES (TRANSPORT, LOGISTIQUE...)


LA PLATEFORME EST DÉDIÉE À LA RÉOLUTION DE PROBLÈMES QUI N'ONT TROUVÉ AUCUNE SOLUTION LOCALE AVEC VOS PARTENAIRES HABITUELS.

APPELEZ

0 805 690 698 

du lundi au vendredi de 9h à 17h

NOUS FERONS CE QUI EST POSSIBLE POUR VOUS AIDER.

Cette plateforme est opérée gracieusement par  **comerso**



WHAT

- For the very first time in France, an innovative platform to connect retail and foodbanks, charities... to provide access to unsold goods to the most vulnerable.
- With a single number phone, the platform helps businesses and charities to connect their needs & to solve problems due to Coronavirus crisis
 - Collect of businesses offers and charities needs
 - Matches identification
 - Logistic operations
 - Tax reduction certificates providing
- An initiative from FCD / Perifem & operated by Comerso

IDENTITY

COMPANY | **Pick n Pay**



DATE | 17 March 2020

WHAT

Since 18th March, Pick n Pay opens 1 hour earlier every day exclusively for customers over the age of 65 years to protect them from the pandemic.

KEY VISUALS

COVID-19
AND US
We're all in this together



<https://www.pnp.co.za/coronavirus>

Source: <https://businesstech.co.za/news/lifestyle/382399/pick-n-pay-launches-special-shopping-hour-for-pensioners-due-to-coronavirus/>

KEY CONTACT

David North, Group Executive Strategy & Corporate Affairs

IDENTITY

COMPANY | Polish
retailers

COUNTRY | 

DATE | 17 March 2020

WHAT

Poland To Temporarily Lift Sunday Shopping Ban as a measure to prevent too many people doing groceries at once.

KEY VISUALS



Photographer: Bartek Sadowski/Bloomberg

Source: <https://www.esmmagazine.com/coronavirus/poland-temporarily-lift-sunday-shopping-ban-92802nts-high-demand-items/5066808002/>

IDENTITY

COMPANY | **REWE**

COUNTRY |



DATE | 16 April 2020

WHAT

REWE Offers Priority Online Delivery Service For Medical Workers

- REWE Group has introduced a priority, free-of-charge online delivery facility to help medical workers who are missing out on basic food and essential items during the coronavirus crisis
- The retailer is allowing healthcare professionals to choose preferred delivery slots for online orders and offering free of charge home delivery for the next three months

KEY VISUALS



<https://www.rewe.de/>

Source: <https://www.esmmagazine.com/coronavirus/rewe-offers-priority-online-delivery-service-medical-workers-95908>

IDENTITY

COMPANY | Russian
retailers

COUNTRY | 

DATE | 20 March 2020

WHAT

Pandemic brings “S” back to ESG, Russian business responds

In this article we see how Russian business leaders are doing to ensure the sustainability of their operations amid the global pandemic, as well as what values they rely on during these difficult times.

KEY VISUALS



Source: <https://www.intellinews.com/comment-pandemic-brings-s-back-to-esg-russian-business-responds-179021>

IDENTITY

COMPANY |  Smurfit Kappa

COUNTRY | 

DATE | 13 April 2020

WHAT

Packaging giant Smurfit Kappa has introduced a range of products under its 'Design for Help' portfolio to help address challenges posed by the COVID-19 pandemic.

The company has designed corrugated workplace dividers to protect people who work closely alongside each other.

KEY VISUALS



Source: <https://www.esmmagazine.com/packaging-design/smurfit-kappa-offers-corrugated-solutions-to-tackle-covid-19-pandemic-95454?preview=1>

IDENTITY

COMPANY |



COUNTRY |



DATE | 31 March 2020

WHAT

SPAR Austria helps shoppers go cashless with voucher cards

Following the recommendation from the WHO to pay cashless, Spar has put in place a voucher system to further reduce direct contact and to simplify shopping for risk groups, the vouchers are available in stores and can be topped up to 200€. The voucher cards can be disinfected easily.

KEY VISUALS



www.spar.com

Source <https://spar-international.com/news/spar-austria-helps-shoppers-go-cashless-with-voucher-cards/>

IDENTITY

COMPANY |



COUNTRY |



DATE | 07 April 2020

KEY VISUALS



www.spar.hu

WHAT

SPAR Hungary launches home delivery by taxi

SPAR Hungary has partnered with the largest taxi company in Hungary, Főtaxi Group, to launch a new home delivery service called TAXI SHOPPING. Due to the current curfew, grocery shopping has become more difficult for many people, especially those in high-risk groups.

After placing an order, customers can call the taxi company, providing them with their name, SPAR order number, selected time slot, and the address of the store at which the taxi driver can pick up the order as well as the address where the taxi can deliver the groceries.

Source <https://spar-international.com/news/spar-hungary-launches-home-delivery-by-taxi/>

IDENTITY

COMPANY |



COUNTRY | Qatar & Oman

DATE | 15 April 2020

WHAT

SPAR Qatar uses latest technology for temperature screening

SPAR has introduced thermographic cameras at the entrance of stores that perform body temperature checks to help prevent the spread of COVID-19

Visitors are requested to have their temperature automatically screened as they enter the store. If an elevated body temperature is detected, the device emits a sound, and the customer is refused entry

KEY VISUALS



<https://spar-international.com/>

Source: <https://spar-international.com/news/spar-qatar-uses-latest-technology-for-temperature-screening/>

IDENTITY

COMPANY |



COUNTRY |



DATE |

WHAT

SPAR Ukraine prioritises community support during lockdown

SPAR Ukraine is continuing to support communities during the current lockdown by offering shopping discounts and vouchers to those in need. The company has also prioritised the communication of precautionary measures, such as strengthened cleaning routines and social distancing

KEY VISUALS



A1

A4



A5 версія Промисла



<https://spar-international.com/>

Source: <https://spar-international.com/news/spar-ukraine-prioritises-community-support-during-lockdown/>

IDENTITY



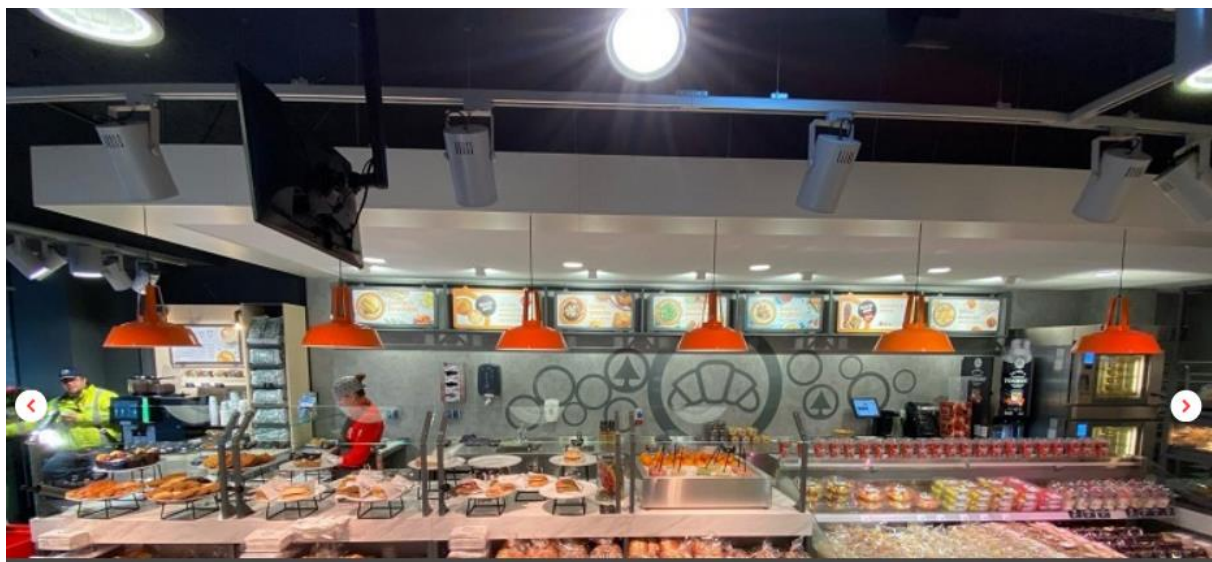
DATE | 03 April 2020

WHAT

SPAR Netherlands evolving response to COVID-19

- With a focus on providing convenience solutions to customers, SPAR Netherlands has spread its footprint, now operating over 300 stores in city centres, neighbourhoods, university campuses and over 150 SPAR Express stores on petrol forecourts.

KEY VISUALS



<https://spar-international.com/>

Source <https://spar-international.com/news/spar-netherlands-evolving-responsiveness-to-covid-19/>

IDENTITY

COMPANY |



COUNTRY | Worldwide

DATE |

WHAT

Working in close support of SPAR China as well as our international suppliers, we have secured stock and are providing guidance on essential kits per store. Acting in solidarity with their European colleagues, SPAR Shandong located in Northern China has kindly donated 100,000 face masks and 100,000 gloves, which has been despatched to Northern Italy where authorities recently advised that everyone wear such protective gear

KEY VISUALS

SPAR International + Follow ...
 40,357 followers
 1mo • 🌐

Our **#SPAR** teams are working around the clock to ensure a continued **#supplychain** of products and services for our customers who are responding with kindness and support. **#COVID19** **#bettertogether** <http://ow.ly/omjT50yPTPs>

SPAR will continue to be the heart of your community!
 vimeo.com

<https://spar-international.com/>

Source: <https://www.linkedin.com/feed/update/urn:li:activity:6646672878593019904/>
<https://www.linkedin.com/feed/update/urn:li:activity:6646380755478032385/>

IDENTITY

COMPANY |



COUNTRY |



DATE | 16 April 2020

WHAT

SPAR Hungary eases restrictions on bulk purchases

SPAR Hungary has eased restrictions on bulk purchases, which were implemented in the last week of March. Additionally, in a further effort to reduce the spread of COVID-19, customers shopping in SPAR and INTERSPAR stores in Hungary are now given protective equipment. Upon entering the stores, gloves can be put on and discarded in the dust bins after completing the shopping

KEY VISUALS



<https://spar-international.com/>

Source: <https://spar-international.com/news/spar-hungary-keeps-customer-and-colleague-safety-a-priority/>

IDENTITY

COMPANY |



COUNTRY |



DATE | 23 April 2020

WHAT

SPAR France makes headway in reducing food waste

SPAR stores in France that are larger than 400m² have signed partnerships with a charity of their choice, to redistribute foodstuffs that are nearing their best before date

Based on French law, SPAR stores smaller than 400m² have no legal obligation to donate food products close to their best before date. However, many SPAR France stores have chosen to do so voluntarily

KEY VISUALS



<https://spar-international.com/>

Source: <https://spar-international.com/news/spar-france-makes-headway-in-reducing-food-waste/>

IDENTITY



DATE | 17 April 2020

KEY VISUALS



WHAT

Spar Denmark Rolls Out Doorstep Grocery Delivery Service

- The service aims to help customers in high-risk groups as well as those who want to shop for others.
- The orders are placed online or through a phone call and processed and delivered within 48 hours for a fee of DKK49 (€6.50), the retailer said.

<https://www.esmmagazine.com/coronavirus/spar-denmark-rolls-doorstep-grocery-delivery-service-95957>

IDENTITY

COMPANY |



COUNTRY |



DATE |

12 April 2020

WHAT

SPAR UAE work with government to ensure food security

KEY VISUALS



<https://spar-international.com/news/spar-uae-work-with-government-to-ensure-food-security/>

IDENTITY



DATE | 30 March 2020

WHAT

SPAR Croatia increases protective measures for self-checkout assistants

SPAR Croatia had already installed Plexiglas barriers at cash registers in all SPAR and INTERSPAR stores in as an additional measure of protection and has now introduced face shields for employees working at self-service cash registers.

SPAR Croatia has also provided their team members with face masks, gloves, and disinfectants. Instore, customers are reminded of the two-metre social distancing rule set by the local authorities. SPAR team members in Croatia also regularly disinfect shopping trollies, baskets, and all surfaces in stores.

KEY VISUALS



Source <https://spar-international.com/news/spar-croatia-increases-protective-measures-for-self-checkout-assistants/>

IDENTITY

COMPANY | **Sainsbury's**



DATE | March 2020

KEY VISUALS

i How we're responding to COVID-19 (coronavirus)

Find out more about how we're working to feed the nation.

Latest updates

FAQs

Vulnerable customers

<https://www.sainsburys.co.uk/>

WHAT

How Sainsbury's is responding to COVID-19

- By giving priority access to vulnerable customers
- By improving product availability, and removing the limit per product
- By expanding our groceries online and Click & Collect services
- By dedicating every Monday, Wednesday and Friday, from 08.00 to 09.00 to serving elderly customers
- By letting NHS and social care workers to shop for half an hour before opening
- By introducing measures to keep employees and customers safe
- By encouraging only one adult per household to go out shopping and to shop throughout the day
- By working with charities
- We continue to support our colleagues who are self-isolating and are considered vulnerable

Source: <https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information-->

KEY CONTACT

Nilani Sritharan, Healthy Living Manager

IDENTITY



DATE | April 2020

WHAT

Relay within the company of individual good practices to fight together

- Implementation of a neighbor directory by a collaborator
- Allows everyone to be able to help or ask for help (shopping, other occasional services, etc)
- Initiative relayed internally by the board: everyone can implement in his own neighborhood

KEY VISUALS



IDENTITY



DATE | 24 April 2020

WHAT

Super Inter share some recommendations for shopping such as: avoid over buying (each customer is able to purchase maximum of 3 articles from the same reference), only one person per family to stock up, avoid contact by paying with card and wash hands frequently

KEY VISUALS



<https://www.superinter.com.co/>

Source: https://www.facebook.com/superintersupermercados/posts/2956894594367213?_tn_=-R

IDENTITY

COMPANY |



COUNTRY |



DATE |

24 March 2020

WHAT

Surtimax gives recommendations

Surtimax shares recommendations to shop included buying a maximum of 4 products per reference, keeping the distance, paying with card and washing hands frequently

KEY VISUALS



<https://www.surtimax.com.co/>

Source: https://www.facebook.com/Surtimax/posts/3340179236026863?__tn__=-R

IDENTITY

COMPANY | **TESCO**

COUNTRY | 

DATE | March 2020

KEY VISUALS

**Together,
we can do this.**

<https://www.tesco.com/>

WHAT

- 3 item restriction per customer on every product line, removing multi-buy promotions
- meat, fish, deli counters and salad bars will be closed to allow employees to focus on stocking shelves
- distancing measures at the check out
- encourage customers to pay by card
- earlier close of stores to allow cleaning of store, shelf replenishment, and allow employees to rest
- encourage customers to shop online to free up slots for the more vulnerable
- 9 to 10 am are slots reserved for the more vulnerable (Monday, Wednesday & Friday)

KEY CONTACT

Judith Robinson, Head of Health, Tesco

IDENTITY

COMPANY | **TESCO**

COUNTRY | 

DATE | 20 March 2020

WHAT

UK's Tesco to hire 20,000 people to cope with rush on supermarkets

Tesco will hire 20,000 people to work in its stores for at least the next 12 weeks to cope with an unprecedented increase in demand for food and household products

KEY VISUALS



<https://www.tesco.com/>

Source: <https://finance.yahoo.com/news/uks-tesco-hire-20-000-185742636.html>

KEY CONTACT

Judith Robinson, Head of Health, Tesco

IDENTITY

COMPANY | **TESCO**

COUNTRY | 

DATE | 27 April 2020

KEY VISUALS



<https://www.tesco.com/>

WHAT

Tesco Ireland Expands 'Click & Collect' Services

Tesco Ireland has announced that it has expanded its 'Click & Collect' services in ten locations in the country to help customers during the COVID-19 pandemic

As part of the expansion, the retailer has added new collection points as well as additional slots at existing Click & Collect sites

Source: <https://www.esmmagazine.com/coronavirus/tesco-ireland-expands-click-collect-services-in-ten-locations-96830>

KEY CONTACT

Judith Robinson, Head of Health, Tesco

IDENTITY

COMPANY | **TESCO**

COUNTRY | 

DATE | 25 March 2020

WHAT

Tesco Supermarket has announced it is making significant changes to its stores to improve the safety of its staff and the public during the COVID-19 pandemic.

Food for all

- 3 item restriction on every product line, simplified ranges of products, special hours for NHS workers, special hours for the elders

Safety for everyone

- floor markings for social distancing, protective screens at check outs, limited number of people in store, hand sanitizers placed all around the stores,
- They are also giving tips to customers on best shopping practices

Source : <https://saddind.co.uk/tesco-supermarket-make-changes-to-the-way-you-shop-amid-covid-19-pandemic/>

KEY VISUALS



www.tesco.com

KEY CONTACT

Judith Robinson, Head of Health, Tesco

IDENTITY

COMPANY | **TESCO**COUNTRY | 

DATE | 01 April 2020

KEY VISUALS

www.tesco.com

WHAT

A store-wide limit on three items per shopper, for every SKU available in its outlets, is remaining in place for the time being.

On promotions, Tesco said that is focusing on 'simple pricing' for single products, and has removed multi-buy promotions, except with regard to Easter eggs.

Tesco has extended its shopping times for NHS workers and frontline staff and will also continue to maintain priority hours for elderly and vulnerable shoppers.

Social distancing measures also remain in place, with Tesco recently unveiling a new advert which featured employees summarising these measures.

Source <https://www.esmmagazine.com/coronavirus/tesco-retains-limit-three-items-per-shopper-every-sku-94191>

KEY CONTACT

Judith Robinson, Head of Health

IDENTITY



DATE | May 2020

WHAT

In-store Operations: The GIANT Company accelerate contactless options and implements operational procedures in response to COVID-19

Accelerated Contactless programs

- Contactless Pharmacy – transfer/fill/refill prescriptions via app, curbside pickup and mail order options
- Deli order-ahead via app for contactless pickup
- Scan-It mobile – use your phone and app instead of a handheld device in stores to scan and pay for groceries
- GIANT Direct and MARTIN'S Direct – online order and grocery delivery service remained open with contactless delivery

In-store procedures implemented swiftly

- Signage limited to critical customer and team member procedure communications
- Special store and pharmacy hours extended to at risk customers and senior citizens
- One-way aisles, social distanced line queueing and limited registers, closing self-service areas, plexiglass screens at checkout, limited customer counts, team member mask requirements, and new cleaning regimens are among procedures implemented to ensure employee and customer safety

KEY VISUALS

We'll bring your prescription to your car.
 ...or, we'll even deliver. Because peace of mind is more important now than ever.

It's safe & easy:
 Call your local GIANT pharmacy to arrange pickup or delivery of your prescription.
 Secure payment must be made in advance by phone with a credit card.

For pickup:
 1. Park in a GIANT Direct parking space.
 2. Call the pharmacy and let them know you have arrived.
 3. A team member will bring your prescription out to you.

For delivery:
 Your prescription will arrive in 2-3 business days via USPS. There is no shipping charge at the time.

Our pharmacy app makes it easy to manage and refill your family's prescriptions from home.

Download on the App Store | GET IT ON Google Play

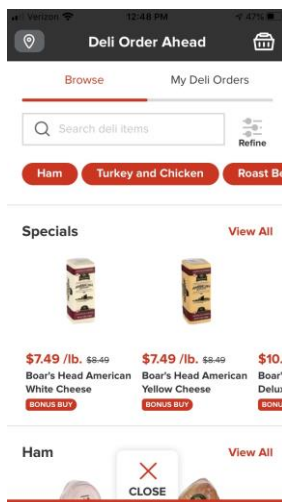


An Important Community Update from your GIANT Direct Team

Together with our customers, we're all in on protecting our communities, so starting **Tuesday March 17th**, GIANT Direct delivery service will only provide **Contactless** deliveries for all customers in all areas until further notice. Contactless delivery means that your driver will practice social distancing during the delivery process, allowing us to continue providing the friendly service you expect. Thanks for your understanding.

For more information, please visit GiantFoodStores.com/community-update/

GIANT



KEY CONTACT

Emily Steinkamp, Brand Manager, Social Impact

Emily.Steinkamp@giantmartins.com

IDENTITY

COMPANY | *tilda*

COUNTRY | 

DATE | 01 April 2020

WHAT

The LA shop has a clear wall that separates the inventory section from the clients, to permit interaction there is a phone which allows the clerk and customer to communicate. Sterilised pens are used to sign receipts and the clerk places the purchased item on an isolated table.

KEY VISUALS



Source: <https://www.covidinnovations.com/home/la-wine-shop-tilda-finds-human-connection-in-the-contactless-buying-experience>

IDENTITY

COMPANY | Tyson

COUNTRY |



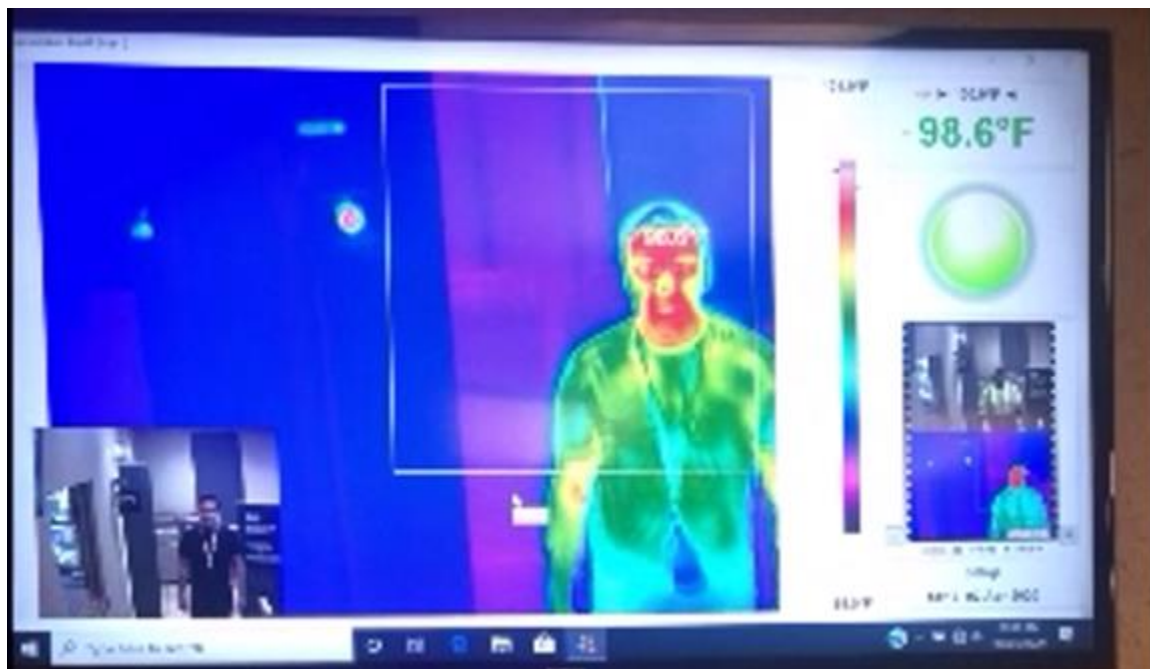
DATE | 14 April 2020

WHAT

Tyson Installs 150 Walk-Through Temperature Scanners at Plants to Slow COVID-19

the technology is part of Tyson's efforts to prevent employees who are potentially infected with COVID-19 from infecting other workers. As a non-contact technology, it's not only safer than handheld thermometers but also faster and less disruptive to the company's operations.

KEY VISUALS



https://consumergoods.com/tyson-installs-150-walk-through-temperature-scanners-plants-slow-covid-19?utm_source=omeda&utm_medium=email&utm_campaign=NL_CGT+Insider&utm_keyword=&oly_enc_id=6133J6757701E8K&utm_source=TCGF+News+Release&utm_campaign=f66dcca2f9-MAILCHIMP_EMAIL_COVID19_2020-04-15_&utm_medium=email&utm_term=0_0efe68d81b-f66dcca2f9-68976605

IDENTITY

COMPANY | Aldi, Waitrose, Iceland, Lidl, Ocado

COUNTRY |



DATE |

KEY VISUALS**WHAT****UK supermarkets take steps to prevent panic buying and shortages**

- Aldi: introduced across-the-board rationing
- Waitrose: 500 John Lewis staff have been moved to food retail operations
- Iceland: arranging for stores to keep the first two hours of Wednesday morning free for the vulnerable
- Lidl: will introduce prioritising queuing and assistance for older customers
- Ocado: stopped processing new customer bookings until further notice and created virtual queuing
- Waitrose: also introduced virtual queuing for on line shopping

Source: <https://www.theguardian.com/world/2020/mar/17/supermarkets-take-steps-to-prevent-coronavirus-panic-buying-and-shortages>

IDENTITY

COMPANY | UK retailers

COUNTRY |



DATE | 22 March 2020

WHAT

Tesco and M&S introduced special shopping hours for NHS workers during the coronavirus outbreak - here's when they're happening

- Tesco have announced that on Sunday 22 March, NHS workers will be given an hour to do their shopping before the store opens to the public.
- This hour will also be made available to Tesco's own workers, who had to risk their own health by continuing to work in crowded public spaces.
- At Marks and Spencer, the store will be reserved for NHS and emergency service workers during the first hour of trading on every Tuesday and Friday morning.

KEY VISUALS

Supermarket shopping hours for the elderly and vulnerable (Dacorum)

	Monday, Wednesday and Friday 8am to 9am
	Monday, Wednesday and Friday between 9am and 10am Priority shopping hours for vulnerable and elderly customers
	Mondays and Thursdays - 8am to 9am
	(Hemel Hempstead Branch) Monday to Saturday 9am - 10am - Over-65s 10am - 5pm - Everyone 5pm - 6pm - NHS workers
	7am - 8am - Monday to Saturday
	9am to 10am Monday to Saturday - more help available to the elderly and vulnerable customers
	8am to 9am Monday to Saturday and 10am to 11am Sundays
	In larger stores Fridays from opening to 9am
	No information released regarding shopping hours for the elderly and vulnerable
	No information released regarding shopping hours for the elderly and vulnerable

24 Mar 20

Source: <https://inews.co.uk/news/health/tesco-nhs-workers-shopping-m-and-s-coronavirus-outbreak-when-opening-times-2504066>

IDENTITY

COMPANY | US Retailers

COUNTRY |



DATE | 13 March 2020

WHAT

How US Grocery chain are responding to keep customers safe and shelves stocked

See examples from Walmart, Kroger, HEB, Publix, Albertsons Cos, Wegmans, Ahold Delhaize USA, Target, Hy-Vee, Aldi, Lidl, Giant Eagle, Tops Markets, Raleys, Trader Joe's, Brookshire Grocery

KEY VISUALS



Source: https://www.supermarketnews.com/retail-financial/coronavirus-how-leading-grocery-chains-are-responding-keep-customers-safe-and?NL=SN-007&issue=SN-007_20200313_SN-007_54&sfvc4enews=42&cl=article_1_b&utm_rid=CPG06000000278116&utm_campaign=36866&utm_medium=email&elq2=4be1e8a084c743398c46d4a5223e10a4

IDENTITY

COMPANY | Walmart, Kroger, Hy-Vee

COUNTRY |



DATE | 07 April 2020

WHAT

Walmart, Kroger, Hy-Vee, Giant go with one-way aisles to combat coronavirus

Walmart also just began limiting the number of customers in a store at the same time other efforts by Walmart and Kroger to protect customer and employee health include temperature checks of employees, supplying of gloves and masks to associates who want them, installation of sneeze guards and social distance markers in stores, expanded paid-leave policies, and overnight closure of stores for cleaning and restocking.

KEY VISUALS

Source: <https://www.supermarketnews.com/issues-trends/update-walmart-kroger-hy-vee-giant-go-one-way-aisles-combat-coronavirus>

IDENTITY

COMPANY | US Retailers

COUNTRY |



DATE | 13 March 2020

WHAT

How US Grocery chain are responding to keep customers safe and shelves stocked

See examples from Walmart, Kroger, HEB, Publix, Albertsons Cos, Wegmans, Ahold Delhaize USA, Target, Hy-Vee, Aldi, Lidl, Giant Eagle, Tops Markets, Raleys, Trader Joe's, Brookshire Grocery

KEY VISUALS



Source: https://www.supermarketnews.com/retail-financial/coronavirus-how-leading-grocery-chains-are-responding-keep-customers-safe-and?NL=SN-007&issue=SN-007_20200313_SN-007_54&sfvc4enews=42&cl=article_1_b&utm_rid=CPG06000000278116&utm_campaign=36866&utm_medium=email&elq2=4be1e8a084c743398c46d4a5223e10a4

IDENTITY

COMPANY | Vermont Country Deli



DATE | 01 April 2020

WHAT

This Vermont deli is selling bread to its local hospital and working employees. It is also selling raw ingredients that can be delivered, encouraging people to cook at home.

KEY VISUALS



Source: <https://www.covidinnovations.com/home/vermont-country-deli-is-selling-ingredients-mailing-gift-packages-and-providing-delivery-services>

IDENTITY

COMPANY |



COUNTRY |



DATE |

13 April 2020

WHAT

Russian supermarket Vkusvill wants to install vending machines in residential buildings

They are going to install vending machines in the entrances of residential buildings in Moscow and St Petersburg to better serve shoppers during the Coronavirus lockdown. It is taking online applications from residents of buildings housing at least 100 apartments. Installation will be free, and the machines will stock about 70 Vkusvill products

KEY VISUALS



Source: <https://www.covidinnovations.com/home/09042020/russian-supermarketvkusvill-wants-to-install-vending-machines-in-residential-buildings-during-the-lockdown>

IDENTITY

COMPANY | **WAITROSE**
& PARTNERS

COUNTRY |



DATE | 17 April 2020

WHAT

Waitrose to treble Rapid deliveries and increase click and collect slots by 50%

Waitrose is to more than treble the number of delivery slots available through its Rapid service, giving access to more than 2.5 million households to get food and essentials.

KEY VISUALS



<https://www.waitrose.com/>

Source: <https://www.talkingretail.com/news/industry-news/waitrose-treble-rapid-deliveries-increase-click-collect-slots-50-17-04-2020/>

IDENTITY

COMPANY |



COUNTRY |



DATE |

13 March 2020

KEY VISUALS



WHAT

Walgreens takes omnichannel steps in response to coronavirus

- Waived delivery fees for eligible prescriptions from 13th March until further notice
- Consumers in 14 cities can get a variety of convenience products, delivered to their home
- Introduced purchase limits on certain goods
- Provides Pharmacy Chat, available 24/7 online and through the Walgreens app
- The Walgreens app and site offer other telehealth services.[DIGITAL SECTION]
- Walgreens has provided a donation to the Centers for Disease Control (CDC)
- Donated of 1,500 thermometers to be used for local health departments in Santa Clara and Alameda counties in California.

KEY CONTACT

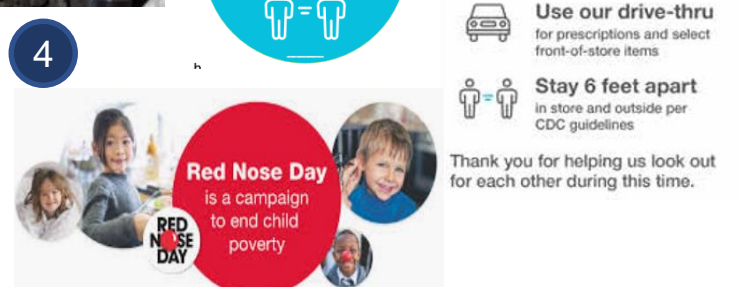
Robert Tompkins, Group Vice President, General Merchandise Manager, Health & Wellness

IDENTITY



DATE | May 2020

KEY VISUALS



<https://news.walgreens.com/covid-19/>

WHAT

- 1 In the process of expanding COVID-19 testing locations to 49 states in the month of May using closed locations with stations for gathering information and conducting the test
- 2 Rolled out multiple team member safety protocols such as social distancing signs and decals around the store, plexiglass barriers installed on all counters, supplying masks for all team members, relaxing attendance policies to provide comfort around staying home, and availability of hand sanitizer and handwashing stations
- 3 Instituted some new customer- and patient-friendly programs such as senior shopping hours on Tuesday mornings, expanded drive-thru/online access for front end and OTC merchandise, and waiving all fees for home Prescription delivery
- 4 Running our traditional Red Nose campaign in May 2020 to help lift children out of poverty, especially during this difficult time

KEY CONTACT

Andrew Militello, Walgreens

IDENTITY

COMPANY | **Walmart**

COUNTRY |



DATE | **April 2020**

KEY VISUALS



<https://www.facebook.com/WalmartdeMexicoyCentroamerica/>
<https://www.walmartmexico.com/>

WHAT

- All stores are open, working hour being adjusted according to government requirements.
- Continue to increase headcount across business formats as needed.
- Increased communications campaign (interviews, press releases).
- We communicate strongly through our social media to customers and members to share recommendations about health and wellness based on who & and government authorities.
- Access filters for associates (temperature and symptoms).
- Checkout voluntary packers (elderly people –non associates) were sent home with an extraordinary gratification.
- Home office for all staff. Most corporate facilities are completely closed.
- Placement of acrylics for protection in more than 14,000 lines of boxes.
- Financial support and 250 tons of food donated to more than 22,800 older adults who provide their valuable voluntary support as packers in stores, through the Walmart de México Foundation.
- Temporary program to support its micro and small suppliers: Shorten the payment period to 7 days, the months of April, May and June and for the tenants two months of rent will be waived; that is, the income corresponding to the months of April and May.
- We donated 100 million pesos to finance the Temporary Unit of COVID-19, which will be adapted at the Citibanamex Center facilities for patient care by the health system.

KEY CONTACT

Viridiana Hernández - ESG Squad lead - M.v.Hernandez@Walmart.com
 Luis Herrerías – Corporate Marketing DM – luis.herrerias@Walmart.com

IDENTITY

COMPANY | **Walmart** 

COUNTRY | 

DATE | 20 April 2020

KEY VISUALS

<https://www.walmart.com/>

WHAT

Mexico's government and Walmart (Mexico and Centro America) launched "Los Esenciales" program. The Program includes 125 products, which will be sold at the lowest prices on the market for a period of 60 days, starting from April 10

Source: https://www.walmartmexico.com/media-library/document/gobierno-de-la-cdmx-y-walmart-de-mexico-y-centroamerica-lanzan-el-programa-los-esenciales/_proxyDocument?id=00000171-987d-d85a-abf3-997f40cb0000

KEY CONTACT

Marcus Osborne, Vice President, Walmart Health

IDENTITY

COMPANY | Walmart

COUNTRY |



DATE | 20 April 2020

WHAT

Walmart now requires all U.S. workers to wear face coverings

Walmart today began requiring all U.S. employees to cover their faces while at work to help prevent the spread of novel coronavirus (COVID-19)

KEY VISUALS



<https://www.walmart.com/>

Source: <https://www.supermarketnews.com/issues-trends/walmart-now-requires-all-us-workers-wear-face-coverings>

KEY CONTACT

Marcus Osborne, Vice President, Walmart Health

IDENTITY

COMPANY | **Walmart** 

COUNTRY | 

DATE |

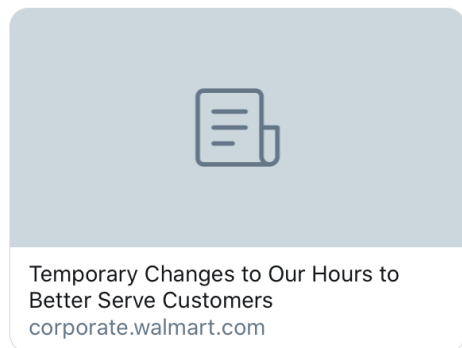
WHAT

- Stores Cleaning policies +
- Special senior shopping hours

KEY VISUALS



Walmart  @Walmart · 1j 
Starting March 15, Walmart stores and Neighborhood Markets will be open 6 a.m. to 11 p.m. until further notice. This will help ensure associates can clean and stock products. Stores operating under more reduced hours will keep current hours of operation.



243 733 915 

Source <https://twitter.com/Walmart/status/1238991505764818945?s=20>

KEY CONTACT

Marcus Osborne, Vice President, Walmart Health

IDENTITY

COMPANY | **Walmart** 

COUNTRY | 

DATE | 16 March 2020

WHAT

Walmart Chile announces a preventive plan for employees and customers. This plan includes measures as clean points for car sanitization, additional hygiene measures in the payment areas, and provision of necessary elements to limit the action of the virus, such as alcohol gel and disinfectant towels, for employees and customers

KEY VISUALS



<https://www.walmart.com/>

Source: https://www.walmartchile.cl/44379_walmart-chile-anuncia-plan-preventivo-para-cuidar-a-colaboradores-y-clientes.html

KEY CONTACT

Marcus Osborne, Vice President, Walmart Health

IDENTITY

COMPANY | **Walmart** 

COUNTRY | 

DATE | 1 May 2020

WHAT

Walmart to bring two-hour Express Delivery to 2,000 stores

Following a recent pilot program, Walmart is rolling out Express Delivery, a new online service offering home delivery of a wide range of groceries and other products from the store in less than two hours.

KEY VISUALS



www.amazon.com

KEY CONTACT

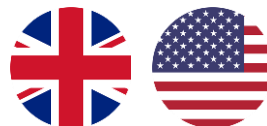
Marcus Osborne, Vice President, Walmart Health

IDENTITY

COMPANY |



COUNTRY |



DATE | 22 March 2020

WHAT

Important update on store hours:

- Customers are informed that the 60+ are invited to shop one hour before the store is open to public. Stores will also close two hours early to allow time to restock shelves

KEY VISUALS

In order to better serve our community, we will be adjusting our store hours.

Until further notice, **customers who are 60 and older are invited to shop beginning one hour before the store opens to the general public under the store's new adjusted hours.** Please visit our website for the latest information on store hours.

Additionally, our stores will close up to two hours early to give our Team Members more time to restock shelves, sanitize our stores and rest in preparation for the next day.



Source: <https://twitter.com/WholeFoods/status/1240297921133907969>

IDENTITY



DATE | 30 April 2020

WHAT

Whole Foods puts seniors and at-risk customers first with online grocery pickup

KEY VISUALS



<https://www.wholefoodsmarket.com/>

Source: <https://www.supermarketnews.com/online-retail/whole-foods-puts-seniors-and-risk-customers-first-online-grocery-pickup>

IDENTITY



DATE | 1 May 2020

WHAT

Whole Foods offer disposable face masks to all customers who do not have them requesting – but not requiring – that customers wear masks while shopping

KEY VISUALS



<https://www.wholefoodsmarket.com/>

Source: <https://www.grocerydive.com/news/whole-foods-to-provide-face-masks-to-customers/577187/>

IDENTITY

COMPANY |



COUNTRY |



DATE | 17 March 2020

WHAT

Aussie supermarket chain Woolworths will allow elderly customers in the store earlier than others, in response to panic-buying which has left elderly and disabled customers with no stock

KEY VISUALS



<https://www.woolworths.com.au/>

Source: <https://www.thestar.com.my/news/world/2020/03/17/covid-19-aussie-supermarket-chain-woolworths-holds-039elderly-hour039-as-panic-buying-continues>

IDENTITY

COMPANY |



COUNTRY |



DATE |

17 March 2020

WHAT

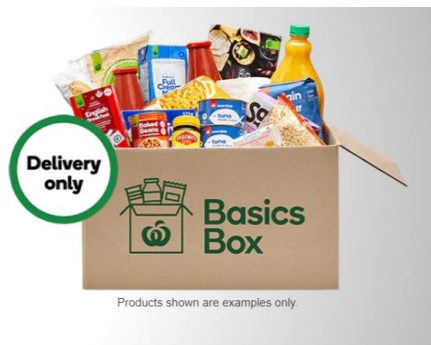
- As of 20th March, Woolworths will offer care packages which contain essential groceries to the elderly and people with disability
- The packages can be picked up from the store's customer service desk
- To access the packs, customers only have to show their government concession card
- Coles will hire 5,000 new casual workers to restock empty shelves

KEY VISUALS

Helping the most vulnerable in our communities

Delivering to ACT, NSW, VIC, SA, TAS & SE QLD Coast

Find out more >



<https://www.woolworths.com.au/>

Source: <https://www.sbs.com.au/news/covid-19-woolworths-to-offer-care-packages-to-elderly-and-people-with-disability>

IDENTITY



DATE | 16 April 2020

WHAT

South Africa's Woolworths Offers Drive-Through Service To Help Shoppers Avoid Stores

KEY VISUALS



<https://www.woolworths.com.au/>

Source: <https://www.esmmagazine.com/coronavirus/south-africas-woolworths-offers-drive-service-help-shoppers-avoid-stores-95831>

IDENTITY

COMPANY |  X5RETAILGROUP

COUNTRY | 

DATE | 03 April 2020

KEY VISUALS

WHAT

X5 Retail Group has taken the decision to sell key staple foods at all its stores at cost for at least one month in order to support vulnerable groups during this challenging time.

Source https://twitter.com/x5_retailgroup/status/1246050456801026048?s=21

KEY CONTACT

Maria Podkopaeva, Project Manager, Sustainable Development

IDENTITY

COMPANY |  X5RETAILGROUP

COUNTRY | 

DATE | 09 April 2020

WHAT

Russia's X5 Retail Group has announced the rollout of self-checkout (SCO) technology across selected Pyaterochka proximity stores.

The technology, which has been developed in-house by X5, is currently in place at 369 outlets, with a total of 1,435 units installed. The retailer is aiming to have a total of 12,000 units in operation by the end of the year.

Source <https://www.esmmagazine.com/technology/x5-retail-group-rolls-self-service-tech-developed-house-95218>

KEY VISUALS



KEY CONTACT

**Maria Podkopaeva, Project Manager, Sustainable Development,
X5 Retail**