

BIG RED LIQUORS

CORONAVIRUS COVID-19

Responsibly meeting the needs of our community and our associates is and always will be one of our core values. As our nation and community face an unprecedented and rapidly changing national health crisis, Big Red is committed to doing its part by continuing to add new best practices that are consistent with current recommendations by WHO and the CDC.

EMPLOYEES

PROTECTING OUR MOST IMPORTANT ASSETS

- We are supplying all stores with Bloomington made Cardinal Spirits hand sanitizer
- We have and will continue to search for ways to financially assist our associates who are working hard during these uncertain times.
- Employees are dedicating extra time both before and after a shift for thorough cleaning, and have the supplies to do it. We monitor the status of cleaning and sanitizing supplies daily.
- Regarding masks and gloves for employees, we are CURRENTLY following the guidelines of the WHO and CDC and we will continue to monitor and take guidance from them.
- We have set up a dedicated email address for any Big Red team member to voice concerns directly to the company President. These emails are received anonymously and will be acted upon immediately.

CUSTOMERS

SERVING YOU WITH CARE & ATTENTION

- We are limiting the total number of people in a store to no more than 10 at a time, INCLUDING employees, and vendors.
- Noon-1pm is reserved for customers 60 years or older.
- Providing the most robust network of home delivery through the **Drizly.com app** with "no touch" drop off and ID verification where available
- Offering curbside pick-up to any customer who calls any location directly and requests it.
- To reduce unnecessary physical interactions, we are foregoing signature requirements for credit card transactions where permitted by card issuers.

LIMITED HOURS

CONDUCTING BUSINESS RESPONSIBLY

- Big Red Liquors was the first locally owned package store in central and southern Indiana to voluntarily limit hours, and create a "60 years old+ Shopping Hour" at the beginning of each day's shift, a practice which is now being widely adopted by others.
- More points of sale throughout the community help to spread people out, easing crowd density and potentially reducing exposure
- Diminishes potential over-crowding in already burdened retail and supply stores by not funneling another segment of the buying population into these high-traffic areas
- Due to the need for personal ID verifications on age restricted purchases, wait times in other retail stores could increase if more of these purchases were made at those locations. This would not be in the public best interest.
- Patron visits into packaged liquor stores are on average much shorter than in other retail stores, the average visit is less than two minutes, this shorter shop time could help reduce potential exposure.

This highlights just some of what we are doing during this rapidly changing situation, as conditions change we will adjust to stay consistent with best practices recommended by the CDC to keep our community and team members as safe as possible during this challenging time.

#strangetimes #bewell #inthistgether