



RITE AID COVID-19

ASSOCIATE Q&A DOCUMENT

3/21/2020

PANDEMIC PAY

What is Pandemic Pay?

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

Who is eligible?

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

How is Pandemic Pay calculated?

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

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

How long will Pandemic Pay last?

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

HERO PAY

What is Hero Pay?

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

Who is eligible?

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

Why aren't all associates eligible?

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

When will Hero Pay begin?

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

How is Hero Pay calculated?

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

When will Hero Pay end?

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

ADMINISTRATIVE LEAVE

What is Administrative Leave?

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

Who is eligible?

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

Is Administrative Leave Protected?

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

How long will Administrative Leave be available?

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

RITE AID RETAIL STORE ASSOCIATE DISCOUNT

What is the Rite Aid Retail Store Associate Discount?

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

Who is eligible?

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

When does this increased discount begin?

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

How long will this increased discount be in effect?

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

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

RELAXED DRESS CODE

What is the Relaxed Dress Code?

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

Who is eligible?

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

When does it begin?

Sunday, March 22, 2020.

How long will Relaxed Dress Code last?

For as long as management deems necessary.

OTHER DETAILS

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

Thank you for your understanding during this crisis.