

## A Message From Melissa Reiff, Chief Executive Officer

### To Our Loyal and Valued Customer:

On behalf of The Container Store family, I hope you and yours are safe and healthy. The COVID-19 pandemic continues to impact our world in ways we could not imagine, and I want to share my thoughts with you, our loyal customers, on how The Container Store is responding and assure you that we are still here to serve you now and long after we have conquered this crisis. Please know we have made every decision carefully, thoughtfully, and with compassion for all impacted.

### Temporary Store Closures

Effective immediately, we have temporarily closed all of our stores. To protect the health of our employees and customers, we will continue to serve our customers online at [containerstore.com](https://www.containerstore.com). In addition, at many of our stores, we will offer Click & Pick Up, our contactless curbside service, and scheduled In-Store Appointments (only allowing one customer in the store at a time). And of course, we will continue ALL precautionary measures that include hand washing, social distancing, wiping down surfaces, wearing masks and gloves, etc.

### Temporary Employee Impact

Our employees are the heart and soul of The Container Store, however, due to our temporary store closures, we have made the difficult but necessary decision to furlough many store employees, and home office colleagues in various areas of our company. Many employees have also accepted temporary pay cuts, including meaningful pay cuts for myself and the executives of our company. We do not take any of this lightly and hope that we can bring many of our cherished employees back soon.

Impacted employees in our stores will receive two-weeks of emergency pay and are eligible for unemployment benefits as well as support through our Employee First Fund. This Fund provides grants to employees experiencing unforeseen emergencies and challenges, such as the crisis we find ourselves in today. Initially funded through a company contribution, the Fund receives ongoing support through donations made by our employees and other company stakeholders.

This pandemic has caused people and businesses to make decisions and take actions never contemplated before. We have carefully and thoughtfully acted to ensure the safety and future stability of our company so that we can continue to offer great jobs, benefits, and services to our communities.

Our hearts go out to those who have been affected by this crisis. We are grateful to all the healthcare workers, volunteers, and governments who are working to bring this situation to an end. We thank you for your loyalty, understanding and support.

My very best,



**MELISSA REIFF | CEO | THE CONTAINER STORE**