



OUR PEOPLE

— MAKE US —



Q&A With Ira Kress, President of Giant Food

Food World: As president of Giant Food and a 38-year veteran of the company, why are charitable giving and dedication to community causes so important to you personally and to the company?

Ira Kress: Yes, I have been with Giant Food for 38 years, but the reality is that the connection to our communities has existed since Giant Food's founding back in 1936. We started off as a community grocery store and 86 plus years later, we still consider ourselves a community grocery store. There is a special connection we have with our customers that we are so privileged to serve every single day. This connection to our customers and our community members is something we at Giant Food have a chance to further and deepen. Giant Food was here before I even started working at the company, and since its founding we have always taken tremendous internal pride in our ability to give back to each and every one of our local communities. At Giant, our customers are not just customers, they are our friends and our neighbors.

At Giant Food we have 165 stores and each of those stores says, 'Giant' on the front, but they really are Laurel, MD or Pikesville, MD or Arlington, VA or Washington, D.C. or Bear, Delaware. They are a part of that singular community. Those customers see that store as the Pikesville Giant or the Arlington Giant or the Bear Giant. For me, it is really important that we keep that local community identity with our customers.

The final piece I wish to highlight is that it is not me who makes Giant Food a community grocer, but instead it is our fantastic associates within each individual store. Yes, at Giant we write large checks and support a host of very important charitable causes, but where we actually build the reputation of a locally trusted food retailer that supports its community is through our passionate associates. They are the ones who are in the field delivering and distributing turkeys and hams, volunteering and working with our local food banks, and supporting local little league baseball teams by traveling to the practices and games and donating food. It has always inspired me to see how enthusiastic our Giant associates are about serving their local community and as a leader and a human being, I could not be any prouder.

Food World: Why do you feel such a strong personal connection to giving back?

Ira Kress: I've worked for this company for 38 years. I've lived in this geography for 56 years, so the communities Giant encompasses are home to me, the brand is home to me, and I believe you care more about that if you are living in it every single day. I truly believe that every individual should be given an opportunity to live their absolute best life, and I know Giant Food has the resources to help people live their best lives. And I am not the only one who thinks this way. At Giant we have over 19,000 associates that call this region our home. And we each want to make sure that we are helping our family, friends and neighbors live their best lives. Giant Food has fantastic, passionate associates who understand the importance of supporting their local community. We all feel a strong personal connection to giving back. I feel very fortunate to be the person in charge of such a wonderful company, with fantastic philanthropic customers, and outstanding caring and engaging associates.

Food World: For you, particularly, do you think that not only the fact that you have a lifetime connection here, and only here, is a factor? But also, the fact that you worked in HR and you worked in store operations – the biggest bin of people in the company – has made you even more sensitive and aware of the need to give back?

Ira Kress: Certainly, my roles or my experiences I'm sure, have lent themselves to that education. But I will tell you what, for me, solidified it, and this goes back literally 30 years, is hearing Izzy Cohen (Giant's founder) say the secret to Giant Food's success was people, people, people. I often say that we sell pork and beans for a living, and we do, but we do everything we do through people. So, yes, working in HR for 20 years, working in store operations for the other half of my career, dealing with our associates and customers my entire career has helped me gain a further appreciation for that, but this is and always has been a people business. We don't create things that sell themselves in nondescript locations to customers that we don't touch. We see them every single day of the week. We see our associates every single day of the week – seven days a week, 365 days a year and everything we get done is by and through our people. So, giving back really is the most important thing we can do.

Food World: Let's talk about the Giant Food associates as a whole. Your personal business career



has been spent entirely at Giant, and for many years your job was heading store operations primarily entailing close people-to-people interactions. What makes the Giant culture special and what do you think you've been able to add to improve that "associate bond?" Is there a nuance there? Is there anything specific that you feel you have done to maybe enhance it or enlighten it a little more? But first, the culture question – why do you think this culture is very special?

Ira Kress: Well, first, I do think it is very special. Just to confirm that. In terms of the why – I don't think there is one specific thing I can point to, but rather it is a combination of thousands of things. I think that is actually what makes this business special. We deal with people – customers, associates, communities – every single day. We have associates who are working for us, and we just recognized them at our Presidential Awards Gala in September, with upwards of 60 years of experience. You don't have folks stay half a century in a business that isn't special. I am not talking about one individual that we recognize. We actually had 30 50-year or more associates that were being recognized just in crossing that anniversary threshold. I have 38 years with the company. I am certainly, by no stretch,

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the most senior member of the business. For me, that is part of what makes the culture special because we have folks who have lived in the business with the people even though we have gone through a thousand iterations of operating models and leadership. We have been able to continue our focus on treating everyone we interact with – customers, associates, and communities- like family. And that doesn't mean you get along every day of the week. It doesn't mean you don't have arguments or disagreements or different perspectives. It does mean that you genuinely care about the people you are working with. The reality is that we also have thousands of new hires every single year who are coming into a culture that exists. We are not trying to build a new culture every day, what we are trying to do is deepen and continue the culture we have. For me, what makes it special is the fact that we have built upon this since literally 1936, through ups and downs, not only good times. I think the bad times have strengthened us as much as the good times have helped develop us.

In terms of the other one special thing, I think it is the fact that we don't take ourselves really seriously. We sell groceries for a living. What we do is critically important. We feed people. But we don't have this hierarchical belief that if I am more senior in years or in title that I am somehow better or more important. And for me, my best day at this company, my best day of my career was in November of 1984, when I got hired, because it provided me with a huge opportunity to learn, grow and develop. Becoming president of the company was not the best day in my career. I have been fortunate and lucky in all of those things that have happened throughout my career, but to work for an organization that has existed for as long as we have, whereby a large number of folks grow and develop, I don't care whether you start as a director or a cashier, but you are growing and developing in

the company. For me that is what builds a culture and that is also what makes it special for the people within Giant Food.

Food World: Challenges ahead, they are a little different now and they seem to be evolving and some of the challenges of six months ago are the same and maybe even more heightened. Then there are some new challenges in terms of potential competitive issues and so on. So, do you want to take a stab at that?

Ira Kress: Every year, someone asks me to predict what the next six or 12 months will hold. Every year I try not to do that because the times I have done it, I have not been accurate, and I probably won't be accurate this time either.

Food World: How about starting from today?

Ira Kress: There are huge challenges in our business, in our geography, in our country and in our economy. If I had to sort of pinpoint for our business, the biggest challenge we have is the challenge that our customers and frankly our associates face as a result of what is going on economically with inflation. The reality is we will always have competitive challenges, new competitors coming in, old ones going away, and even mergers. I believe at Giant Food we are well positioned. We have got our stake in the ground as an organization. We know who we are and what we aspire to be and how we go about delivering that. The challenges facing our customers today with inflation and the cost of groceries and everything, utilities, you name it, it is going up, and it puts pressure on them that is different than what most of them have experienced in their lifetime. Those pressures extend themselves to the communities in which they live. You know one of our charitable pillars is food insecurity and fighting hunger, and that's a problem that is getting worse, not better. No matter how much we are fighting it and helping to alleviate hunger,

the reality is that the pressures on the economy and on customers' wallets are making that a larger issue. What we are really focused on as a business and a community business is doing everything within our power to make that challenge more bearable for the customer. That is through deals that we offer every single week, trying to meet them where they are with price points on the most important staple items that they want to buy and ensuring they can continue to shop at Giant, whether it is through our national brands or our private brand program. We have the value that is important to them given the environment we are in right now.

And the same goes for our associates. We are in the supermarket business. And while we are a part of a Fortune 500 company, we have a lot of entry level jobs, and we know that our associates are struggling just as much as our customers to get by every single day. We try to do everything we can for them, not just in terms of wages and benefits, but offerings, promotions and discounts to make working here and eating here easier during these challenging times. It is going to be difficult. I don't know whether things will get better or worse and over what period of time. What I do know is that the customer's wallet, all of our customers' wallets are really stretched right now. It is a difficult environment. That is why we try to donate so much to our surrounding communities. Whether it be food or monetary donations to our local food banks, or loyalty rewards in our stores, we are always looking to help our customers and community members find the products they need at an affordable price. As I said earlier, our goal is to help our neighbors live their absolute best lives. The most important thing at Giant has been and still is people, people, people.

Food World: Thank you.

IRA KRESS JOINED GIANT FOOD IN 1984

and has more than 36 years of retail leadership experience. He began his career in store operations and progressed through numerous store operations management positions. In the early 1990s, he transitioned into the Training Department within Giant and spent the next 20 years in progressively responsible human resources and labor relations leadership roles. In 2009, Kress assumed the role of Senior Vice President, Human Resources and Labor Relations, overseeing all aspects of human resources and labor relations for Giant Food.

In 2012, Kress was promoted to the position of Senior Vice President of Human Resources Delivery, Ahold USA, which included all HR and Labor Relations responsibility for three brands under the

Ahold USA structure (Giant Food, Giant/Martin's – now The Giant Company, and Stop & Shop). His extensive experience in Human Resources includes training, staffing, selection and assessment, talent management, management development, organizational design, compensation, and associate relations.

In 2013, Kress returned to Giant Food as Senior Vice President, Store Operations, where he oversaw day-to-day operations for all Giant Food stores – to include overall store experience, customer relations, associate satisfaction, sales, and operating profit – along with key responsibilities in Asset Protection, Real Estate, and Construction. During the summer of 2019, Kress transitioned to the role of interim President, Giant Food and officially took

over as President of Giant Food in June 2020 with total Brand responsibility for all 164 Giant Food stores in the greater Washington, D.C. area.

For anyone who has worked alongside Kress, they know and appreciate that he makes every decision with the customer in mind. He also has a strong passion for growing and developing associates. His leadership permeates through his strong focus on serving customers, engaging associates, and supporting local communities.

He is active in the community and serves as a board member on the Johns Hopkins Pediatric Oncology Advisory Council and the Ahold Delhaize USA Family Foundation.

Ira and his wife, Heather, reside in Edgewater, MD and have six children.

Diane Hicks, SVP-Operations, Proud To Continue The Giant Food Legacy

Diane Hicks, Senior Vice President of Operations, is the newest member of Giant Food's executive team, joining the retailer in September from sister brand Stop & Shop. She has a 32-year career with Ahold Delhaize and spent 12 years at Giant Food, starting in 2005, before moving to Stop & Shop and now having a homecoming of sorts with her new position.

Hicks, like many on the Giant Food team, started her supermarket career working in the stores. She started as a cashier and held multiple roles in management, including store manager. Taking her experience, she moved into leadership roles in human resources, sales manager, director of operations, director of non-perishables and director of produce and floral before moving over to Stop & Shop as vice president of ales and merchandising. Most recently, she was vice president of operations for the New York and Connecticut region before returning to the Baltimore-Washington market and her old home at Giant Food.



“As a local neighborhood grocer for over 86 years, Giant has been in the position to be a trusted retailer for our customers, and we have been so proud of our associates who have served our communities through these challenges, including our pharmacy teams, continuing to deliver value every day for our customers. In my new role, I'm committed to providing the best omnichannel experience for our customers and a supportive environment for our associates.”

Diane Hicks

Today, Hicks is responsible for providing strategic leadership in developing and executing Giant's critical growth drivers, which include delivering exceptional store conditions, customer service, driving an authentic selling culture and providing an excellent associate and customer experience across the retailer's omnichannel operations. Specifically, she oversees omnichannel operations, store support, asset protection, pharmacy, and store development. The retail landscape is immensely challenging for all retailers, and Giant Food is no exception. As Hicks explains it: “We are up against similar challenges across the industry, from inflation to labor shortages and supply chain issues.

Despite their challenges, Giant Food is always looking for ways to support the communities it serves and its associates.

“Giant has always been a trusted grocer in its communities and is committed to serving our local residents for those moments that matter the most,” Hicks stressed. “Giant has consistently recognized our responsibility as an integral part of the communities and the customer it serves, extending far beyond the aisles.”

“Giant strives to be a better neighbor, a better place to shop, and a better place to work,” Hicks said. “As a better neighbor, Giant has designated the four main pillars to guide its charitable efforts, and they are essential to us. We focus on food insecurity, military support, pediatric cancer research, and social equality.

Hicks explains that Giant is committed to the health and wellness of its customers and communities with a range of offerings to inform, educate and create positive change while also providing smooth in-store shopping, Giant pick-up, and the checkout experience. “Our customers deserve a great shopping experience however they choose to shop with us.”

Giant is also dedicated to being a better place to



work, explained Hicks. “And for our associates, which makes Giant what it is today, and I'm extremely proud of it. We employ nearly 20,000 associates, and we offer opportunities for advancement to develop leaders from within, and I believe that's extremely important.” While she might be the newest addition to the Giant Food team, it is easy to see that Hicks has a long history with Giant Food, which shows in her understanding of Giant's place in the community. “Our firm commitment to the people we serve drives Giant as the community grocer with 165 stores across Washington, DC, Maryland, Virginia and Delaware. Giant is still committed to being that same dependable, trusted local grocer that it has been since 1936. I'm proud to be back at Giant Food and continue that great legacy.”



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Mike Brenton Makes Sure Stores Have Tools They Need To Succeed

Mike Brenton is Giant Food's Vice President of Operations. Like many on the Giant team, Mike is not the only person in his family to have worked at Giant. "I was hired in December of 1982," Mike said. "Going back, my grandmother worked for the company as a meat wrapper. My dad worked for the company for 38 years as a district director. My mother and sister worked for the company. My son currently works for the company, and various aunts and uncles as well as in-laws have moved through the company for many, many years. Giant Food has always been a part of our family's lives."

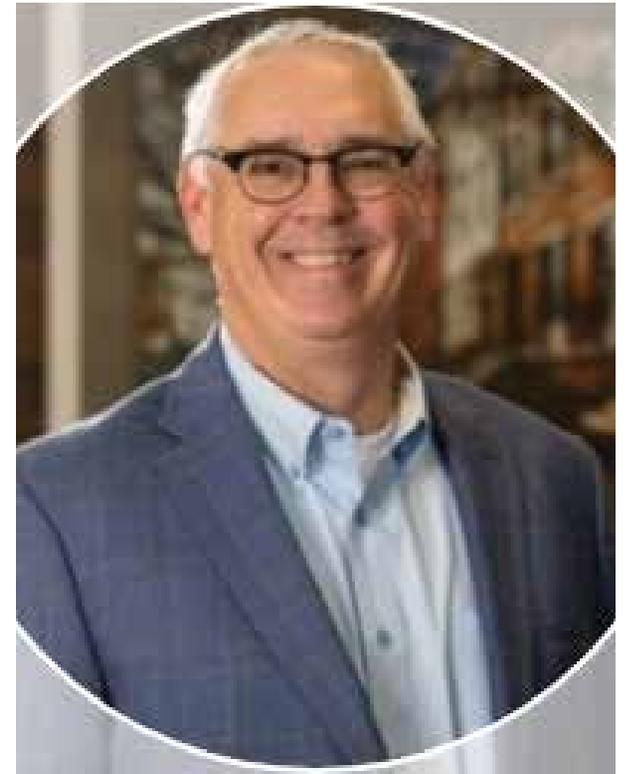
Brenton's supermarket career began when he was a bagger at Giant's Waldorf location during high school. While he was in college, he decided that he would focus on a career at Giant Food and took a full-time job working on the night crew. Over the next few years, he held a variety of positions moving up to

produce manager, then assistant manager and store manager. He worked as a store manager mentor as well as on some special projects with shrink and joined the corporate team to run labor for the company before being named director of asset protection, which led to his current role. Like so many others, he brings a wide range of experience to his current role, "From 1982 to 2022, quite the journey," he said.

Making sure all the company's store personnel have the tools they need to succeed is a major part of his everyday job. "I think it's important that we put our associates in a position to be successful. Making sure they have the right training day-in and day-out, that they have the tools that they need to make sure they do it." He added, "It's about hiring the right people. Most people have probably heard our founder said that there's three things important about running a grocery store, and that's people, people, people. It is something that we continue to this day to carry on."

Another thing that Brenton keeps in mind is something about making decisions. "There are two things that we think about if we want to change something at Giant. Is it right for the associates? And is it right for our customers? To this day, those are the things that I think about when I'm making the decision on how we are going to go to market when it comes to our associates, and our customers. Is it the right thing for them both? If the answer is yes, then it's something that we want to do. If it's not, then it's something that we need to rethink. I think we need to always focus on our core values of courage, integrity, teamwork, humor, and care."

While Brenton is a member of the retailer's executive team, he doesn't spend all his time in the office. Like most of the Giant leadership team, he knows that the action is in the stores. "We must be the ones that walk that walk each day. People pick grocery stores for different reasons. One of the major reasons is that you're going to sell them something that is wholesome, and they can trust you to be able



to do that. I take that very personally. It's something that all our associates do."

One of Giant's primary goals is to be a "Better Place To Shop" and Brenton doesn't lose sight of that on the operations side of things. "We try to make sure that we have the right people at the right time, in the right place. We constantly look at our delivery schedule. Are we servicing the stores in the right way?" To be sure they are succeeding at meeting their customers' goals and being a better place to shop, Giant gathers feedback and assesses the data. Brenton explained: "We do a lot of measuring. How do our customers perceive us? Are they happy with what they see? And if they're not, how do we understand what that is, and correct. We want to be able to be trusted. If we pick you out something, it has to be the best of the best."

Like everyone on the Giant Food team, Brenton remains diligently focused on making sure the stores are A Better Place To Shop.



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Mike Brenton



CONGRATS!



Goya Foods salutes our friends at GIANT Food for a well-deserved recognition of their efforts in their community.

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Giant Food Distribution, eCommerce Fulfillment Centers Keep Stores, Customers Supplied Every Day - Despite The Hurdles They Face

Shawn Rafferty and Doug Duvall are responsible for ensuring smooth operations at Giant Food warehouse facilities in Hanover and Jessup, MD. Rafferty serves as the Director of Operations for Giant Food Distribution which services all 165 Giant Food stores. Duvall is the Director of Operations for Giant Delivers, the eCommerce facility. Both report to Joe Urban, who serves as Giant Food Vice President of Supply Chain Operations and oversees over 1,300 associates at the retailer's eCommerce fulfillment center and its fresh facility that supports the company's brick-and-mortar operations.

Duvall and Urban have similar Giant stories with a wealth of supply operations experience. Urban is from the Chicago area and began his grocery career with Jewel Food Stores as his first job out of college. He spent about 13 years at Jewel, holding various positions before his mentor took a position at Giant Food. Urban followed suit in 2001 and joined Giant Food as director of warehousing and, shortly after that, became the senior site director for the company. Later, he moved to Ahold and became the senior director of supply chain support services for the entire Ahold organization. Two years later, Urban took the senior director of transportation position and helped stand up the logistics department as it is at Ahold today. Then, he moved back to Giant Food. Urban explained, "An opportunity came up to move back to the brand in 2014 and become the leader of supply chain operations, so that's what I did. In 2019, I was given the additional responsibility of taking over the e-commerce fulfillment center, and that's where Doug and I crossed paths again."

Duvall's career started a little closer to the DC area than Urban's. "As a temporary order selector, I started

with Giant Food on my first day out of the Marine Corps," he said, "at Giant/Carlisle in Pennsylvania. I did that for three months before getting hired full-time as an order selector in 1993." His career continued as he moved through various positions in the warehouse side of the business, including working in inventory control, being a shift leader, and night shift leader before becoming a supervisor and then an office manager.

Through the years, Duvall worked on special projects at other Ahold facilities and system projects. He also worked as an analyst, a buyer, then as an inbound logistics manager before moving down to the Giant Food brand, working for Urban again in 2016 as manager of operations for Peapod, the delivery service that Giant Food operated at the time. In 2019, he became Director of Operations for Giant Delivers as the company developed the new home delivery service that replaced Peapod.

Duvall and Urban's paths have crossed before. As Duvall puts it, "In that time, I would work in other facilities that they were opening from time to time, several that Joe Urban was responsible for. Joe can't get rid of me; he keeps losing the bet!"

Rafferty's career path for the company started in Buffalo, NY, where he was born and raised. In 2004 he took a shipping lead position with the American Sales Company, which was owned by Ahold and supplied the Ahold network with health and beauty care products and general merchandise. He held several positions over 11 years up to operations manager. In 2015, Rafferty had an opportunity to take a position with Giant Food as a distribution services manager. He jumped at the opportunity because he knew Giant was a great brand

and wanted to work for a leader like Urban. After a successful role as the distribution services manager, Rafferty was promoted to the director of the fresh food facility in Jessup in 2019.

Urban, Rafferty and Duvall all understand how important it is to show the folks who work for them that they are valued. "I think it starts with our Giant Food associates, the people that work in those facilities," said Urban. "And so, I think our job is more than just giving them the tools they need. We must show them how much we care and appreciate them by doing all kinds of different celebratory events."

Duvall agrees, adding, "We try to treat it as a family and support one another all the time, trying to do everything together. We work to build a culture of how important our customers are and why it's important to take care of our customers and do 'what we do every single day.'" Rafferty adds, "We have great people working in our operations 24/7, and we work very hard to make sure that we get everything to the stores so they can meet our customer's needs."

The trio oversees what they call "Family Fun Days" at both facilities annually when they set up fun activities for the associates and their families to participate in. Food and merch hand-outs, games and raffles, and activities are set up; for everyone to have a fun, relaxing time. "I think it starts with them because we view it as a happy associate is a productive associate," said Urban. "I could probably go on and on about the great work that the operators and their HR business partners do to show the associates that we care about them."

COVID forced everything to change throughout the company, and everyone was creative in finding ways to adapt. Family Fun Days was no exception. "During COVID, Giant Food couldn't do the Family Fun Days," explained Urban, "Doug got creative and set up a drive-through Family Fun Day, which was in the parking lot. Everyone stopped at a different station with their car, got merchandise, and then there were areas where they stopped and got food. We always found a way to take care of them."

COVID threw up many barriers that the team in warehousing and eCommerce worked tirelessly to overcome. Giant Food was always working to find ways to keep the team safe and show the associates that everyone was in this together.

"We were challenged with keeping our associates safe while, at the same time, shipping record amounts of volume to meet our customer's demands during this



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We had employees selecting the product for 16-hour days. They would be so tired they'd go out to their car, not even drive home and sleep in it. They would turn around and come back for their next shift. It just showed the level of dedication. We knew nothing about COVID at the time, and we had to be there for our customers, and it warmed my heart to see the dedication from our associates.

Joe Urban

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difficult period,” said Rafferty. “We were constantly adjusting to the CDC guidelines so we could provide a safe environment for our associates while trying to satisfy the tremendous demand of volume being ordered from our stores.” Rafferty’s efforts during the pandemic did not go unrecognized. He won the prestigious Ahold Delhaize “Dare to Care” award, awarded to only one individual from all the Ahold Delhaize companies across the globe.

“In the warehouse, and with our delivery drivers, we took everything extremely seriously,” said Duvall, “from the COVID cleaning we put in place, cleaning every truck as we moved from one driver to the next, to the warehouse. We didn’t miss a day, from the management team that works in the offices to Joe on down. It showed everybody that we’re in this together and that we didn’t see ourselves just as the Director or the Vice President. We saw ourselves as, ‘we’re here working with you for the same goal’, which is to make sure that we get everything done and keep our customers happy because a happy associate goes out and makes customers happy.”

Giant Distribution and Giant Delivers saw business explode in the early days of the pandemic. Before COVID, the highest number of weekly home deliveries the division had handled was 13,000 orders. During COVID, that number grew to 18,000. The Jessup Fresh



We were challenged with keeping our associates safe while, at the same time, shipping record amounts of volume to meet our customer’s demands during this difficult period. We were constantly adjusting to the CDC guidelines so we could provide a safe environment for our associates while trying to satisfy the tremendous demand of volume being ordered from our stores.”

Shawn Rafferty



Facility jumped several hundred thousand cases weekly to 1.2 million instances weekly.

The extra volume had to be handled while associates in the warehouse were practicing social distancing and needed to spread out more than usual. Duvall and Rafferty also adjusted things on the dock so that associates could spread out more. “Actually,” said Duvall, “it turned out we became very productive in what we

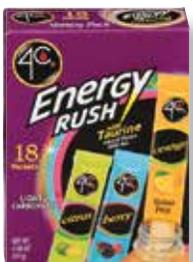
were doing.”

Urban explained that the vendor community was very helpful in making the changes needed. “I think everyone, including the food vendors, had to change their thinking, and we changed how we did things with

See **URBAN/DUVALL/RAFFERTY** on page 12

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them. When they told us they couldn't get us all the products we needed, we asked them what they could get us and how quickly. We made exceptions at the dock, taking the product in at different times because we needed to get the product into the facilities so desperately that we changed our work model to ensure that we got the product in. So ultimately, we could send them out to our stores."

The trio said there were many stories of ways everyone stood up during COVID and adapted to be sure their communities were able to get groceries during a challenging time. Duvall has a specific anecdote that shows the lengths that everyone at Giant Food went to during a very trying time. One day, he got a call from a long-time customer from Giant Food's southern region, an elderly lady who didn't feel safe shopping in the stores during COVID, so she ordered her groceries from Giant Delivers. This customer told Duvall that Giant Food shouldn't deliver eggs anymore because "They're always broke." Giant Food would re-deliver her eggs, and they'd be broken again. So, he set out to find a way to deliver eggs that safe and sound when they arrived. He discovered that the gel packs packed to keep groceries cool would rattle around in the delivery pack and end up breaking the eggs, crushing strawberries and other softer items. Trying a series of fixes, Duvall and his team finally discovered a method to keep this from happening. The customer who first told him about the

broken eggs still has his number, and she calls him every week to let him know how her delivery went.

The biggest obstacle in the warehouse during COVID was the sheer volume of groceries that passed through the facilities; as Urban put it, "It was like when we would get a snowstorm. But when we get a snowstorm, we get crazy busy for a week regarding shipping volume. This was like having a snowstorm every single day, and it just kept coming and coming with no end in sight."

The dedication of Giant Food's associates during COVID could be seen everywhere, in the stores, pharmacies, and warehouses. The company and its associates knew it was critical to get food into their customers' homes, whether it was through Giant Delivers or loading up the trucks and getting the product into the stores. Urban said, "We had employees selecting the product for 16-hour days. They would be so tired they'd go out to their car, not even drive home and sleep in it. They would turn around and come back for their next shift. It just showed the level of dedication. We knew nothing about COVID at the time, and we had to be there for our customers, and it warmed my heart to see the dedication from our associates. Probably the number one question I was asked over those two years is, 'Why do you not work from home? You could work from home.' And I always said, 'My organization is all essential personnel, and we've got 1,300 people in two facilities that have not missed a minute during COVID, so how could I lead from home when they're at work



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Doug Duvall

every single day?" I think that shows the commitment and dedication of our folks and understanding the task at hand in helping feed the people in the Baltimore, Washington market area."



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Rick Manzi, Diane Couchman Lead Giant's Merchandising, Thinking Ahead Of The Curve Every Day

Rick Manzi and Diane Couchman oversee sales and merchandising for Giant Food's 165 stores with Manzi leading the fresh teams and Couchman leading the non-perishable teams.

Manzi began his career at Ahold USA in 1984 in the Stop & Shop Division. He worked his way up through the organization, as many folks at Giant Food do, starting as a part-time produce clerk, full-time clerk, department manager, and meat specialist. Rick had the opportunity to join the Giant Food team in 2006 as a produce sales manager, district director, and then meat and seafood director. He then took a leadership role as category meat director with a sister brand in Pennsylvania before rejoining Giant Food in 2018 in his current post as Vice President of Omnichannel Category Merchandising-Fresh.

Couchman's Giant career began in 1984 as a pharmacy clerk taking care of customers in the HBC department. She moved around the organization, spending 20 years working across operations in several categories. "My journey changed a little bit so I could get a different point of view from the supplier side."

Leaving Giant Food, Diane joined Gallo Winery for eight years in customer development, working with Giant Food and other East Coast chains in

category management. She returned to Ahold Delhaize, working in Carlisle, PA, in merchandising support, planogram development, insights, format and several leadership positions. Five years ago, when Ahold Delhaize decentralized and gave the individual brands control over their merchandising, Couchman rejoined Giant Food as DSD Director. She held that post for three years before being named Vice President of Omnichannel Category Merchandising-Non-Perishable, the job she's held for the previous year-and-a-half.

As with all aspects of the grocery business, the vendor community plays a crucial role in ensuring products get on supermarket shelves. That was especially true during the COVID-19 pandemic, which turned our world upside down. Manzi explained the importance of Giant Food's relationship with its vendor partners, "The relationships my team built, in just two years from being stood up in 2018, with the vendor community was critically important during COVID-19. Our relationships with the vendor community allowed us the capability during the pandemic to get fresh products that our customers needed to the stores in a timely manner."

Couchman added that she is incredibly proud of Giant's performance during COVID, "Out of all the Ahold Delhaize USA brands, we are a smallest local brand, with just 165 stores. Our category teams leverage these CPG companies for as much knowledge as possible. You are like a sponge when you think about the intellectual property that the CPG companies have and the insights and data, they have available. Every one of the category managers will partner with their suppliers in a way that drives sales because they are the subject matter experts. They know their categories inside and out, and we will partner with them as much as possible to ensure that we are growing as the suppliers grow. And we are also strategically aligned. We have JBP partners that are unbelievably valuable to us from an Ahold Delhaize and Giant Food perspective, with top-tops and BBP partners."



Rick Manzi

Couchman further explained the value of relationships, "We take these relationships very seriously and we take them to heart. Every day we work in conjunction with our vendor community, so we are their first choice when they do business. The only way you can do that is to be a reliable partner, and we have seen that pay off for us. We are consistently receiving as much product as we can possibly sell."

Couchman and Manzi agree that their vendor relationships are excellent, and they stress that keeping the lines of communication open is essential for both sides to continue to benefit. "Well, from my perspective in non-perishable, our goal is to be completely connected with our supply chain partners



Now we are buying locally at Giant Food, this Giant Food's mission of becoming 'the most trusted and loved local food retailer.' Our vendor relationships are essential now that we are buying here at Giant Food, which has not been the case for quite a long time."

Rick Manzi

See **MANZI/COUCHMAN** on page 16

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The Washington Post

MANZI/COUCHMAN

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to ensure that we are receiving as many products as possible,” explained Couchman. “We take advantage of the relationship with our supply chain partners to ensure we have a consistent flow of products. On top of that, we ask that they please continue bringing us strategic insights that will move our business forward three years from now. We continue to ask questions to find paths and partnerships to move forward. ‘What does sustainability mean to you and your company?’ That is huge when you think about it. ‘What do healthy food sales mean to you and your company?’ ‘How do we join forces to bring those strategies to life?’ Thinking ahead of the curve is where Giant Food wants to be, so every day we ask the same of our partners.”

Manzi let us know in August 2022, Giant Food



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Diane Couchman

officially separated from Stop & Shop from a fresh buying perspective. “Now we are buying locally at Giant Food, this supports Giant Food’s mission of becoming ‘the most trusted and loved local food retailer.’ Our vendor relationships are essential now that we are buying here at Giant Food, which has not been the case for quite a long time.”

As it seeks to be a loved and trusted local food retailer, Giant Food held a summit earlier this year for local brands to introduce themselves to Giant Food. Manzi said the Giant team was delighted with the results. “Since we had our summit, from a local perspective and local diverse supplier perspective, both Diane and I grew the number of local vendors and local assortment that we now offer our customers.”

Giant Food is continuing to build on this success, as he explained, “We are in the preliminary discussions right now, planning to have our 2023 local summit next year. That will be announced sometime in December. We hope the local summit will be in-person, and we want to make it bigger and better than we did last year.”

We asked Couchman and Manzi if there were any stories they could share that could help illustrate what it was like during COVID-19 and how Giant Food stepped up to meet the challenges.

Couchman shared, “When I was DSD director and COVID hit our region in March 2020, every DSD vendor that services our stores came in harm’s way. They were right in there working with the stores and working with our associates selling products and trying to get groceries to shelves. Companies like EMD, Frito Lay, Coke, PepsiCo and more stepped up to the plate to say we have a service for our consumer, and our consumer needs food, so we are going to partner with Giant Food. We opened our receiving areas 24/7 to make our vendor community safe,” she explained. “All the rules that we normally would follow changed very quickly as a result of COVID, so we kept the vendor community safe, and that partnership only further blossomed. Companies like Frito Lay took the initiative to have vests made to say, ‘I work for Frito Lay, I am practicing COVID safety. Please stay six feet away from me.’ To me that



Diane Couchman

is an excellent example of our partners helping to take an initiative to ensure safety for both companies during a very difficult and stressful period.”

Manzi’s story about COVID-19 gets very personal. He and his wife, Sue, contracted the virus and became very sick in March 2020. Susan became so ill she had to be hospitalized. Manzi said, “The Giant Food family’s outpouring of support helped my wife and I to get through a very challenging time. Giant Food will forever hold a special place in our hearts. The culture of care at Giant Food is amazing and is demonstrated in our organization daily.”



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Dyani Hanrahan Helps Put ‘The Little Things Are Giant’ Into Practice Through Giant’s Marketing

Dyani Hanrahan is Giant Food’s Vice President of Marketing and Community Relations and is closing in on her fifth year with the company. Most of her career before joining Giant was in public relations, community relations or different marketing roles across various industries. Throughout her career, no matter the role or industry, Hanrahan always been interested in building consumer connections with brands, and it’s always been vital for her to feel connected to a brand’s purpose.

At Giant, the team believes that “The Little Things are Giant,” and Hanrahan puts that into practice in everything she does, big or small. “I think that the little things to me are a commitment to all of the decisions that we make and the actions that we take every day, big and small, to provide our customers with the best experience that we possibly can and to help them get back to the moments that matter to them the most in their lives.” She added, “The little things’ mantra is also a recognition that the important moments that

across the organization plays a role in bringing the little things to life for our customers. From every person in-store operation to every distribution or Delivers team member, to every person on the merchandising team, within HR, within marketing, absolutely everyone commits every day to make these decisions and taking actions that help to bring the experience to life for our customers.”

As VP of Marketing and Community Relations, Hanrahan has many responsibilities, and she thrives on them. Hanrahan said there are many functional teams that make up the marketing department at Giant. “So truly every day, every hour sometimes for me is different, which is impressive because I get to engage in many different aspects of marketing.”

For marketing to succeed, Giant must be able to measure its programs’ effects on the stores. The company has several ways to measure do just that; Hanrahan explained: “We have a great partnership with our consumer insights and data analytics teams within Peapod Digital Labs. They help us get a sense of our brand health if our campaigns are resonating with our customers, how customer shopping behaviors are changing, etc. And then I think if you talk to a lot of people that either work in operations, marketing, or merchandising, in walking a store, you can’t help but start noticing things and watching how customers move around the store. You notice what makes them stop, what they’re looking at, how long they linger in a certain section, and what they actually pick up to purchase after some deliberation. It’s all great data to create a better picture of consumer behavior.”

COVID impacted marketing and community relations just like it did the rest of the company. Hanrahan told us: “We had to – using the phrase of the century – pivot. We had to take another look at our marketing plans and determine what was necessary to say to our customers at that moment. And much of what we needed to say in those early days focused on our customer and associate safety. We had to push out information to let our customers know what we were doing to keep them safe, how we adjusted our in-store environment and all of that. And so, we deprioritized our marketing campaigns and had to focus on just making sure that our customers understood the latest information on how to shop with us to maintain their safety and the safety of our associates.”

“In looking back at COVID,” said Hanrahan, “what continues to resonate with me over and over again are just so many stories of daily dedication from all of our associates that showed up day-in and day-out, despite the personal battles that I’m sure they were facing as



well. I also was really in awe of the pharmacy team during that time. When we could offer the vaccine, they were out in the community doing pop-ups at different community organizations and areas of need to which we don’t have much access. They not only kept the day-to-day pharmacy business running, but they were also putting in so many extra hours to ensure that we provided this vital service to our communities. It’s amazing how everyone stepped up at that moment and cared for our customers and each other.”

Hanrahan takes pride in being part of the Giant team as she told us: “I am a native Washingtonian, so I grew up with Giant. It was the store where my mom, at the time, would drag me along to go shopping with her as a kid. And so, while I’ve only worked for Giant for five years, I have this lifelong association with the brand, and that’s a special thing for me. Being a local grocer is an important position in consumers’ lives and an important responsibility for us. And we especially felt that during the pandemic. We were the place that needed to stay open because we needed to feed our communities, and we needed to provide this life-saving vaccine. It is an incredible responsibility that we don’t take lightly. And that helps, I think, to not only keep a lot of us going despite long hours and a hectic pace but make a lot of us really proud that we can serve in this way for our communities.”



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Dyani Hanrahan

are happening in our customers’ lives can be made up of or impacted by little things as well - like when they find a recipe that reminds them of their mom or home, or if they find a quick and convenient meal that they can easily prepare for their families. We hope that we are part of those special moments for our customers, and everyone on the team is focused on delivering the little things that can make those moments exactly that for which our customers are hoping. Everyone



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Lisa Coleman Is The Face Of Giant Food's Commitment To Healthy Living For All

Lisa Coleman is Giant Food's Director of Healthy Living. She joined the Ahold family in 2006 as an in-store nutritionist for The Giant Company and then transitioned to Giant Food in 2014 to start the brand's nutrition program. Before beginning her food industry career, Coleman managed the patient tray line in a hospital and worked as a clinical dietitian doing inpatient and outpatient education. She is a Registered Dietitian and holds a master's degree in Family and Consumer Sciences.

Coleman and her team of 10 nutrition experts have three areas of focus. "First is our education and outreach, the programs we offer to customers and associates. There are many ways for customers to engage with us in person and online." She continued, "Customers can sign into a virtual class or cook-along online from the comfort of their home, or they can tune in to our 'Healthy Living by Giant' podcast, of which there are currently 120+ episodes. Additionally, the team offers personalized consultations and nutrition store tours where customers can discover and learn about healthier options on our shelves. Giant's Healthy Living team also has a presence on TikTok and Facebook @healthylivingbygiant. The

team offers classes for the prevention and treatment of prediabetes, diabetes, and heart health, as well as trending topics like gut health, brain health, and sustainable eating. "Our most popular programs right now are mindful eating, food as medicine, meal planning, and healthy eating on a budget."

The second area of focus for Coleman's team is Healthy Living merchandising. "We are embedding healthy living into our commercial plans, shopper marketing, and in-store displays. "Our Healthy Living merchandising manager partners with category teams and CPGs to drive healthy sales," says Coleman.

And the third area of focus for the Healthy Living team is community health – programs targeting food insecurity, nutrition equity, and diet-related chronic disease. Explained Coleman, "Partnerships are critical to the impact we seek to make in this space. We work with like-minded, forward-thinking organizations to connect people with healthy food through nutrition incentives. For example, you may have heard of a program called Produce Rx, where medical professionals write prescriptions for fruits and vegetables. Participants are coming into our stores to fulfill those produce prescriptions. This is an exciting area. We anticipate growing interest and engagement in our nutrition incentive programs over the next few years."

The Healthy Living team's three areas of focus – customer-facing programs, healthier merchandising, and nutrition incentives – overlap to bring to life the team's "Everyday Healthy" positioning. Coleman explained, "Everyday Healthy is how we think about healthy living in retail. We believe health is for everyone. Healthy eating isn't perfect or out of reach. It's not about buying special supplements or ingredients. Healthy eating doesn't have to be exclusive or elite because we have healthy foods in every aisle of our stores. It's not one-size-fits-all. It's personal. Everyday Healthy is about the little things you can do daily to support your health."

Coleman knows that maintaining a healthy lifestyle can feel intimidating and overwhelming. The Healthy Living Team is there to lend a helping hand. "Our



customers come to us with unique lifestyles, budgets, cultures, preferences, and health goals. Healthy looks are different for everyone. We guide you on what foods to add to your plate, not take away." In today's environment of so much information from so many sources, it can be difficult for consumers to know who to trust for their healthy eating information. "We follow the science. I feel immensely proud that Giant has invested in a team of experts to make a healthy living just a little easier," said Coleman.

The team's programming brings Giant Foods' five pillars of healthy living to life – nutrition, movement, physical health, emotional health and personal environment. "We know that health is more than just nutrition. Our customers have an expanded view of health, especially since the pandemic. Many social and economic factors impact the health of a family," said Coleman. One of the barriers to health is the availability of affordable resources. "It can be expensive to meet with a dietitian, and not all health insurance covers nutrition counseling, which can cost \$150/hour. I feel happy that our healthy living



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Lisa Coleman

See **COLEMAN** on page 22

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COLEMAN

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services are free to the community.”

Just as important as customer-facing education is the Healthy Living team’s work to champion health across the business. Coleman explained, “For example, we’re partnering with our digital and loyalty teams to incentivize healthier purchases, and we’re working with category teams to offer healthier meal solutions. Healthy associates are foundational to our business, so we are collaborating with HR to offer the Healthy at Work wellness challenge and other associate wellness programming. We advocate for health within our business, which also helps us tell our story to our customers.”

Coleman is pleased that health and sustainability are among Giant’s key business priorities. “The numbers tell a compelling story,” said Coleman. “Only one in 10 Americans eat the recommended daily number of fruit and vegetable servings. Also, 66 percent of American adults have a diet-related chronic disease, and poor diets are linked to \$50 billion a year in healthcare costs. Sadly, according to the latest Capital Area Food Bank report, one-third of our neighbors in the DC metro area experienced food insecurity last year. We recognize our responsibility to impact customers’ lives shopping in our stores positively.”



[l-r] Alannah Gore, Alexandra Brown and Leslie Jefferson of the Giant Food Healthy Living Team and the Washington Wizards helped pass out snacks, lunches and free resources to welcome back kids to school in Washington, DC.

Giant puts its money where its mouth is when it comes to improving the healthy living experiences of the customers and communities it serves. The Healthy Living team has lofty goals on its strategic

roadmap. “Can you tell how much I love my job and my team? I’m proud of the people they are, the work they do, and the difference they make.”

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Paul Zvaleny And Giant Pharmacy Food Team: Doing Whatever It Took To Support Their Communities During A

Paul Zvaleny is Giant Food's Director of Pharmacy Operations and is therefore responsible for everything in the pharmacy department, from marketing and merchandising to strategy and operations. He took on his current position at Giant in June 2016 after spending 18 years with the company, most recently as a regional pharmacy manager. After graduating from the University of Pittsburgh School of Pharmacy in 1998, he spent time as a student pharmacist before receiving his license and navigating a variety of positions beginning as a floating pharmacist to pharmacy manager to pharmacy scheduler before becoming regional pharmacy manager.

Today, Zvaleny oversees Giant Food's very impressive pharmacy operations, including a full prescription business which features curbside, mail and same-day courier delivery services.

The retailer also has a vast immunization program, offering CDC's ACIP (Advisory Committee on Immunization Practices) recommended immunizations for adults and children, ages three and older. The company offers a very robust flu and COVID-19 immunization program. Giant Pharmacy works extensively with



In the last several years we have been on a very robust program which consisted of servicing external immunization clinics. Last year we coordinated and completed more than 1,500 off-site events. This number accounts for colleges and universities, employer groups, schools, assisted living, rehab facilities, car dealerships and inner cities, to recall a few. You name something, we have been there, we have done it.

We literally were everywhere last year. We ran mobile clinics with an Airstream, we set up tents, we went everywhere we could go.”

Paul Zvaleny

senior homes and assisted living facilities to protect not only the residents but the employees. And also, students and faculty of educational institutions to include public school systems, colleges, and universities also receive protection against vaccine preventable illnesses year-

round.

The pharmacy teams offer these services both in-store and on-site, which has become essential in the wake of COVID-19. Explained Zvaleny, “In the last several years we have been on a very robust program which consisted of servicing external immunization clinics. Last year we coordinated and completed more than 1,500 off-site events. This number accounts for colleges and universities, employer groups, schools, assisted living, rehab facilities, car dealerships and inner cities, to recall a few. You name something, we have been there, we have done it. We literally were everywhere last year. We ran mobile clinics with an Airstream, we set up tents, we went everywhere we could go.”

Every year for the last five years, Giant's offsite work has grown substantially. Before COVID-19, it was about 550 offsite events a year, the year before that it was about 420. Last year, that number swelled to about 1,525 offsite events.

While COVID-19 meant the number of offsite events the pharmacy conducted skyrocketed, Zvaleny explains that the company had been strategically expanding this facet of its services for about five or six year before the pandemic hit. “We do an extremely good job of vaccinating people outside of our four walls,” said Zvaleny. “If not for COVID, we likely would have conducted around 600-700 last year. Because every year we are going back to immunize the businesses we had years past plus the outreaching that we do to get new businesses in the future, which is part of our strategic growth plan.”

Zvaleny oversees a team of community outreach specialists who are Giant's pharmacy boots on the ground. These specialists work with entities to discuss the wellness services that Giant offers, and how the retailer can help their businesses, mirroring their resources and scheduling clinics aimed at increasing vaccination coverage throughout the communities they serve. “We have a dedicated team who does that as well, which helps us ensure continuation of care and further propels the business of immunizations forward.”

While building the pharmacy business is certainly a strategy for Giant Food, the company is also true to its commitment to serve the communities where its stores are located. Explained Zvaleny: “Last year, we did a lot of pro bono work just because it was the right thing to do.

In addition to its flu and COVID-19 vaccination program, Giant offers an extensive immunization program. “Outside of flu and COVID-19 immunizations, we cover travel vaccination needs,” said Zvaleny. “So, if you are planning to go anywhere



in the world, Giant can provide a custom travel itinerary for each traveler. In addition to administering the necessary immunizations, this itinerary includes valuable information related to the destination such as over-the-counter medication needs and embassy/consulate information.

Additionally, Giant's pharmacies offer clinical services from medication therapy management to comprehensive medication reviews, which are available in-store or virtually. The retailer employs diabetic care pharmacists who can counsel customers on their diabetes medications and expert counseling on other medications and conditions.

Giant Pharmacy also offers point-of-care testing in select stores where customers can get their blood pressure, cholesterol and glucose levels checked with a pharmacist. Point-of-care services are available on-site to any organization that is looking for wellness screening services. It seems that Giant pharmacy teams truly do serve as community health partners. Zvaleny explained, “We're working on bringing healthcare testing to select sites this year as well to help diagnose strep throat and the Flu. Last year, going along with expanding access to our communities during the pandemic, we implemented a telehealth option for customers in all our locations utilizing Physician 360. Many acute health conditions can be quickly assessed by a remote provider, and prescriptions are submitted to any pharmacy of the patient's choosing, if needed. This avoids multiple trips and greatly reduces waiting time

See ZVALENY on page 25

Pandemic, From COVID-19 Testing To Getting Shots In Arms

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on the patient's end.”

When it came to managing the COVID-19 pandemic, Giant pharmacies, and the 1,500 extremely dedicated pharmacy staff, like the rest of the store, were front and center. Zvaleny recounted what it was like for the entire team: “No secret, it was very challenging for everybody. Remembering everybody else has a personal life, too. They have their own personal fears, they have their family concerns... and it was really just recognizing that everyone's situation is different, so we were really listening to their concerns and trying to put their minds at ease as best we could.”

He continued: “We made sure that we were offering our associates the best PPE that we could get, so that they felt better equipped to working in the front lines to protect the communities. But it is a balance of recognizing the concerns and fears and trying to ease those. There is no mistake about it. The last two years have been very challenging and stressful and there has been a resource lag. There were not enough resources to do what needed to be done, but we managed to find a way through the challenges. We supported our teams the best we could. We increased our hiring efforts and hired as many associates as we could while allowing our staff to work extra hours if needed, which many did. We hired an immunization force strictly to administer immunizations and they were the ones going around doing those clinics in and out of the store, to relieve some pressure from the store teams. We started a remote centralized processing service to take the data entry work out of the stores the best that we could. Pharmacists who were equipped to work remotely assisted in this service as well. So, every potential resource that we had available to us and that we could receive and obtain, we utilized during those times.”

Throughout those difficult days, Giant maintained its team approach, which was invaluable. “My operations and clinical team of nine were just amazing. Our pharmacists, technicians, pharmacy students and clerks in the stores were heroic!” said Zvaleny. “Everyone was working seven days a week. We all realized we had a job to get done and it was going to be hard, but we did it. From an organization's perspective with Ira's (Kress) leadership and the other SVP's leaderships, pharmacy received additional resources and support to assist with the increase in volume to serve our customers and patients. Additional support was used to answer phone calls, assist customers with paperwork and help navigate waiting areas. Having those extra resources available when you need them is vital.”

The reason that many people have been able to move

back into a more normal day-to-day lifestyle is that they were able to get vaccinated against COVID-19. It is obvious that Zvaleny is extremely proud of his team's part in making that happen. He will be the first to tell you that it did not start without some bumps along the way: “We put our first shot in an arm on December 26th of 2020 in Washington, DC. We were one of the first retailers to administer COVID-19 vaccines. At that time, healthcare providers were given priority on the hierarchy list. Leading up to that first shot was extremely challenging. There were a lot of regulations and restrictions, without a roadmap. I remember having the conversation with my team saying, ‘We'll be ready. Do not know how we are going to do it, but we are going to figure it out.’ We figured it out to the point where we had to get new temperature monitoring devices to electronically monitor all our refrigerators and freezers in stores. Other systems we instilled in place such as an online scheduling tool, training our staff on the clinical and administrative nuances of the new vaccine, and ordering new freezers for all stores and oh, by the way, while we are trying to do that, many businesses were shutting down. The date, locations, and quantities that we were supposed to receive of the vaccine kept moving. Here is how I can best describe it. You are going to have a big party. I cannot tell you how many people are going to come. I cannot tell you where it is going to be held. I cannot tell you when it is going to be held. I cannot tell you what kind of food you must have, but you had to plan for it. That is effectively what we were doing. We laid the best plans out that we could, hit the ground and when December 26th came, we were ready to go. And

from that point on, we went forward and never looked back.”

Today, Zvaleny and the entire Giant Pharmacy team is rightfully proud of what they have done to help end the pandemic in the Baltimore-Washington area. In fact, at the time we met with Zvaleny, Giant had reached the milestone of having vaccinated 700,000 people in the communities they serve. “When you look at that number you see that we impacted that many people's lives in a positive way. We went to those restaurants, we went to those facilities, went to that car dealership, went to the auto body shop, went to the elementary school. And when new boosters come out, our teams will be there for our communities and customers in the same way. We are never going to say ‘no’ because something is challenging. I cannot stand here and see another person go to the hospital and die. If we had the opportunity and the resources to give a person the vaccine, but it was just a little too hard to drive that day or it was a little too far to go. So, we had to work six and seven days a week, not five. Regardless, I was never going to say, ‘No, we're not going to do that.’ Because I could not sit here and say, ‘I'm so sorry, you lost your husband.’ From the beginning, I told my team, ‘Don't expect me to say ‘no’ to any of those opportunities. It is not so I get a pin on my chest, it is not to say we are number one, it is about protecting people's lives so you do not have to hear about a story where someone died because we had the vaccine, but they couldn't get it because we couldn't give it to them. That story's never going to happen on my watch.”



The Giant Pharmacy team with the company's Airstream mobile pharmacy at this year's DC Barbeque Battle, where they administered COVID-19 vaccinations and performed a variety of health screenings.

A Better Place To Work, A Better Place To Shop & A Better Neighbor:

Giant Food is committed to making a positive difference in the lives they touch. Keeping pace with customer demands, creating opportunities for people to thrive and doing its part to build healthy communities today and tomorrow – this has been the retailer’s mission for more 86 years and is still a prominent driving force today as the world becomes more complex, more innovative and more open to moving forward with the hope of something better. With this simple concept in mind, Giant Food relentlessly navigates toward three core aspirations: Be a Better Place to Work. Be a Better Place to Shop. Be a Better Neighbor.



Annual Food Donation to Feeding America Food Banks:

Giant Food’s affiliation with America’s Food Banks makes it possible to donate more than 4.5 million pounds of food annually to its five Feeding America Food Bank partners in the area - Capital Area Food Bank, Maryland Food Bank, Food Bank of Delaware, Fredericksburg Regional Food Bank and Blue Ridge Area Food Bank. Last year alone, Giant donated 4,600,288 pounds to its five Feeding America food bank partners. That number included store donations, Jessup Warehouse donations, Giant Delivers donations, and corporate donations such 6,000 turkeys in the fall and 1,200 hams in the spring.

According to Feeding America, 1.2 pounds of food equals one meal, which means Giant Food donated enough food for nearly 4 million meals in 2021.



Giant Family Foundation Child Hunger Grants:

Other “Stop Hunger” initiatives included Giant Family Foundation’s distribution of \$960,000 in grants to Giant’s five Feeding America food bank partners as well as Martha’s Table, a charitable organization that helps families and children get access to high quality education and food in Washington, DC. With that effort, each of the food banks and Martha’s Table used the grant money to support programs that help children gain access to nutritious and healthy food.

Most of the grant money was distributed to specific programs similar to the Maryland Food Bank’s “School Pantry Program” program, which minimizes the stigma often attached to food assistance by offering a reliable source of healthy food to children, their families, and surrounding communities in a familiar setting throughout the school year. Grant money also went to and the Capital Area Food Bank’s “Family Markets” program, which provides more than 895,000 meals to nearly 6,000 families per month across 40 schools in the District of Columbia, Maryland and Virginia. Martha’s Table used its grant donation to support their ‘Health and Wellness Initiatives,’ which includes fresh food distributions, nutrition education in DC schools, and holistic health services for the whole family.



FOOD SECURITY/NUTRITIONAL LEADERSHIP

Additionally, Giant Food helps fund efforts that promote nutrition and education programs for young African American children. Specifically, annually the retailer donates a total of \$300,000, which includes \$50,000 to each of several long-standing nonprofit partners that focus on educational programming, mentorship and nutrition reaching African American communities, including: Big Brothers Big Sisters of the National Capital Area; Boys & Girls Club of Greater Washington; Community Youth Advance; the Greater Baltimore Urban League; the Greater Washington Urban League; and the US Dream Academy. In addition to the monetary donation, Giant’s associates volunteer time filling backpacks for young children each summer before the new school year begins. For example, in August 2021, many of Giant’s associates volunteered their time filling backpacks with a variety of school supplies for 150 children that attend the Boys &



Girls Club of Greater Washington and Baltimore Urban League. Across two days, backpacks to be given to children between the ages of 6-15 were filled with a range of new back-to-school items including a great variety of stationery, a calculator, hand sanitizer, tissues, a notecard about Giant’s nutritionist programs and contact information, and a \$10 gift to spend at their Giant.

Lend A Hand For Hunger

Another important program that Giant has long supported is its “Lend A Hand for Hunger” campaign which is held at all 165 Giant stores each year from November through December to raise money for the area’s five Feeding America food banks. Customers are able to round up their change to the nearest dollar at checkout, with 100 percent of the proceeds distributed to Giant’s food bank partners. In 2021, \$633,274 was raised and donated to Giant’s food bank partners to help them in the fight against hunger.

See **COMMUNITY SERVICE BLOCK** on page 27

Core Aspirations Have Underpinned Giant Food's Mission For 86 Years

Pediatric Cancer Campaign:

Giant Food has long-term involvement in raising money to cure pediatric cancers, something that goes back many, many years. Each year, from early August through early October, all 165 Giant stores participate in the fundraising by asking customers to rounding their change or buy a coupon book to raise proceeds to support Johns Hopkins and The Children's Cancer Foundation (CCF). Giant has three pediatric cancer ambassadors (two represent Johns Hopkins and one represents CCF) with their images and stories are placed on stanchion signs in the stores and in the coupon book. The goal of the Pediatric Cancer Campaign is to raise \$2 million per year; last year Giant's associates and customers who helped raise more than \$2.2 million. Since 2005, Giant Food has raised and donated over \$27.9 million to pediatric cancer research and treatment.



month to \$240/3 months and it's now available at all five Giant pharmacies in the Nation's Capital and reaches 932 participants.

facilitated by The Green Scheme and supported by the Audubon Naturalist Society; and the annual Fall Festival which includes a Pumpkin Patch, a costume giveaway, food and more.



The Well on Oxon Run

Another highly localized program is "The Well on Oxon Farm" which is an intergenerational farm and community wellness space in the Congress Heights neighborhood of Ward 8 in Southeast DC. This space has been envisioned alongside residents of the community, and is now led by Jaren Hill Lockridge, director of "The Well" and a resident of the neighborhood. The Giant Family Foundation donated \$50,000 to DC Greens to support "The Well" and the funds are being used on a variety of health and wellness programs for community that are held at "The Well" including: Wellness Wednesdays, focusing on everything from physical and mental wellness, as well as financial and environmental wellness; Youth Engagement days on Tuesdays and Thursdays; monthly Creek Walks with Ward 8 Water Watchers, a signature program of "The Well,"

Prince George's Fresh NIP

HLT's outreach also helped to expand the produce prescription/nutrition incentive program (NIP) into Prince George's County in collaboration with the Institute for Public Health Innovation, the Prince George's County Department of health and Amerigroup. This NIP, called Prince George's Fresh, allows medical professionals at participating clinics to recommend produce vouchers and nutrition education to patients experiencing diet-related chronic illness to increase access to healthy food in the county. The pilot program, aimed for 160 participants, will provide a weekly \$20 voucher for fresh or frozen produce.



Produce Rx

Another Giant-created initiative is Produce Rx, a program where customers who are Medicaid beneficiaries through AmeriHealth Caritas DC and who are currently experiencing a diet-related chronic illness, can receive a prescription for fruits and vegetables from their healthcare provider that can be filled at the Giant pharmacy during their weekly shopping trips. When filled each week, a Giant pharmacist will provide the customer with a \$20 coupon to be used to purchase fresh fruits and vegetables from the store's produce department. In 2019 the program launched at the retailer's Ward 8 store on Alabama Avenue SE in Washington DC. By last year, the program had transitioned from \$80/

Another streamlined local program is Giant's Ward 8 Healthy Living Microgrant Program which began in September 2021, with a \$35,500 microgrant, ranging in support level, to 16 organizations supporting the Ward 8 community with nutrition knowledge, access to healthy food, financial literacy, and healthy living. This program is an extension of Giant's ongoing efforts to address health and wellness challenges in Ward 8. The recipients were selected through an application process and chosen by a formal committee at Giant,

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CURBSIDE GROCERY

In 2020, Giant Food partnered with the Capital Area Food Bank and launched Curbside Grocery which is a food truck sponsored by Giant that is filled with healthy fruits and vegetables and drives daily to multiple areas in Ward 8 of Washington, DC so that its citizens may have easier access to purchasing healthy food for themselves and their families. Curbside Grocery makes healthy food more accessible for many families that are dealing with low incomes and cannot afford to travel long distances to the grocery store. The first Curbside Grocery was such a success that Giant supported a second Curbside Grocery truck that launched in the fall



of 2021 in Prince George's County, MD, another community in Giant's region that struggles mightily with hunger and access to healthy food.

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led by the retailer's dedicated Ward 8 nutritionist. The microgrants will be used by the organizations to further their efforts to educate around health and wellness through hosting classes, workshops, and programs, and cover necessary funding for needed materials to make their goals a reality. Recipients of the micro-grants include Women Advancing Nutrition, Dietetics, and Agriculture, Ward 8 Education Council, FRESHFARM, Mamatoto Village, Family & Friends of Incarcerated People, Everybody's Juice, Community College Preparatory Academy PCS, the Health Equity & Anti-Racism Team of the DC Chapter of the American Physical Therapy Association, ATEF FIT LLC, Black Xcellence Prep, Seasoned Settlers, SoBelt, Anacostia AMP Outreach Empowerment Center, Egyptami Wellness, The Wright Family Foundation and The Kitchen Physician.

Guiding Stars, 2X Flexible Rewards For Healthy Purchases

Giant Food is also highlighting the importance of health and wellness in its stores by offering and promoting several unique programs, including "Guiding Stars" which is the retailer's nutrition guidance system that rates products as GOOD, BETTER and BEST. Customers want to be able to make informed food choices based on more than just cost. Guiding Stars is a fast and easy way to make more nutritious choices. It's backed by science and its patented formula is built on trusted science so customers can feel confident they are making nutritious choice for their family. Customers can find Guiding Star ratings on shelf tags, right at the point of sale as well as on private brand packaging, on the Giant Food app, and when shopping online.



Another related program is Giant's 2X Flexible Rewards for Healthy Purchases which incentivizes and rewards customers who shop healthier. We've upgraded the program to allow digitally engaged customers to opt in to receive 2X flexible rewards points for healthier purchases (products rated 1,2, and 3 Guiding Stars). These points can be redeemed for gas savings, grocery savings and free items. And to reward Giant's dedicated associates, employees can earn 3X Flexible Reward Points for healthier purchases.



USO-METRO CAMPAIGN:

Giant Food holds an annual campaign to raise funds for the USO of Metropolitan Washington-Baltimore.

The campaign runs at the end of April and through Memorial Day Weekend. Customers can participate by rounding up their change or pur-

chasing a coupon book for \$5 with 100 percent of the proceeds going to Johns Hopkins Sidney Kimmel Cancer Center and the Children's Cancer Foundation, Inc. (CCF) to support the research and treatment of Pediatric Cancer. The goal of the campaign is to raise at least \$1 million a year. In 2021 Giant Food raised more than \$1.1 million for the USO-Metro.



Associate Wellness Challenge - #HealthyAtWork

Another internal initiative which has proven very popular is Giant's "#HealthyAtWork" Associate Wellness Challenge," which is guided by the HLT team along with in-store healthy living ambassadors. It's a four-week program for incentivized store and warehouse associates to participate in healthy behaviors and learn more about the programs and services available to support them in their health goals. Recently, the pandemic has placed enormous pressure on Giant's associates who have been on the frontlines every day in difficult circumstances supporting their communities. It's the company's goal to build a culture of health and support for all associates. The #HealthyAtWork activities prompt associates with simple weekly goals, tied to Giant's key healthy living pillars (Movement, Emotional Health,

Physical Health, and Nutrition), that build on each other to create habits designed to support a healthier overall lifestyle. Activities also directed associates to Giant's own healthy living programs including the Healthy Living By Giant podcast, blogs and classes. They also encouraged the use of in-store shopping tools like Guiding Stars, the nutrition rating system that identifies better-for-you options on the shelves. At the end of the program, 22 associates won the grand prize of free fruits and vegetables for a year!



Free Healthy Living & Nutritional Services

Programs that deal with health and wellness are very important to Giant Food. So important, in fact, that the retailer created a Healthy Living Team (HLT) which is a forward-facing health and wellness service that helps Giant's local communities and associates be educated on healthy food choices and

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provides services that will help improve their health and wellbeing. The team is comprised of 11 licensed nutrition professionals that include Registered Dietitians and a Certified Nutrition Specialist. In addition to providing free nutrition services, the HLT works to improve the knowledge of healthy food and their benefits, the affordability of food in underserved areas and works with Giant's internal team to ensure they provide more access to healthy foods in the communities served their stores. In 2018, Giant made the commitment to launch a neighborhood health improvement program in Ward 8. As the district's community with the highest rates of poverty, paired with the highest rates of chronic disease, there was real opportunity to change the trajectory by implementing a strong food-driven wellness initiative. Since then, Giant food has invested \$2.4 million in improving health outcomes in Ward 8 with programs like Produce Rx. Last year, the HLT expanded Giant Food's Nutrition Incentive Programs into Prince George's County and announced the first Ward 8 Healthy Living Microgrant recipients.

SUPPORTING THE HEALTH & WELL-BEING OF THE COMMUNITY

On a comprehensive basis, Giant's approach to health and wellness remains focused and driven. They are committed to supporting the health and well-being of their communities, which is why Giant has invested in a team of credentialed retail dietitians to support customers in store – and out – with guidance when you want it and how you want it (in person or online). Some other customized features that Giant has developed include: free Healthy Living services including online classes, webinars, nutrition store tours, community cook-alongs, workplace wellness programs, community events, and the podcast. There are so many ways customers can take advantage of the things Giant offers, like: taking a Healthy Eating on a Budget class from the comfort of their couch; Zoom into a Community Cook-along with their friends in their own kitchen; take a virtual nutrition store tour over lunchtime from their office desk; tune into the podcast from the car to learn about sustainable eating or best tips for nutrition and sleep; and team up with a dietitian at Giant to offer a health challenge at their workplace. Giant's Healthy Living services are offered in Spanish, too.



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Schmidt Baking Company would like to Thank Giant Food for their wonderful partnership and extraordinary service to the community!



Being A Better Neighbor: Giant Food Non-Profit Partner Profile - Capital Area Food Bank

The Capital Area Food Bank's (CAFB) mission is to help its neighbors thrive by creating equitable access to food and opportunity through community partnerships. The food bank works to address hunger today and enable brighter futures tomorrow for people across the region experiencing food insecurity.

As the anchor in the area's hunger relief infrastructure, the CAFB provides the food for 50+ million meals each year by supplying food to hundreds of nonprofit organizations, which include pantries, shelters, and soup kitchens.

Recognizing that it will take more than food to solve hunger, the food bank also partners with organizations across the region to address hunger's root causes by pairing food with other critical services such as health care, skill development, education, and more.

Food World asked Radha Muthiah, president and CEO of the Capital Area Food Bank, how her organization's partnership with Giant Food helps them meet their goals.

"Like the food bank, Giant touches almost every neighborhood in the greater Washington area," she

said. "And from the time that the food bank opened our doors in 1980, they have been a rock-solid partner in helping those who call our region home get the food they need to thrive. They are our single largest in-kind food donor, providing substantial amounts of critically needed protein and other food items. And their generous financial contributions have likewise helped to get food onto the tables of countless families. This kind of support tells only one part of the story of their commitment to being a good neighbor, but it is an essential one: over the lifetime of our partnership, they have helped provide over 40 million meals to kids, parents, and other members of our community – an average of a million meals every year."

She continued: "In addition to food and funds, Giant has also long been the first in line to help the food bank innovate and try new ways of approaching the problem of food insecurity. When we set a goal many years ago to be among the first food banks in the country to reduce junk food in our inventory and improve the wellness criteria for our donated food, Giant was the first retailer to sign on as a partner in achieving those standards. And today, they are key partners in several of the food bank's strategic pilots, ranging from our Curbside



Radha Muthiah

Groceries truck, which supports equitable access to nutritious food in neighborhoods with limited grocery options, to those that address health concerns and other barriers to wellbeing by pairing food with other services."

We also asked Muthiah if there were any anecdotes she could share to illustrate the success of their partnership. "We know that our partnership with Giant is making a significant difference in many lives right here in the DC area," she said. "Just a few weeks ago, a team member who runs the Curbside Groceries truck that Giant supports in Washington, DC's Ward 8 shared a story about a customer that she sees regularly. The Curbside truck makes a stop every week at a middle school near her home, and for months now, she has visited the truck every week to pick up fresh produce. The customer is in her late 70s and is wheelchair bound. Due to her limited transportation options and mobility issues, she said that getting produce at a traditional store had previously been a huge challenge. But now, an option for accessing nutritious food is literally right around the corner. Giant's partnership in this innovative grocery model is a big part of what has made it possible for this neighbor, and so many others like her, to get the food she needs to stay healthy."



Beginning in November 2020 during the pandemic, Giant Food organized volunteers twice a month to help out at the area food banks. On November 6, organizers worked to fill 23 pallets, each containing 45 20-pound boxes of food. The result was 1,035 boxes filled for the Capital Area Food Bank totaling 20,700 pounds of food products. Among the volunteers on hand that day were (l-r) Food World's Karen Fernandez and Giant Food's Felis Andrade, Leslie Jefferson, Daniel Wolk, Giselle Veiga and Natalie Depina.



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Being A Better Neighbor: Giant Food Non-Profit Partner Profile - Children's Cancer Foundation

The Children's Cancer Foundation, Inc. (CCF) is an independent nonprofit foundation committed to funding locally-based researchers, programs and facilities until every child is assured a healthy future. Since its founding in 1983 by Shirley Howard, the organization has raised more \$42 million for local researchers, hospitals, and programs to treat and cure childhood cancers.

CCF and Giant Food have a long and meaningful partnership that goes back to its earliest days. Whether through a financial commitment, serving on CCF's Board of Directors, providing nourishment for kids in treatment on a weekend outing, or simply advocating on behalf of the pediatric cancer community, every layer of the organizations' relationship is critical to ensuring funding for pediatric cancer continues.

We asked Tasha Museles, president of CCF, how her organization's partnership with Giant Food helps them reach their goals. "The people are what makes Giant Food so

special," she said. "Funds received from Giant Food are invested directly into local research labs and programs to ensure improved treatments and cures are found for kids battling cancer. CCF has relationships with local hospitals and organizations serving the local community. Knowing the donor and the families who are facing a cancer diagnosis means that CCF is able to connect donors to survivors and build a community of encouragement and support. Because we are local, many Giant Food team members personally know patients and survivors who have benefited from research and programming. Each year, through Giant Food's pediatric cancer effort in local stores, Giant Food customers make a powerful statement by donating to pediatric cancer research. CCF is honored to be the beneficiary of this incredible generosity."

We also asked Museles to relate some stories to our readers that would help illustrate her organization's partnership with Giant Food. "There are many," said told us. "The first would be the creation of the NextGen Award. With the support of Giant Food, the NextGen Award was created



Tasha Museles



At this year's 38th Annual CCF Gala at Martin's Crosswinds in Greenbelt, MD, Giant Food's Terry McGowan (r), also a CCF Board Member, presents a check from Giant Food to CCF's Chairman Dr. Jerrold Chadwick (l) and President Tasha Museles.

in 2013 to recognize young investigators who are committed to pursuing a long-term career in Pediatric Oncology research. This \$100,000 grant is awarded to a local researcher with the support of Giant Food's generosity.

"The second is the fact that Terry McGowan who serves as CCF's Secretary is also the Giant Food Director of Quality Assurance. Having a voice from, and alongside, our largest donor is critical to ensuring we are aligned with both of our strategic priorities.

"Third, each year CCF appoints an Ambassador to serve on behalf of Giant Food's fundraising campaign. This year, Christopher Milecki of Columbia, MD served in this important role. He, along with Ambassadors representing Johns Hopkins Hospital, share their personal experience with cancer, raising awareness and funds.

"Our relationship with Giant Food goes back nearly 40 years. They have been with us since the beginning and support us today. It all comes back to the people. Giant Food employees just 'get it'. They know that supporting local organizations and institutions matters. That says a lot."



Congratulations Giant Food

Congratulations to our valued partners at Giant Food!
Here's wishing you many more years of success.



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Being A Better Neighbor:

Giant Food Non-Profit Partner Profile - Greater Baltimore Urban League

Giant Food supports the Greater Baltimore Urban League (GBUL), whose mission is to enable African Americans and other minorities to secure economic self-reliance, parity, power and civil rights. To this end, they have been helping disadvantaged Marylanders gain access to equal opportunity in employment, education, health care, housing and the civic arena.

GBUL is a local affiliate of the National Urban League, a nonprofit, nonpartisan, multi-ethnic, social service organization founded in 1910, making it the nation's oldest and largest community-based movement devoted to empowering African Americans to enter the economic and social mainstream. GBUL was founded in 1924. Through direct service delivery, advocacy, referrals, community capacity building, information dissemination and technical assistance, the League accomplishes their mission to improve social and economic conditions and opportunities for African-Americans and other people who face barriers to full participation in American society.

GBUL's three-pronged strategy for pursuing its mission is: Ensuring that our children are

well-educated and equipped for economic self-reliance; Helping adults attain economic self-sufficiency through good jobs, home ownership, entrepreneurship and wealth accumulation; Ensuring our civil rights by eradicating all barriers to equal participation in the economic and social mainstream of America. We carry out its mission through direct services, advocacy, research, policy analysis, community mobilization, collaboration and communications

Additionally, the organization is focused on three pillars of service: Justice Impacted Employment Program, Youth College and Career Readiness Program, and Entrepreneurship Programs.

Greater Baltimore Urban League is committed to eliminating racial disparities in employment, healthcare, fair housing, the justice system and education. They advocate to ensure the educational experiences of Black and Brown students are equitable, healthy, fair, engaging, culturally affirming, and free from policies and practices rooted in systemic racism. Their mission is to ensure there is an increased level of funding and focus on the development and retention of Black and Brown educators in the Maryland School System, holding the system and its stakeholders



Tiffany Majors,

accountable in eradicating the barriers that alter the educational capacity of those in areas of poverty.

GBUL partners with multiple alliances in the advocacy of education for Black and Brown students, working to remove barriers to achievement for Black and Brown students through their commitment to dismantle systemic racism in education and to create a life-affirming narrative that positively supports the existence of our children resulting in improved educational outcomes that provide students with access to viable options for life and career choices.

Food World asked Tiffany Majors, president and CEO of the Greater Baltimore Urban League, how her organization's partnership with Giant Food helps them meet their goals.

"Giant Food is the greatest asset to Greater Baltimore Urban League," said Majors, "inclusive of our sponsorship of the financial donation, Giant often provides hands-on direct support volunteerism at every event GBUL holds. From pop-up vaccination clinics to back-to-school drives to feeding those experiencing homelessness, there has not been one event in which Giant was not present to volunteer to support our communities in need."

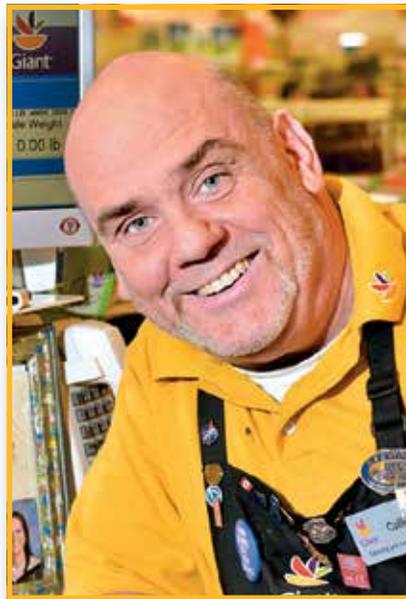
In addition to their time, Giant also supports GBUL with financial assistance, explained Majors.



Giant Food donated book bags, snacks, grocery gift cards and supplies for a pandemic-era clothing and back-to-school drive organized by the Greater Baltimore Urban League. Three members of the retailer's communications team, Daniel Wolk, Felis Andrade and Jonathan Arons (in purple Giant shirts), were on hand to help stuff the bags days before the drive.

See **BETTER NEIGHBOR: GBUL** on page 38

MAKING GIANT #1 IN THE DMV



Giant ranks number one in the Washington, D.C. metropolitan area thanks to its hard-working associates, proud members of UFCW Local 400.

Our diligence, unmatched productivity and dedicated service brings customers back time and again, expanding Giant's market share and making the company successful.

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Mark P. Federici
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Christopher Hoffmann
Secretary-Treasurer

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BETTER NEIGHBOR: GBUL
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“The financial donation has supported 500 participants with one-to-one business coaching for entrepreneurship, 13 justice-impacted participants obtained cyber security certifications in Security +, Certified Ethical Hacking, and Certified Network Defender, and 20 youth attend our National Urban League Youth Summit at University of Maryland College Park in July. Giant also provided 100 book bags, snacks and immunizations for students in Baltimore City for the 2022-2023 school year. For our high school seniors, Giant sponsored three college scholarships of \$1,100 to graduating seniors.”

She continued: “Due to the consistent and genuine partnership of Giant Food we have significantly expanded our reach to Marylanders in poverty. They’ve not only assisted us in meeting our goals, they are the direct reason we were able to meet our goals and expand capacity.”

We also asked Majors to relate some stories to our readers that would help illustrate her

organization’s partnership with Giant Food. “There are multiple stories I can illustrate in regards to our partnership with Giant. Simply, they SHOW UP!!! We’ve had partners provide financial partnerships for our work and agree to support our community efforts; however, when the address is offered of our area of service, many have canceled their personal appearance and direct support. Not only does Giant show up in the most needy areas of Baltimore City, they navigate the community and meet our participants where they are. Eric, a Giant pharmacist from Washington, DC has come to manage our pop-up vaccination clinics on multiple occasions. When we did not even have residents come to the clinic to receive their vaccinations in the height of the pandemic, he walked through the community educating community members on the myths and truths of the vaccination. From his community canvass, we vaccinated an additional 13 people. We were able to locate those experiencing homelessness to ensure they were covered. Another time, when Giant’s admin team - Felis, Jonathan and Daniel - learned we were having a clothing drive and back-to-school drive, they donated book bags, snacks,

grocery gift cards and supplies and came to our communities to stuff the bags days before the actual event.”

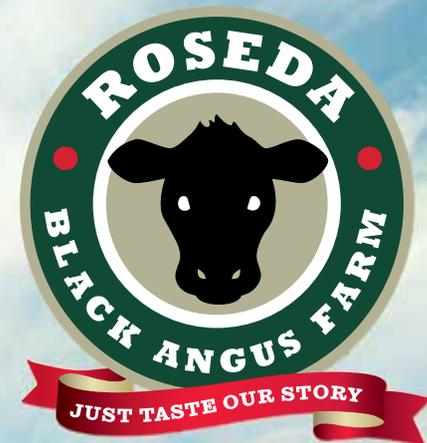
“Every call,” Majors continued, “Giant has answered. They have assisted us in Empowering People and Changing Lives. They will change lives this holiday season when food prices are significantly soaring, because we will have the ability to support over 1,000 families with either their own turkey and pie or our seniors in the nursing home and senior living homes will receive a cooked turkey dinner from our volunteer cooks to prepare a meal from some of the donated turkeys.”



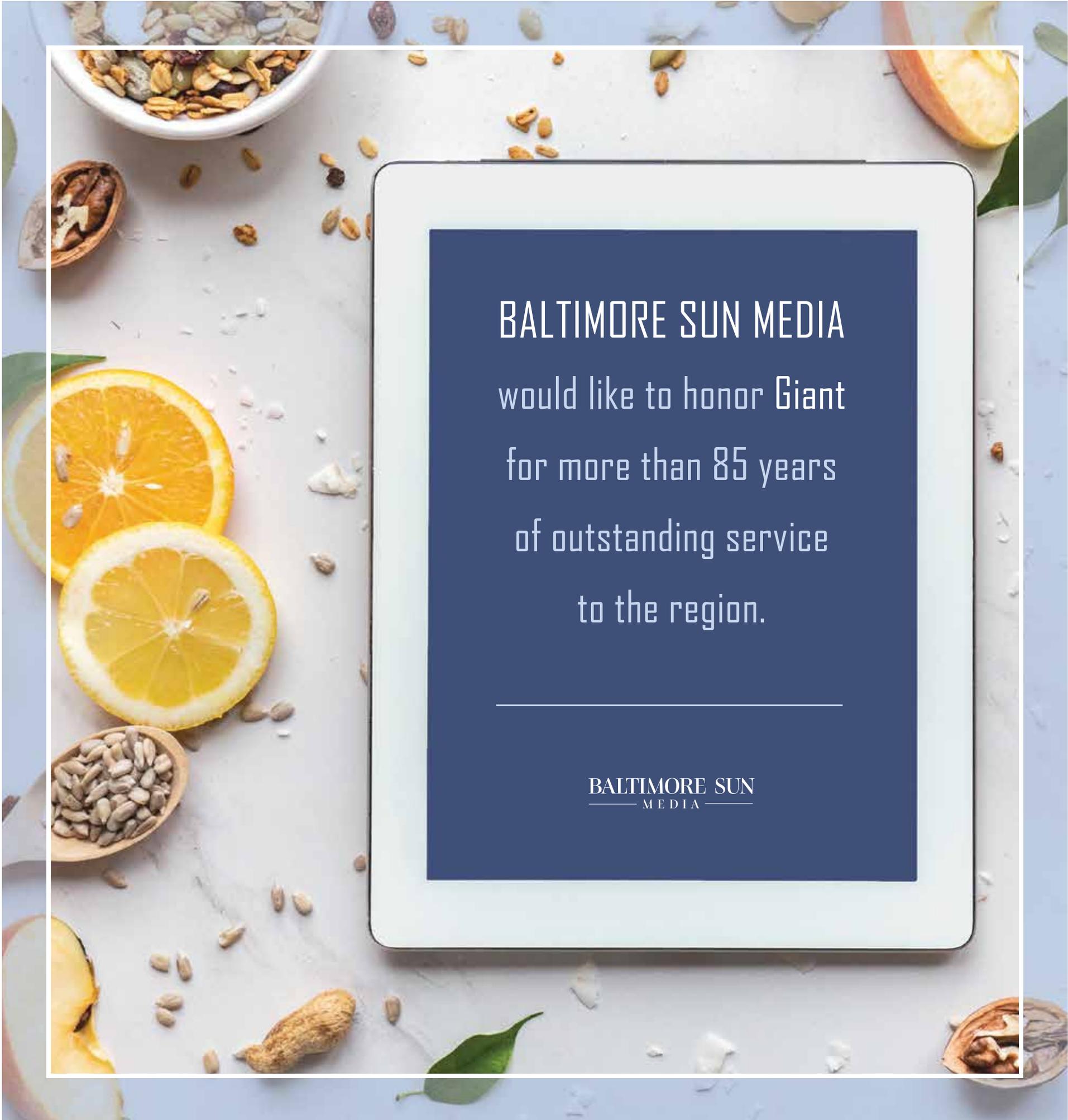
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BALTIMORE SUN
— MEDIA —

HR VP Brian Wanner And DEI Manager Jamie Joshua Make Sure The Focus Is On People, People, People

Brian Wanner, Vice President of Human Resources, recently joined Giant Food after 22 years in various leadership roles with Ahold Delhaize USA. His food industry career began with Fox's Food Markets in Harrisburg, PA as an assistant manager before being promoted to store manager. In 2000, Wanner moved to The Giant Company in Carlisle as a store manager and eventually transitioned into human resources. He has held various roles in HR during his career, starting as a training specialist, and moving into the role of pharmacy recruiter and HR business partner. Wanner was later promoted to the role of manager of diversity and talent. To broaden his experience, he joined Ahold Delhaize USA as director of talent and organizational development. After that, he diversified his career by moving into supply chain, followed by the director of operations and optimization and deployment, and then filled in as interim VP of store support, where he oversaw all areas of retail support. Wanner finally made his way back into HR with The Giant Company as director of talent and culture. In May, he relocated to the Giant Food brand to serve as the VP of Human Resources, "HR is my wheelhouse and the area of the business I love the most, so very happy to have this opportunity to be back into HR," said Wanner.



For Giant Food, it is our culture of care where we work to deliver psychological safety, wellness, inclusion and belonging, and so much more to our associate experience. We think of total wellness in terms of health, mental and financial well-being. These programs are not just for our associates but also there to help support their families."

Brian Wanner

Jamie Joshua, Giant Food's Diversity, Equity and Inclusion (DEI) Manager recently celebrated her one-year anniversary with the retailer. Before joining Giant, she was the director of diversity and inclusion at the Samuel Curtis Johnson School of Management at Cornell University, a position she held for a little more than six years.

As the DEI manager, Joshua's role is to help Giant meet its commitment to being a diverse, equitable, and inclusive employer and retailer. "One of the great things about fostering an inclusive place is allowing our associates to be themselves. We want them to bring their whole self to their role. We want them to be who they are, lean into their experience and education, and use it in their role and experience at Giant. Our managers and directors must work to make sure they are creating that inclusive space."

She continued, "In the summer, we hosted a workshop on psychological safety to create a learning opportunity for leaders to understand what it means to create psychological safety within their teams. A lot is going on in people's lives and the world. We have to make sure we are leading with empathy."

Joshua added that in today's world, people are experiencing all types of change, especially the changing socio-political climate, which can weigh heavily on them. "We as a company want to ensure that we're not pretending that these things are not happening. And we want to offer an opportunity to our associates to know we hear you; we see you, and we want to make sure that there are spaces to process what's been happening. So, we've hosted processing spaces after the shooting in Buffalo, NY, at the Tops grocery store, to allow our associates a chance to process and be in community with each other," she said. "You didn't have to share; you could have just been there. But it allowed us to pause because, as a society, we are very task-oriented and get the work done."

Another way that Giant supports its employees' well-being and sense of inclusion is through its



Brian Wanner

six business resource groups (BRG). The BRGs include Young Professionals, Thrive, People of Color, Women's Inclusion Network, Pride, Veterans BRG, and the Corporate Council, representing the retailer's corporate associates.

A business resource group is fundamentally an affinity group that allows people with similar interests to come together and share their experiences in and outside the workplace. "BRGs provide an opportunity to connect with other associates," said Joshua. "They offer opportunities for members to network, participate in professional development opportunities, and celebrate each other. For example, our Thrive People of Color BRG hosted a virtual group trivia event during Hispanic Heritage Month,

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HAPPY HOLIDAYS FROM BIMBO BAKERIES USA

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allowing associates from across the business to meet and work together. We've also had our Young Professionals and Women's Inclusion Network host a Financial Education workshop series for associates."

While there are currently six Giant Food BRGs, that number is likely to grow in the future. "We are starting what we affectionately call our Giant Village," said Joshua. "The group connects our parents and caregivers and helps them build their network of co-workers, balancing their job here at Giant with their other job of raising and caring for humans (big and small!). We have had some great conversations, advice to share with each other around challenges, and celebrating wins! There is definitely an opportunity to gain experience our BRGs as we find associates with similar interests."

As VP of HR, Wanner knows that Giant Food is constantly competing with other Baltimore-Washington, DC metro area employers for talent, which means Giant Food must bring the best



One of the great things about fostering an inclusive place is allowing our associates to be themselves. We want them to bring their whole self to their role. We want them to be who they are, lean into their experience and education, and use it in their role and experience at Giant. Our managers and directors must work to make sure they are creating that inclusive space."

Jamie Joshua

associate experience possible. Pay and benefits are essential but not the only factor when considering a great experience which is why creating the right culture is critical. "For Giant Food, it is our culture of care where we work to deliver psychological safety, wellness, inclusion and belonging, and so much more to our associate experience. We think of total wellness in terms of health, mental and financial well-being. These programs are not just for our associates but also there to help support their families," said Wanner.

Wanner knows that Giant Food must identify the right talent for its facilities, and it's equally important to provide career opportunities for its current associates. "We continually look at talent, and obviously, our focus is on providing career opportunities for internal talent," said Wanner. "The past two years have been a great example of internal promotions and our focus on career growth. Coming to Giant Food is not just a job; you have a career that can grow. It's rewarding to see our associates grow and help drive innovation through their diversity of thought that translates to an improved customer shopping experience."

While it's essential to offer the proper pay and benefits and a safe and inclusive working environment, Wanner stresses that Giant must identify the right talent it wants to hire to work in its facilities. Identifying those with talent who will also want to make a career at Giant is essential. "We continually look at talent, and obviously, our focus is more on internal talent," said Wanner. "This year is a great example, last year the amount of growth we had in promotions was incredible. So, it's focusing on that new talent and growing our existing talent because that's one of our benefits, too. When you come to Giant Food, it's not just a job; you can have a career here and go to many different places that I know many of us on the team now have done. When we identify talent, though, it's really looking at the value they can bring to the organization and thinking differently. So, we are looking for someone who can add value to the organization from diversity



Jamie Joshua

of thought and innovation and change management, but how can they help grow the organization into those roles."

One of the ways Giant connects with talent at the college level is through its internship program, which Joshua is immensely proud of. "This is our fifth year of the internship program, which keeps growing each year. When we talk about the impact they have, it's awe-inspiring. For example, one of our interns this year, Mae, created a GPU board for our Giant pick-up team, which helps the stores know where they are each day with their orders. Two other interns, Helen, and Haley had a chance to develop some of the visual creatives in our stores. So, depending on the

See **WANNER/JOSHUA** on page 44



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part of the business, the projects our interns work on can have an enormous impact on our business,” said Joshua. “The valuable part of the internship program is that it brings a fresh set of eyes and perspective on how we do business around our products and services. It also is a great experience for our interns to get a behind-the-scenes look at how we operate and have a better appreciation for what goes into the running of a grocery store and who are the customers we serve.”

“The Giant interns quickly became part of the Giant family, adopting the value to be a Better Neighbor,” Joshua explained. “The interns had to do a group project, and they raised over \$9,000 for four different charities and did it creatively. We wanted them to have an opportunity to grow outside of their individual project, get to know each other, and give back to the community. This gave our interns a chance to grow and, at the end of the 10-week program, reflect on their journey through the internship and see how much they came out of their comfort zone. It’s a gratifying experience for us, too.”

Wanner concurred: “It was a great program. Three things that were highlighted for me included community involvement and how the interns connected with our communities to help solve

problems and use our resources to provide solutions. The other area is our culture of care, which the interns could demonstrate internally and externally, which helped drive connections and learning throughout the organization. Finally, is how the program helped them grow as individuals. In their final presentations, they said they had to do work projects in college but never had to execute them. Here they had to create the project and then execute it. They all agreed that one of the biggest learnings came from learning how hard it is to execute a project or program.”

The impact of COVID-19 on Giant’s associates has been a focus for the HR team during the past two years. Wanner and Joshua are exceptionally proud of the entire team and how they adapted to keep their stores open and delivery service on the road throughout. “I’ve only been here since May,” said Wanner, “but just touring the different stores and our e-Commerce and distribution facility, I see the intent focus on delivering a great customer experience. What stands out to me is our Giant Delivers facility and how this business area was highlighted during the pandemic. They have a talented team of associates led by Doug Duvall and Joe Urban. This team has accomplished some incredible work while driving a culture of care. For example, Doug, Joe, and the team reviewed customer feedback and did some analytical work, discovering that they had too many

crushed eggs- complaints. Through innovative work, they created a metal frame inside the delivery tote to ensure the eggs weren’t smashed during delivery. A simple solution, but without listening to feedback and resilience to deliver a great customer experience, things would not have improved. That type of empowerment and dedication to our customers inspires me.”



Thank you, Giant Food, for your Service to the Community!

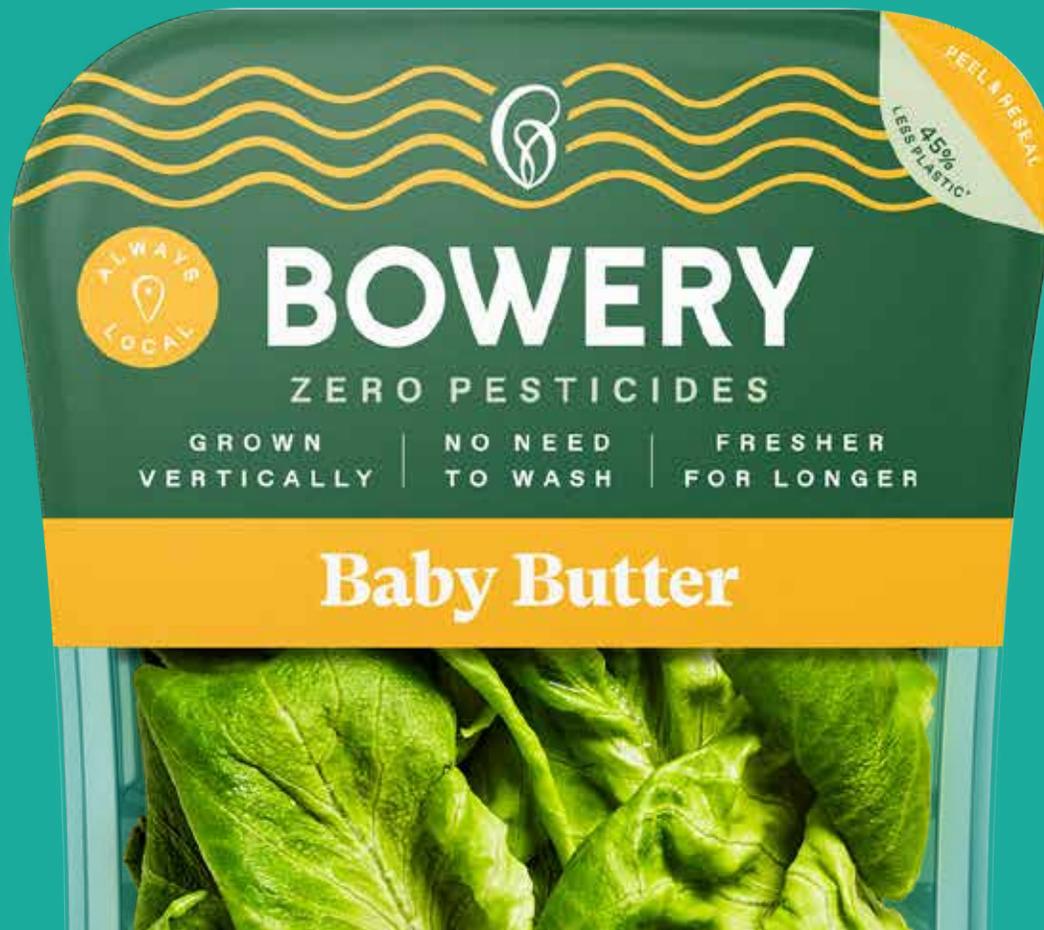


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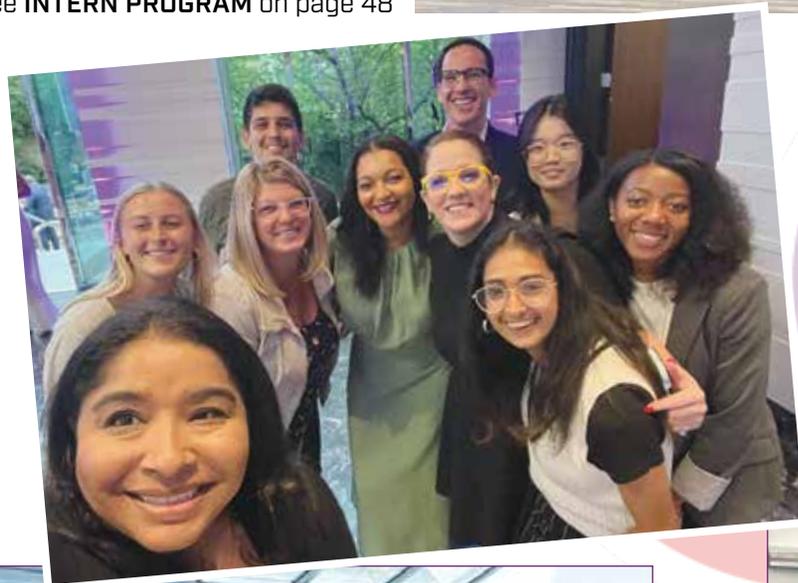
Giant Food Develops Future Leaders Through Successful Internship, Mentoring Program

Giant Food's Internship Program turned four years old this year! The program started in 2018 with only six interns joining during the first summer. During the summer of 2022, Giant welcomed 22 students from local colleges into its Summer Internship Program.

The retailer's 10-week program allows students to work in various roles throughout Giant Food, including Supply Chain, Operations, eCommerce, Merchandising, Marketing and more. Each student is tasked with completing an individual project that has a direct impact on Giant Food's business as well as a group project where they create a fundraising campaign supporting one of Giant's local community partners.

The Internship Program's four group projects this year raised money for TAPS, Maryland Food Bank, Martha's Table and Baltimore Urban

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INTERN PROGRAM

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League. Each team created unique ways of raising money at the Corporate Office.

Group 1, “Jolly Green Giants,” raised \$3,605 for TAPS (Tragedy Assistance Program for Survivors) by creating a board game based off the popular children’s board game “Candy Land.” Group 2, “Giant BULs,” raised \$1,709 for the Baltimore Urban League by doing a bake sale, selling painted desk decorations and hosting a Jeopardy game. Group 3, “Martha’s Minions,” raised \$2,000 for Martha’s Table by selling tickets to a weekly raffle drawing. And Group 4, “The Foodies,” ran a food drive at the Corporate Office and hosted a luncheon where attendees could learn about Healthy Living and Food Insecurity, raising \$2,003 and collecting

more than 24,000 non-perishable items. Giant Food matched the monetary donations, so in total, this year’s interns raised \$18,634 for local community partners.

During the program, the other focus is engaging and growing the interns through professional development opportunities, tours of Giant’s Delivers and Distribution locations and fun challenges. Each week, the program ran a Bi-Weekly Chat Series that focused on professional development topics, such as interpersonal communication and relationship building, interview and resume tips, personal branding and more! New this year, the program developed a group point challenge and a mentor program where associates around the Corporate Office helped guide each intern through the summer and built connections.



SALUTING GIANT FOOD!



Giant Food Store Management Teams Thrive Through Talent, Diversity, Experience And Leadership

Jerome Debrew is a Store Manager and this is his Giant story:

“So, I started with Giant on January 4, 1988. I was a part-time day grocery clerk and was promoted within a year to full-time day frozen food manager. Three years later I was promoted to night captain. I guess a couple or maybe four years after the night captain position, I was made grocery manager in 1992. That opened the doors for numerous, numerous opportunities. As grocery manager, I opened up eight new stores for the company. I was selected by one of the old-time guys whose name was Norman Harris. He was actually a teacher in different areas at CAO. I became a CAO specialist in 1994.

“When we first rolled out the CAO aspect of the business, no one actually thought it would work. Lo and behold, some 30 plus years later, we’re still using it. So, it has been a success.



I’ve been doing this for a long time, and I remember back in the day when Izzy [Cohen] was still running things. And that was one of his things. If you can’t find it on our shelves, tell us and we’ll get it for you. For almost 35 years, this is what I live, eat, and breathe at Giant Food. It’s taken care of my family. So, I give back the things that were given to me.”

Jerome Debrew

“I was a staffer of the month, several times and staffer of the year, three times. Then I took a leap of faith and came out of the union after 20 years with Local 400 and decided to become an exempt manager in 2009. I was a non-perishable manager for almost three years, then transitioned to perishables, which cycled and then becoming a CSM and then store manager in the year of 2014 and I’ve held that position ever since and am now manager of my sixth store, number 375.”

During the pandemic, stores stayed open even while almost everyone except front line workers stayed home. What was that like for you and your team?

“During the pandemic, the company in itself did a fantastic job keeping us aware of what was going on each and every day. They made sure we knew the solutions to the problems that COVID was causing. They made sure we knew, you know, this is what we should be wiping down. We should keep our distance. We had the floor detailed, that made everybody aware of how careful we were being. We trusted and believed the information the CDC was giving to the company, and the company gave to us. So actually, all we had to do was follow the guidelines and that’s all it was. We were extremely careful, and we didn’t have an employee get COVID for nine months.”

As a store manager, how do you motivate your team, whether it’s during a pandemic or just during regular times?

“Okay, so if it’s not non-first inventory or perishable inventory, guess what? We have a huddle every Monday around 11:00 a.m. That’s to give everybody the point of view of what took place the week prior, you know, how good. I like to have little games, I call it. But it’s almost like an accolade for the highest department who had the highest in sales, highest in percentage versus



Jerome Debrew

last year. I just, okay, well, we’re going to give you a \$10 gift card. I’m going to give you a \$10 scratch off just to make it competitive for those who want steps up for the next week. Show everyone what you made of. That’s the term I like to use. That’s just camaraderie amongst everybody. The bakery would tell the deli, even though they’re one in the same or one subdivision of the other, “I know I can do this, that, and the third.” You have to give them their kudos as they go along. If you give respect, you get respect, and that’s what I live by.”

Is there a personal story you can share to give

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STORE MANAGEMENT

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people an idea of what it's like in your store, something special or moving?

"I have one that just recently happened about four months ago. A customer came in and she said she had just moved into the neighborhood from Boston, Massachusetts, where the Stop and Shop stores are located. She said she was looking for this particular item, which was a Nature's Promise green tea in the box. So, we had demoted this particular item, say, five, six months prior to her arriving. So, I went through the proper channels. I got everybody involved, the specialist at the time, which was Joe Adams, and he reached out to Bobby Majors, and Bobby reached out to the buyers and what-have-you. So, we had that particular item shipped to her house.

"She sent in a fantastic email gesture of all the people that were involved and how she would never ever shop anywhere else but Giant Food because of what we did. We took the initial steps. But look, we gained another loyal consumer. That's what I try to do each and every day. I've been doing this for a long time, and I remember back in the day when Izzy (Cohen) was still running things. And that was one of his things. If you can't find it on our shelves, tell us and we'll get it for you. For almost 35 years, this is what I live, eat, and breathe at Giant Food. It's taken care of my family. So, I give back the things that were given to me."

Bayu Kassa is an Assistant Store Manager and this is his Giant story:

"I started with Giant in 1999 as a dairy clerk. I moved to a second dairy person after that. I then entered the deli manager role, eventually becoming a grocery manager. After those positions, I transitioned into the exempt positions starting with the CSM role and ending up where I am now in the Non-perishable Manager role. I have participated in four store refreshes and four brand-new store openings.



Bayu Kassa

"The past few years have been challenging. We have worked as a team to keep the store running well for our customers and the community. We listened to what the teams needed and utilized the resources we had to try and get them whatever they needed to keep getting their jobs done well. We communicated as best we could during the ever-shifting environments everyone was in and tried to keep the crew as up to date as possible. The departments worked well together to be as successful as possible and keep the customers happy. The support staff did their best in conveying information as it was available to help keep the stores running as best as possible. They were able to give us good guidelines and worked hard to make sure that we were selected first in receiving warehouse products. They were also incredibly supportive during these times.

"Some of the things I remember during this time

(COVID) with our associates is that they came to work with great attitudes no matter what was going on. They kept their spirits up and did their best to help the customers daily. The customers also noticed this, as many of them expressed their gratitude and appreciation in many ways."

Miguel Melendez Jr. is a Store Manager and this is his Giant story.

"Well, my Giant story has gone, basically over 30 years. I hit 30 years this January 2022. Started back in '92 when I was a mere 18 years old. It was basically a part-time job. I was in college at the time, going to school, trying to further my education. And then life happened, and I had a child. I raised my hand saying, 'Hey, I need a little bit more hours. What can I do extra?'

"So, from being part-time HPC clerk, I was given an opportunity to become a cash office person in charge of the money and all that. And after doing that for a few years, they asked me to interview for an assistant manager position in the store, a customer service manager, which they were starting back in those days. And I was a little apprehensive at first. I still had my focus on going to school, finishing school, and having a career outside of Giant. The grocery life was never a life I chose. I don't think it's a life anybody chooses. It just happens.

"I went up for the interview for customer service manager, and it went very well. Obviously, because I'm the store manager now. I was never a department manager, so I went from a clerk to an assistant manager role. Over the years, I was a customer service manager, I was a non-perishable manager, perishable manager. And for the last 16 years I've been a store manager for Giant Food. Which 30 years later has become a career. And sometimes I laugh with my brother because he always asks, 'What made you stick?' I said, 'Well, life got in the way. Giant gave me the opportunity,

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STORE MANAGEMENT

from page 52

and I had to be faithful to those loyal to those who believed in me. So here I am with Giant and I'm currently at store 350, which is the Giant in White Oak, Silver Spring. I got here March of last year, 2021."

What was it like to work in the grocery store business during COVID, especially moving to a new store?

"Well, obviously we still had COVID last year, but then I was walking into the middle of a major remodel in the store too. It was a little in your face in the moment. But we persevered and got through it and it's a great store. It was a store that needed a facelift after many years, and it's a beautiful store. Of course, obviously for everybody, the entire COVID pandemic was eye-opening. It was in your face. It was something that no one had ever experienced before. When the governor shut down everything, it was pandemonium, I recall. There were swarms of people coming into the stores. At that time, I was



And fortunately for me and for many of the store managers, I'm sure, throughout the chain, the staff persevered, the clerks persevered, the department managers persevered. And basically, we stood there in the front lines. And we were there. Looking back, I don't think we'll ever go through something like that again, but at least we have some sort of blueprint to go forward if something happens in that manner."

Miguel Melendez

in Gaithersburg, at the Flower Hill Giant, and I recall looking out in the parking lot and swarms of people. We had never experienced that before, aside from snow weather. But this was nothing like a snowstorm, because with a snowstorm, we only have one day before the snow. This was every day for weeks and weeks, full time. So, after a few days of trying to gather ourselves, I decided, 'Okay, we've got to come up with a plan.'

"Everybody understood that we were here to provide a service to the community. So, for my staff, one of the biggest things I wanted to assure them was that what they were doing was not going unnoticed. At least from my level. The store manager level. At that point it's more of a family type of atmosphere, because I've been with those people for so long, my staff. And I wanted to assure them that I appreciated them. Of course, the company appreciated them as well. Every day was different and at first, no one knew the protocol at the time about who stays home, who's at work, what have you. So, each day was basically opening a new book and starting all over again. There was no plan for it."

How did you keep your team together and able to make sure your customers were able to shop your stores?

"To keep the morale up we had to think outside the box. With everything being closed, we couldn't get to have little pizza parties, we couldn't do any of our fast-food type of events. So, we got creative and did our own stuff in store, or what we could by serving them breakfast, lunch, dinner. Because, without them, obviously we as store managers, we run the stores, but without our clerks and our department managers, we're nobody. And fortunately for me and for many of the store managers, I'm sure, throughout the chain, the staff persevered, the clerks persevered, the department managers persevered. And basically, we stood there in the front lines. And we were there. Looking back, I don't think we'll ever go through something like that again, but at least we have some sort of blueprint to go forward if something happens in that manner."



Miguel Melendez

Did you learn anything during COVID that you think will help you in the future?

"Well, one of the biggest things, for me personally, was that as a store manager, I focused on the cross-training aspect of my staff. I think we took it for granted, that everybody did their own little jobs and kind of stuck to their little windows. And then when Covid happened, obviously a lot of people were going out. So, a lot of people had to do multiple jobs that they weren't familiar with. Obviously, everybody took crash courses in those departments. But now, because of the pandemic and COVID, the whole cross training aspect has gone to a greater level. Cross training the staff was one of the biggest things we learned, to make sure our staff is well versed in most departments. Not all, but most departments."

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STORE MANAGEMENT

from page 54

Michele Dorsey is a Customer Service Manager and this is her Giant story.

“I joined Giant Food in 2001 as a cashier, then as a Customer Service Manager in 2008. I’m currently working as the CSM at store #337, at the Reisterstown Plaza in Baltimore City.

What does a typical day look like for a Giant Food CSM?

“A typical day for me is I come in, I speak with my staff and see what’s going on with the store to see if we have any issues or concerns I need to address. I check on my isolation person to see where we are, then I pull the entire management team for a huddle to see what store conditions are.

During COVID, how did the team in Landover help the store team make sure they had everything they needed to do their jobs in such trying times?

“Leadership gave us the green light to provide lunch to our staff every day. They made sure we were supplied with proper PPE equipment we needed such as masks, gloves, and hand sanitizer for all staff to ensure they were as safe as possible. They also gave out incentives for the staffers for

working during that time. Things I did myself to boost morale were to give out thank you cards. We also did team building activities. I have always had an open door policy. All staffers know that they may come to me with any issue confidential or other that they want to share.

How is dealing with customers during COVID? How did you make sure they would still feel safe shopping in your stores?

“We always follow CDC guidelines in ensuring everyone’s safety. It was a little bit more difficult than normal. What happened the last past two years was new to everyone. I made sure I stayed visible on the sales floor. If the customers or staff needed assistance, I was there.

Do you have a specific story of something that happened in your store that will give our readers an idea of the level of customer service Giant provides?

“Around this time in August 2020, there was a house explosion a few blocks from our store that affected two or three houses on the block. A few of my associates went over to the area and set up a water station. We had water and supplies that the community needed during that time. For a couple days after that explosion we provided necessities to the first responders.”



Michele Dorsey



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Count On Us, Count On Me Stories

District 91



Giant #100 - Cockeysville, MD

Front end supervisor Sam Sweeley recommended Front End Manager **Jennifer Lefavore** for outstanding customer service and exemplifying “Count on Us, Count on Me.” She recently had a wonderful customer comment from a woman who had lost her wallet at the self-checkout and called Jennifer to report it. Her resulting customer comment said, “The employees at this store are wonderful. The store team took this very seriously and found the wallet in the parking lot, picked it up and brought it in the store. Everyone was so helpful and understanding.” They truly went out of their way to help and were able to find the customer’s wallet and return it to her.

Giant #108 - Baltimore, MD

Isaac Davis has been with Giant for three months and is being recognized for outstanding customer service exemplifying “Count on Us, Count on Me.” Isaac was observed interacting with customers, full of excitement, engaging and willing to assist helping customer locating items. Thank you, Isaac, for the great customer service.



Giant #108 - Baltimore, MD

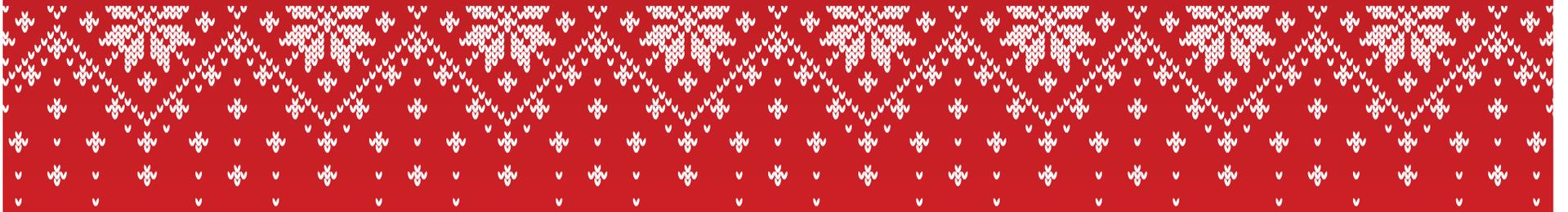
Stacie Williams, Cashier/Customer Service, is being recognized for outstanding customer service and exemplifying “Count on Us, Count on Me.” Stacie received the following compliment from a customer: “Stacie, who is at 6340 York Road, is always wonderful. She is very friendly and helpful. I noticed that she has been relied upon and well-liked not only by customers but her co-workers, too. Great job on hiring her and keeping her there for a long time.”



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Count On Us, Count On Me Stories

District 91



Giant #108 - Baltimore, MD

William Green is the Porter at Store #108. Mr. Green always has a great attitude; he takes pride in keeping Store #108 clean for our customers and staff. Big shout-out to Mr. Green.



Giant #128 - Timonium, MD

Debbie Biernatowski, Front End Manager, is a perfect example of “Count on Us, Count on Me” because she tries her absolute best to ensure the front end and all her customers are well taken care of. She is the “mama” on the front end and all the employees look up to her as a perfect role model. Thank you, Debbie, for all of your hard work and dedication! We are grateful to have you as one of our front end leaders in District 91!

Giant #128 - Timonium, MD

Brittany Haden, Front End Manager, is always willing to help and has played an important role when it comes to building the front end bench for District 91. She is our go-to trainer for both FEM and AFEM in District 91. We know we can count on Brittany to teach all of our core values and five promises.



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Count On Us, Count On Me Stories

District 91



Giant #128 - Timonium, MD

Eric Matthews, Produce Associate, is a hard worker and customer favorite. He goes out of his way to help customers find what they need and make sure his department is up to customers' standards. His peers compliment him on his can-do attitude and willingness to help get the job done. We are grateful to have Eric as part of our team.



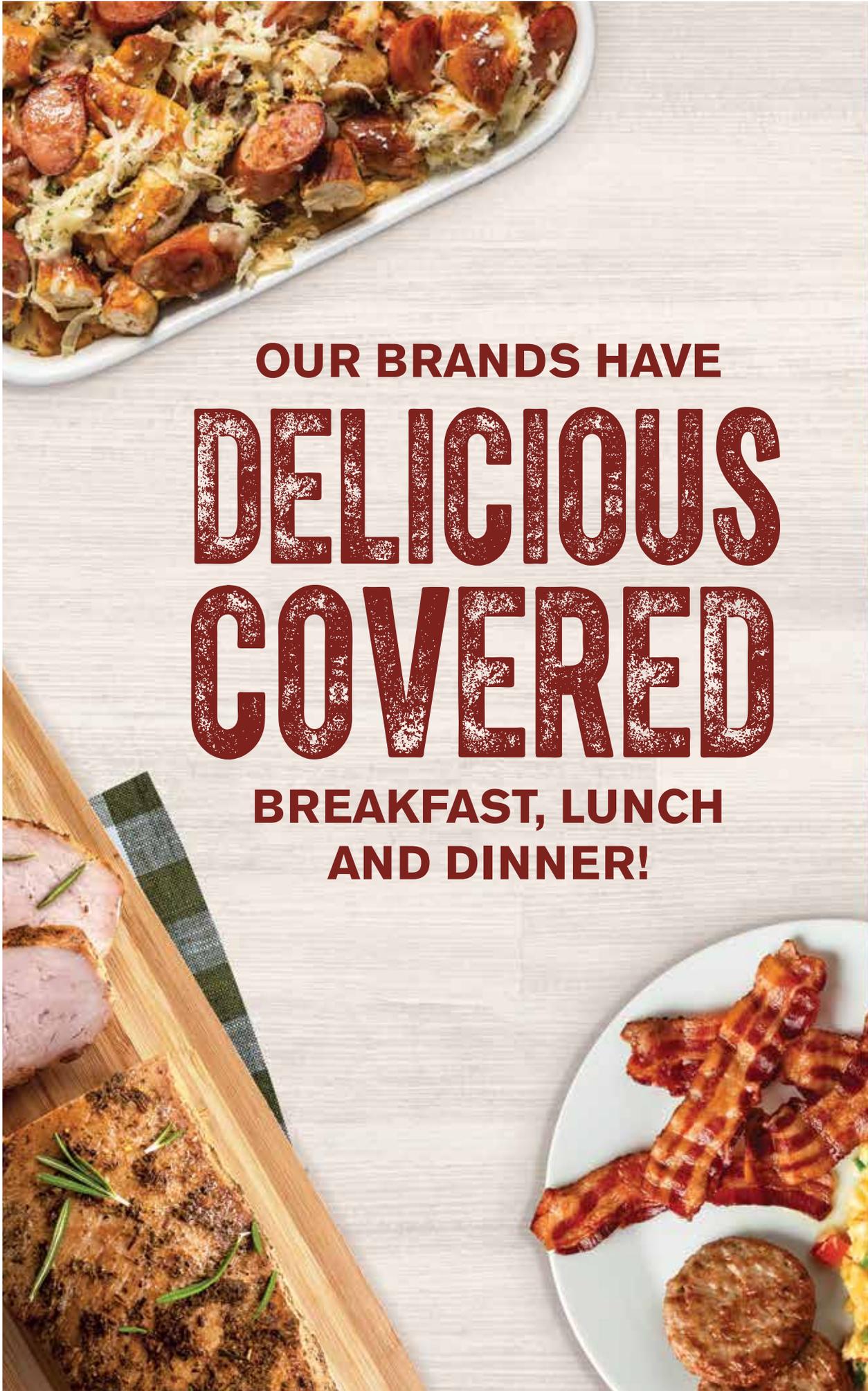
Giant #128 - Timonium, MD

Meat Manager **Johnnie Hodge** is recognized for his many years of friendly, dedicated service to both customers and the company. Johnnie is the meat manager who is asked to open new stores or placed to take on a major competitor. But recently Johnnie again did something extraordinary. A senior dairy clerk wasn't feeling well and Johnnie took him to the pharmacy where they checked his vitals. Then Johnnie drove the associate to his doctor's office. Then they directed Johnnie to take the clerk to the hospital. Every step of the way Johnnie sat, waited and comforted the associate. After upwards of 10 hours driving around, by 10 p.m., Johnnie felt that the associate had finally gotten the medical attention needed and Johnnie felt okay taking the associate to their house. Not only is Johnnie a great meat manager he is also a full time Pastor, not really a surprise. Johnnie can save you from your mealtime stress and save your soul at the same time.



Giant #131 - Baltimore, MD

Joe Orlando Jr., Meat Second Person, is recognized for outstanding service exemplifying "Count On Us, Count on Me." Joe is great with the customers helping them with every visit to the store. He had the meat department at 4:00 p.m. standing strong and in stock. Thank you, Joe, for your dedication and drive to do the best for the business.



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Count On Us, Count On Me Stories

District 91



Giant #197 - Baltimore, MD

Alexia Jose, Assistant Front End Manager, is recognized for outstanding service exemplifying “Count on Us, Count on Me.” Exciting fun fact about Alexia, she has lived in the U.S. since she was eight years old and just got her U.S citizenship and was sworn in on February 28, 2022. Congratulations, Alexia, and thank you for providing great service



Giant #145 - Baltimore, MD

Sykirah Burges, File Maintenance Back-up, is recognized for outstanding service exemplifying “Count on Us, Count on Me.” Sykirah always has a great attitude and comes to work ready every day. For the grand reopening of Store #145 Sykirah stepped up to the lead position for the week taking care of everything, ensuring a smooth grand reopening.



Giant #197 - Baltimore, MD

Pat Manns, a 21-year Office Assistant, is a great asset to her store and District 91. She is also a backup isolation staffer who opens and closes the store. Plus, she fills in around the district for vacations and other emergencies. Pat has a great relationship with her customers, is always smiling and gives every customer her undivided attention. Pat exhibits “Count on Us, Count on Me” behaviors every day and sets a great example for many new hires. Thank you, Pat, for all you do.

A tip of the cap to you.

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Count On Us, Count On Me Stories District 91



Giant #353 - Towson, MD

Kim Thornton, Office/CSD/Cashier, is recognized for outstanding customer service and exemplifying “Count on US, Count on Me.” Ms. Kim always has a great attitude, takes pride in keeping the front end running smoothly with great service for our customers and staff. Thank you, Ms. Kim for always coming to work with a smile.

Giant #363 - Dundalk, MD

Nick Johnson, Produce Associate, recently received a customer compliment. The customer said Nick is always helping her find items that she is looking for, in and outside of his actual department. He always greets her with a smile and a hello. Thank you, Nike for exemplifying “Count on Us, Count on Me.”



Giant #363 - Dundalk, MD

Elizabeth Cochran, Deli Associate, is recognized for outstanding service and for exemplifying “Count on Us, Count on Me.” Beth has been with the company since 2019 and she goes above and beyond with customer service. The past couple of weeks Beth has worked countless overtime hours to help make sure we can properly staff the deli. Beth will work her shift and then come back and close the deli if we are short staffed. Beth recently just got a 100 percent on a Boar’s Head mystery shop. Certain customers will wait for Beth to become free so that she can wait on them.



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Count On Us, Count On Me Stories

District 91



Giant #365 - Abingdon, MD

Patty Heinlein, Cashier/Floral Manager, has been with Giant for 34 years and continually steps up and helps in all departments as needed. She is dedicated and shows up on time, in dress code and with a great attitude! She goes above and beyond for our team and our customers.



Giant #364 - Belair, MD

Regional VP Toni Judy and the store's store management team recognize associate **Linda Smith** for outstanding service above and beyond in the spirit of "Count on Us, Count on Me." Linda has been with Giant Food for 28 years and she is currently SCO Cashier and Office Person.



Giant #365 - Abingdon, MD

Peggy King, Gas Station Attendant, received this customer compliment: "Hello, I was just at store 365 in Abingdon, MD at the gas station. I could not figure out the pump and the attendant Peggy came to my rescue. She did not see I was disabled until she was already helping me! She is the sweetest and kindest lady! She really deserves recognition for going above and beyond! Best customer service I have ever had! Seriously! Thank you."



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Count On Us, Count On Me Stories

District 91



Giant #2304 - Nottingham, MD

Cinda Talbert, Seafood Manager, is recognized for outstanding service and exemplifying “Count on Us, Count on Me.” Cinda is great with customers all the time, very patient, and friendly. In other words, she is the kind of associate that customers return to see.

Giant #2305 - Parkville, MD

Diana Rosier is the Deli Manager at Store #2305. She is such a dedicated staffer - she worked a month straight through the month of December. She covered the deli department through the holidays, snow scares and COVID outbreaks. Her customers love her, she takes such pride in her work and cares so much. Additionally, while continuing to work, she also dealt with some family issues that arose unexpectedly and even then she did not waiver. She showed up every single day and never let her customers down. She is a great example of “Count on Us, Count on Me!!” Thank you, Diana, for being there for you customers and co-workers.



Giant #2305 - Parkville, MD

Monique Robinson demonstrates appreciation for her associates and encouraging healthy eating at the same time. Fresh fruit will be offered in the breakroom each Friday starting this weekend for “Wellness Weekend” (aka easier to fit in your beach clothes weekend). Monique reports that associates have expressed that they love the idea and feel appreciated by the offering. Thank you, Monique, for working to grow engagement and creating a positive atmosphere at Store #2305.

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Count On Us, Count On Me Stories

District 91



Giant #2306 - Baltimore, MD

Kathy London won Boar's Head's Outstanding Service Experience Award mystery shop, attaining the highest score in the brand. This is the second time Kathy has been recognized in this way. Kathy is consistently friendly and gives every one of her deli customers her undivided attention. Kathy is an amazing associate and a great asset for Store #2306 and Giant Food. Thank you, Kathy!!!!



Giant #2318 - Owings Mills, MD

Jessie Trent can be found offering great, friendly service in the store's deli. Pictured here, the store celebrated Jessie's 71st birthday, with Jessie holding her granddaughter as she receives her "Values in Motion" award for the third quarter. Jessie receives a lot of love and appreciation for the fantastic job she does because she is always smiling and singing, and her customers love her. She shows up for work every day with such a positive attitude and is a joy to work with!



Giant #2318 - Owings Mills, MD

Tonya Scottringgold, Front End Manager, has all of Giant's core values but leads in the Humor, Teamwork and Caring categories. She always comes to work with a smile on her face and a positive attitude. Tonya always goes above and beyond and is always willing to help no matter what. She is a new Front End Manager here at Giant Food and we are very lucky to have her as part of our team

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Count On Us, Count On Me Stories

District 92



Giant #141 - Glen Burnie, MD

Joe Rykiel is a 40-year Frozen Food Staffer at the Glen Burnie store. He was observed by his store manager recently working in his department when he saw a dad and his young daughter at the lobster tank in seafood. The little girl was staring in amazement and told her father “Daddy I want to see.” Joe overheard this exchange and stopped what he was doing to go show her one of the lobsters. She was so excited, and her father thanked him. Joe does these types of things all the time for our customers. Some of our elderly customers plan their shopping trips on the days that he works because he’s very engaging with them and remembers every conversation with them that they have shared. He goes above and beyond to always assist the customers even sometimes on his time off. Thank you, Joe, for brightening that little girl’s day!

Giant #167 - Annapolis, MD

Customer comment: “I wish to thank your employees **Christine Poe** and Sheyla Hall at Customer Service who helped me when I was the victim of a fraudulent scheme. After an email arrived on my computer stating that PayPal needed me to buy gift cards to send to their email address, I went to my local Giant store to purchase hundreds of dollars of these cards. Fortunately, Sheyla saw the amount of the cards and notified Christine who convinced me that the email was a fraud. She explained the situation and asked to call my credit union to let them know what was happening. She knew exactly what to do to prevent me from being taken in by this fraud. Please let them know how much I appreciate their insistence, their kindness, and their ability to handle the situation.”



Giant #167 - Annapolis, MD

Sheyla Hall recently recognized a customer being scammed with gift card purchases and alerted her front-end manager to assist in declining the sale and protecting the customer. The customer then wrote to the store manager thanking Sheyla and her front-end manager for protecting him from losing hundreds of dollars to this scam. “Please let them know how much I appreciate their insistence, their kindness and their ability to handle the situation.”





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Count On Us, Count On Me Stories

District 92

Giant #167 - Annapolis, MD

Front End Associate **Connie Blackwell** has been serving customers at Giant Food for more than 29 years! Recently, the store has had several associates out and Connie hasn't missed a beat. She's always available to assist and train new cashiers, take care of customers. She is a reliable, dependable and a caring associate. We wanted to thank Connie for always being there to support our front end! We could certainly use more amazing associates like you!!



Giant #167 - Annapolis, MD

Doug Egolf has been with Giant Food for 36 years and his dedication and loyalty to Giant's customers and fellow associates is demonstrated each and every day. Numerous customers have complimented Doug on going above and beyond the call of duty. Even when Doug has gone to lunch, he will set his food aside just to help customers put groceries in their car. He is such a wonderful asset to this company and demonstrates the true meaning of "The Little Things are Giant."

Giant #121 - Crofton, MD

Customer comment: "I was in Store #121 to get flowers for my daughter's dance recital. Your associate **Brenda Waterhouse** in the flower shop provided me with excellent customer service. She answered all of my questions and helped me select the best flower arrangement for my daughter. She made shopping at Giant for flowers a breeze. I usually shop at Giant for my food only, but now I will be shopping for my flowers there too." Another customer recently stated, "I went into Giant to get a few items for my daughter's seventh birthday. I was greeted by Brenda at the flower shop in Store #121. She helped me choose my balloon colors and happily inflated them for me while I finished my shopping. Unfortunately, on my way to the car my #7 balloon blew away, when I told Brenda what happened she immediately insisted she replace it at no charge. I can't express how grateful I am that she took the time to help make my daughter's birthday so special. I 100% will be back and hope to see Brenda again soon!" Brenda has a strong customer base at this store and embodies our "Count on Me, Count on Me" behaviors!



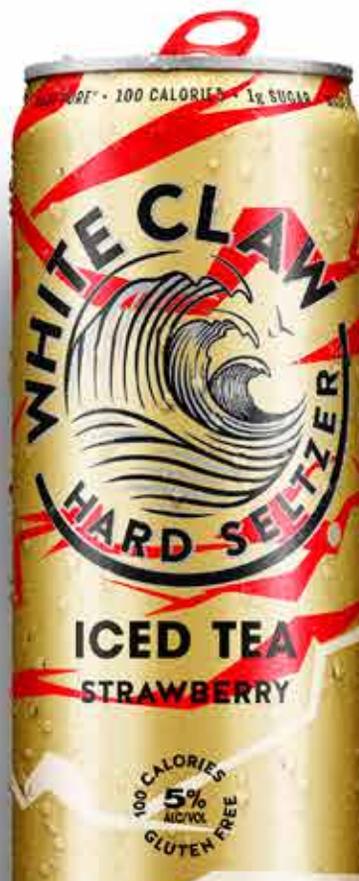
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Count On Us, Count On Me Stories

District 92



Giant #308 - Edgewater, MD

Dani Dillard, GPU Manager, is friendly and engages the customer during every interaction. She is quick to train new associates and ensures her department is maintained to the company's standards. She is a team player and supports the store in many areas and always has a positive attitude. We could use more associates like Dani and are pleased to recognize her for all she does.

Giant #310 - Bowie, MD

Front End Manager **Tony Alvarado** started with Giant Food as a meat clerk in October of 2020. Through his great customer service skills and work ethic, he was quickly promoted to seafood manager in 2021 and in March of 2022 he took on the challenge of moving from seafood manager to Front End Manager. Since taking his new position, Tony has done an exceptional job running the front end and giving the best customer service possible! Customers are constantly coming in and looking for Tony to take care of them. He knows many of his customers by name and just has an amazing personality!! Thank you, Tony, for your constant positive presence, and for being such a great example to your Front End Team!



Giant #194 - Annapolis, MD

CJ Jenkins is the District 92 all-star in all things HBC/GM. He's so helpful throughout the district that we had to, one, figure out what store he was at this week to take a picture, and, second, ask him where his home store even is! He can be found in ANY store in District 92 any day of the week. Need him to go to the beach? No problem! Need him to help inventory prep in Wilmington DE? No problem! Need him to help a store struggling with getting freight up? How about resetting a seasonal aisle? How about training a new staffer? You ask, he'll go with a smile on his face. CJ is so well respected by our company leaders, district management, store management and store associates. He embodies all of Giant's company values, especially Humor! Guaranteed to make you smile and brighten your day no matter who you are! We love you CJ!



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Count On Us, Count On Me Stories

District 92



Giant #323 - Easton, MD

Kim Spurgeon is the Floral Lead in Store #323. She is always attentive, cheerful and engaged with customers and fellow associates. She has a few local businesses that do weekly purchases and place her products in their local shops where customers can see and come into order from us. She is a true ambassador to the company as a floral leader and mentor.

Giant #358 - Severna Park, MD

Overnight Frozen Food Clerk **Richard Butler** stepped up recently when the store's main freezer needed repairs and had to be thawed out. With the frozen food box emptied and product placed on a reefer trailer, Richard was a true team player, coming in early and staying late to ensure the orders were worked and doors were filled and ready for business each morning. He kept a positive attitude and did an amazing job under stressful conditions. He has always been an asset to the company and we are so fortunate to have him in our district! Thank you Richard for all you do.



Giant #385 - Bear, DE

HBC Manager **Denise Kinder** is quick to assist in any area needed. When the service deli had multiple call-outs, she stepped in, covered the department and had many customers appreciate her positive attitude and great service as she fulfilled their orders. Not only did they go to the service desk to compliment her, they also left a note saying how wonderful her service was in the deli. Thank you, Denise, for supporting Store #385 and going above and beyond.

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Count On Us, Count On Me Stories District 92



Giant #387 - Rehoboth Beach, DE

Emily Edick was recently pulled an hour and a half away to the Bear, DE Giant location to assist the store in HBC and Grocery. While there, she was observed assisting several customers, asking if she could walk them to items they were looking for in the store. She was also observed offering to train associates at the store on items like making signs or looking over bills for cuts in their order. What a team player! Emily was able to lead by example on our “Count on Us, Count on Me” commitments!



Giant #389 - Millville, DE

Chrissy Jamgochain has always been a team player. As a Meat Manager in the busiest store in the district, she is always willing to lend a hand to others. She recently traveled two hours across the district to help another store that was struggling with COVID call-outs. Someone willing to go that extra mile is a true asset to the business. Thank you, Chrissy, for your positive attitude and for assisting others when they need it the most.

Giant #387 - Rehoboth Beach, DE

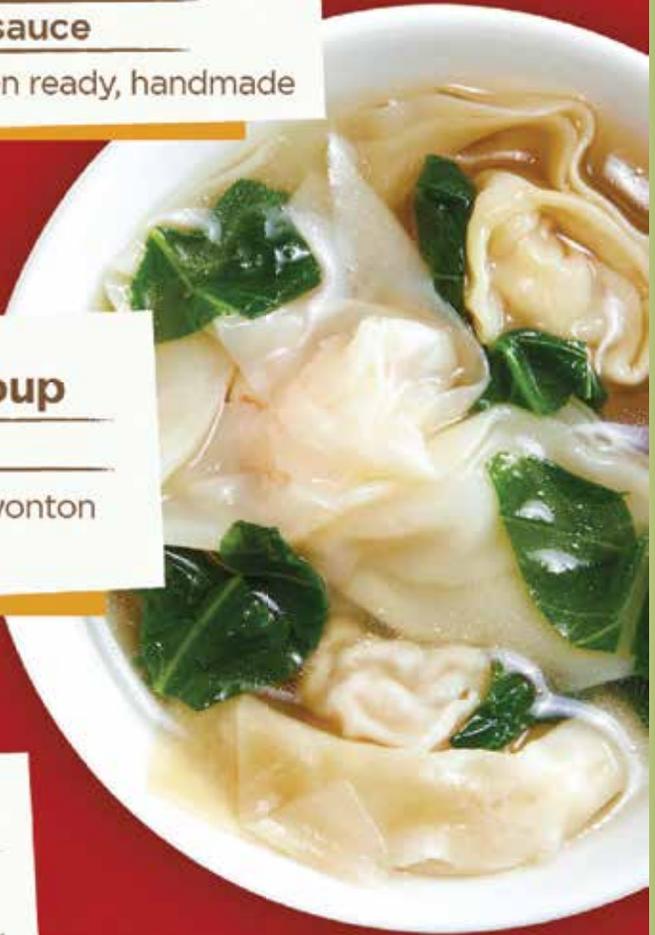
Jamie Middleton is heavily involved with the customers throughout the store and has developed personal relationships with many of them through the years. He is always smiling, greeting and thanking our customers, even before it was defined as a “Count on Us, Count on Me” behavior. Recently a regular customer was widowed, and he sent her flowers. She wrote him a note thanking him for the kind gesture, saying: “You are the kindest of people - with a humanity that reaches out far beyond the shelves of the Giant...Thanks for being a light in my life, and that of all that cross your aisles.” We couldn’t have said it any better than that! Jamie is a stellar example of our “Count on Us Count on Me” commitments.





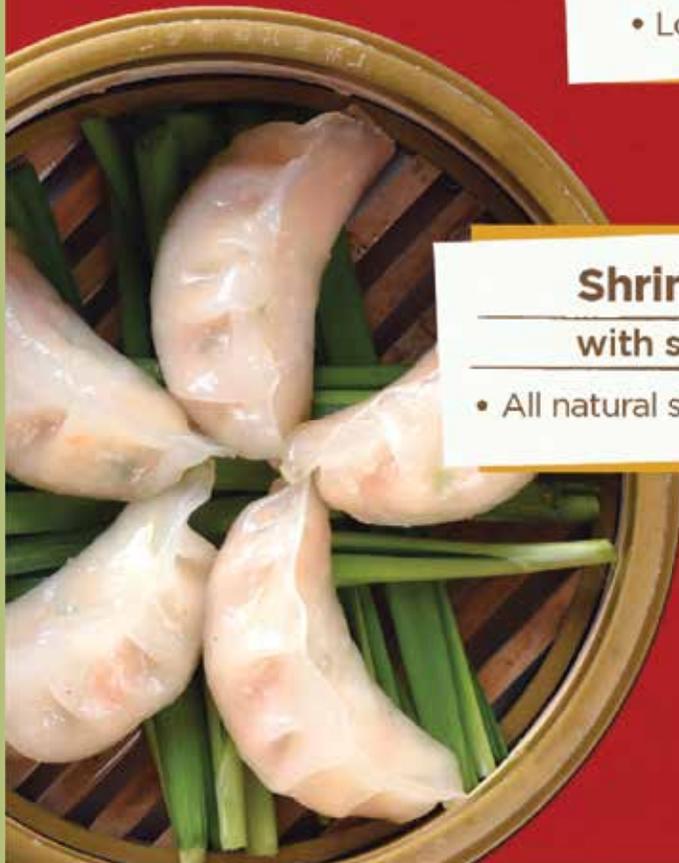
Shrimp Spring Rolls with soy ginger sauce

- Crispy spring roll skin
- Oven ready, handmade



Shrimp Wonton Soup with Bok Choy

- Succulent shrimp in each wonton
- Low fat, no MSG added



Shrimp Dumpling with soy ginger sauce

- All natural shrimp
- 7 Pieces per tray



Thank you to the people of Giant Food and their commitment to the communities they serve.





Count On Us, Count On Me Stories District 92



Giant #388 - Middletown, DE

Pharmacy Clerk **Camille Barrington** was originally hired as a cashier but when the pandemic started she volunteered to work in the pharmacy to help with the vaccination process for our customers and, once she started working in the department, she found a passion for helping those in need. Camille recently received a compliment from a customer who witnessed an act of true kindness from Camille. Camille went out of her way to make the customer feel as if she was a part of our Giant Family and asked if she could use a hug. The customer cried and thanked Camille for showing sympathy.



Giant #388 - Middletown, DE

When a customer was looking for a specific cut of meat, **Naimwattie "Naya" Vidyanand**, Meat Manager, went in the back and searched through her order to ensure she was able to get exactly what the customer wanted! The customer was so pleased she called Customer Care to share the compliment and ask that Naya get recognized for her outstanding service! Well done, Naya!! Thank you!

Giant #389 - Millville, DE

Becca Roedersheimer is the Bakery Manager at Store #389 in Millville, DE. Ira Kress (Giant President) received a text from a customer who shops in this store, commending Becca's service: "I wanted to pass on Giant Kudos to Becca, the Giant Food Bakery lady at your Millville Giant Food bakery. My wife and kids pulled off a fabulous surprise retirement party Saturday afternoon. Caught me totally off guard. My wife said Becca from your bakery was incredible. Patient, eye to detail and did everything to satisfy my wife. We had 40 at the party. The constant question was where did you get the bakery goods? Our guests, friends/relatives could not believe they were from Giant. When you do commercials focusing in on the bakery, we have accolades galore!! Please let Becca know how much we appreciate what she did. A huge hit!!"





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Count On Us, Count On Me Stories

District 92

Giant #2312 - Glen Burnie, MD

Mildred “Millie” Cartwright, has been with Giant since 1995. She started as a cashier and has quickly and efficiently worked her way to Office Assistant. Millie is well loved by customers and associates alike. We have customers who come in and specifically wait to have Millie assist them. Most times Millie knows exactly what the customer needs before they even ask. The customer I spoke to this week was telling me that he comes in weekly and Millie helps him and always makes it a point to ask how his wife and family are doing. I also had the pleasure of speaking to another customer who had forgotten to order a corsage for homecoming. While Millie is not a trained florist she stepped up and helped this customer by making them a corsage when no one else had any idea how to. This customer was so appreciative and grateful for all Millie’s effort. Millie takes a genuine interest in her customers and they appreciate that as much as Store #2312 appreciates her!



Giant #387 - Rehoboth Beach, DE

Customer comment: “Forty years ago, I grew up going to Giant as a kid where I knew folks by name. Sadly, that’s pretty much a relic of the past EXCEPT for your store in Rehoboth Beach, DE. Specifically, one person - **Dixie Hawkins** - has made my food shopping experience for the past two COVID years a pure delight. I live in Washington, DC and have become a caregiver to my home-bound mother who lives in Rehoboth Beach. I handle all of her food shopping and Giant is the store she has been going to since my parents retired to the beach 25 years ago. So, every other week when I hit Giant, there’s Dixie greeting me at the customer service counter or helping with check out when other lines get too long. I think she might even live at your store since I don’t recall ever not seeing her during my visits. And I always interact with her to purchase my mom’s sin - aka lottery scratch offs. Dixie has even given me sage advice about moms on a day when caregiving had pushed my limits to the extreme. So, I want to call out how INCREDIBLE Dixie is since she has - according to my mom - been there since the store opened ages ago. She’s on the front line and is the face of Giant as I know it. Cheers to Dixie!”

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Count On Us, Count On Me Stories

District 92



Giant #2351 - Long Neck, DE

Amber Dec is the Florist in Long Neck, DE. On Mother's Day weekend she was observed engaging with a customer who had questions about some of the hydrangeas. She went into an elaborate explanation about how to care for the flowers, where to put them for the best results, how much water to give them, etc. She truly showed off her floral expertise and superb customer service skills by taking the time with this customer, even though she had a very busy department during a holiday weekend. Thank you, Amber!



Giant #2351 - Long Neck, DE

Michele Lee is one of the District Billing Leads as well as being a HBC and file maintenance resource in the district. It's rare to actually find her at her store because she is constantly helping wherever there is need throughout the district. Always a team player and willing to train or coach new help, Michele is a valuable resource to the district and deserves recognition for all her hard work. Thank you, Michele!



Giant #2311 - Odenton, MD

Produce Associate **Kam Phinth** was recently observed going above and beyond with customers engaging in food talk. Every day Kam brings much needed positive energy to all he encounters. He is very engaging and recently had a customer compliment him and his wall, noting "I am very pleased to have the variety and freshness and folks like Kam keeping it going."



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Count On Us, Count On Me Stories District 93



Giant #140 - Hyattsville, MD

A loyal Giant customer wrote in with a comment about **Bimbola Phillips**, Pharmacist, to say how impressed they were with their experience at the Riggs Road Pharmacy. The way Bimbola handled and resolved their issue was beyond what they expected. They said that Bimbola delivered “outstanding customer-friendly service” and said “his commitment, professionalism, and diligence were greatly appreciated.” They added that this pharmacy department is “courteous and respectful” and deserves “kudos for being very good at what they do!” Thank you, Bimbola, for all that you do every day!

Giant #315 - Lanham, MD

A customer stopped by recently to tell the store manager that Giant #315 is her neighborhood Giant due to the excellent service **Tineisa Thomas** delivers to her customers. The customer said many of her friends have started using Instacart, but even though she dreads grocery shopping, she refuses to start using e-commerce as long as associates like Tineisa are still out there! Tineisa, you are amazing and never stop smiling, it brightens our customers' and associates' day!!!



Giant #326 - Lanham, MD

Giant Front End Supervisor Brenda Foo said: “While I was at Store #326, I was amazed by Giant Pick-Up Clerk **Joseph Shigoli**. He was at a register and finished with his last customer, and immediately walked to the front of his lane and grabbed a customer waiting in another line! Not only did this customer get out of the store faster, they also received EXCEPTIONAL service from Joseph. He was engaging, you could feel his positive energy and genuine helpful nature. I was even more amazed when I realized he wasn't even a cashier, he is a Giant Pick-Up Clerk. What a great person to build that part of our business. As I was talking to him, I found out the store's Giant Pick-Up NPS (Net Promoter Score) for Week 1 of Period 3 is 100. But honestly after meeting Joseph, I'm not surprised! How lucky Giant is to have an associate like Joseph!!!!”

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Count On Us, Count On Me Stories

District 93

Giant #357 - Bethesda, MD

A customer, Ms. Yasuno, wrote a letter about two of Store #357's dairy associates, Dairy Clerk **Dwayne Holmes** (r) and Dairy Clerk/Second Person **Nia'll Hurst**. She wrote that her son is on the autism spectrum and has a very limited diet. During the pandemic (and even still), one of his favorite foods was very difficult to get. Both Dwayne and Nia'll made a point of ensuring that the cheese was there every time she came in. She was so inspired by their kindness that when she wrote a book, she included both Dwayne and Niall in it.



Giant #354 - Silver Spring, MD

Brenda Foo, Front End Supervisor, said: "I had the privilege to meet **Tanya 'T' Causime** this week! She runs the Solution Center at Store #354. T was just incredible. She is so happy and positive. Anything I needed she helped me with. Not only can her team/family Count on her, so can our customers! I witnessed just how big her heart was when I saw her assisting a customer in a mart cart get up from it. She was patient and genuine in her concern. She stayed with the woman until she was safely up from the cart and able to walk off on her own. Thank you, T, for everything you do! Giant is privileged to have associates like you!!!

Giant #354 - Silver Spring, MD

Bruce Allen, Assistant Front End Manager, goes above and beyond with exceptional customer service. He always has a big smile and a positive attitude. Customers enjoy Bruce's company because he has a way of making you feel like a guest in his home. He will help out wherever needed even going outside to help with shopping carts when we are short on staff or busy with no hesitation. Thank you, Bruce, for all your years of dedication!!



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Count On Us, Count On Me Stories

District 93



Giant #743 - Arlington, VA

Dairy Food Clerk **Stephen Powell** exemplifies patience, willingness to go above and beyond to take care of the customer, and takes pride in making sure the store's condition is at its best every day by following all company processes with his team.

Giant #383 - Washington, DC

Store associate **Aaryn Ward** recently received this customer compliment: "Aaryn was very pleasant - he was polite and did a great job bagging - he knows what he's doing - he was all about customer care and that's commendable for me - he was a real gentleman." Thank you, Aaryn!



Giant #366 - Silver Spring, MD

Customer comment about **Heidi Gant**: "I was shopping at this Giant this morning and had what could have been a humiliating experience, but it ended up being totally fine because the woman who helped me was so kind, patient, and professional. Her name badge said 'Heidi.' She was wonderful. I was trying to use my WIC card to purchase baby formula for my foster daughter. (I am fortunate that I've never needed to rely on public assistance, but my foster daughter is eligible for WIC so we use it for her formula.) The WIC card was twice denied even though I used the correct pin and my balance is supposed to be loaded up. The woman with the badge reading 'Heidi' came over and patiently showed the cashier some different ways of checking the WIC card. She was warm toward me and told me not to feel bad about the time it was taking. She led by example in showing the young man how to provide good customer service. Fortunately for me, I had the money to buy formula this time without WIC. No doubt people come to that grocery store who have to use government programs to purchase their food. I'm grateful for people like the woman who helped me this morning, because she clearly treats everybody with warmth and respect no matter how they buy their groceries."



THANK YOU

to the entire  Giant team for your dedication to helping our communities!





Count On Us, Count On Me Stories

District 93



Giant #2379 - Washington, DC

Assistant Front End Manager **Joseph Turner** has a special way of making every day AMAZING. Customers love him - they seek him out. He is well known at every store he has ever worked in. When Store #2379 opened, we selected Joe to run the Consumption Bar and he turned it into a neighborhood place to be. Joe has finally decided to move up in the company and we are excited to see him grow!!!!

Giant #771 - Arlington, VA

Deli Manager **Jamal Jones** is always willing to go the extra mile for customers and jump in and give a hand to his fellow coworkers. On a walk of Jamal's department, I was very impressed with his eye for detail and dedication to getting his department above standards. Jamal recently passed his first round of interviews to become an exempt. We look forward to and welcome his growth in the company!



Giant #771 - Arlington, VA

Brenda Foo, Front End Supervisor, said: "I have known **Neila Marallag** for years now and am simply amazed by her commitment, generosity and beautiful personality. Neila is a Cashier, Florist, File Maintenance clerk and Isolation Lead. Whatever the store needs, Neila is there with a smile and a can-do attitude! She never complains and always has a thank you. Just the sweetest person I know! Giant is truly blessed to have people like Neila representing us!!"





Congratulations Giant Food on a great legacy! Happy Holidays.



Count On Us, Count On Me Stories

District 93



Giant #2332 - Silver Spring, MD

If “Count on Us, Count on Me” had a mascot, it would be **Leigha Hammond**, Meat Manager. She has the most beautiful personality. She’s so happy and positive and is always willing to help. She can brighten anyone’s day! District 93 has utilized Leigha’s ability to “get it done,” by moving her to different stores to assist. Her next aspiration is to become an Exempt! Leigha, thanks for all that you have and continue to do!!!



Giant #2332 - Silver Spring, MD

Last week a customer made a point to stop me to make sure I knew what a gem we had in Deli Lead **Marcus Hagans**. After speaking to the customer, I went to thank Marcus for all that he does, but he was gone for the day. I then let the deli manager know and both the fresh manager and deli manager told me Marcus gets customer comments ALL the time!!!!

Giant #2379 - Washington, DC

Customer comment: “Visited the Giant on 3336 Wisconsin Avenue, NW, Washington, DC 20016. Our cashier, **Christian Fernandez-Duque**, was fantastic! He was polite, efficient and very professional. He really stood out and went above and beyond to make our shopping experience a pleasure. Thank you, Christian!”



LEADING BRAND 1



11 INCH PIZZA

4 ▼▼▼▼

SERVINGS

LEADING BRAND 2



10.5 INCH PIZZA

5 ▼▼▼▼▼

SERVINGS

LEADING BRAND 3



11 INCH PIZZA

6 ▼▼▼▼▼▼

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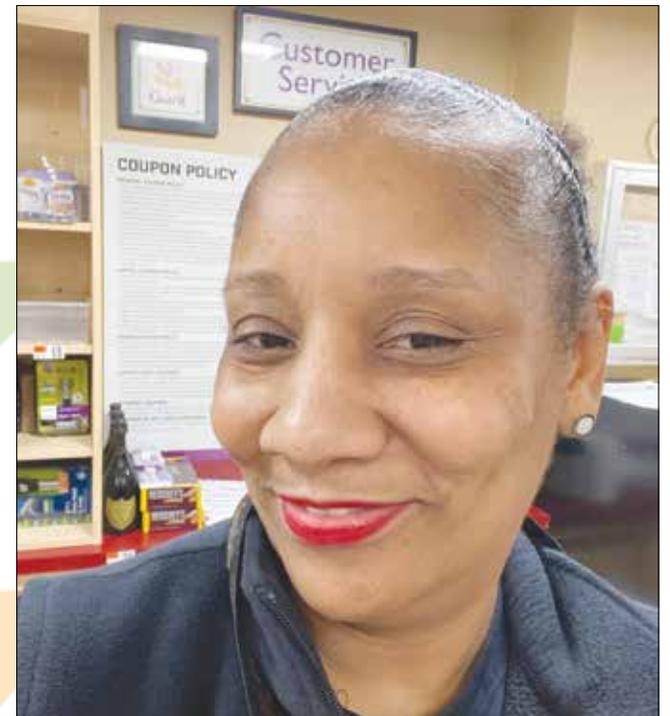


Count On Us, Count On Me Stories District 93

Giant #383 - Washington, DC

Customer Service Clerk Sherrie Bibbs, who has been with the company for 36 years, was working at the Customer Service Counter recently when an elderly customer came to the counter and made several gift card purchases. The clerk who was processing the transactions questioned the customer repeatedly to insure that she was not being scammed by someone to purchase the gift cards. The customer insisted that she intended the gift cards for her personal use and urged the clerk to process the transactions. When the transactions were completed and the customer began to exit the store Sherrie noticed the customer making a cell phone call and saw that she had a very distraught, nervous demeanor. Sherrie immediately felt something was not right and

went out to talk to the customer. The customer explained to Sherrie that the people she was talking to on the phone had instructed her to purchase the gift cards and then give the information on the gift cards to them. Sherrie realized that this customer was indeed being scammed. Sherrie then got on the customer's cell phone and told the scammers to stop what they were doing and to leave this customer alone. Sherrie then contacted the Customer Service Manager, Shirley James, who then contacted Black Hawk. Due to the immediate actions by Sherrie and Shirley, the gift card transactions were able to be cancelled and the customer was refunded her \$3,000. The customer later exclaimed that the \$3,000 was all of the money she had.



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Count On Us, Count On Me Stories

District 94



Giant #106 - Potomac, MD

Customer comment: "I visited your store today for the first time on my way home from work, enroute to my home in Rockville, MD. I am writing you about one of your employees - his name is **Alexander Reyes**, and he was working as a cashier earlier this evening. While I was checking out, second in line behind an elderly woman, I witnessed something so unusual in the world today. Alexander was profoundly kind to this woman. He was engaging, sincere, gentle and incredibly polite. Moreover, he went out of his way to engage and connect with her, and he made sure she felt safe and cared for. He was a perfect gentleman. It was something quite special to witness. Alexander was just as sincere and genuine with me, and I went from the checkout line to the Customer Service Desk to attempt to tell you what I am sharing now, but I was only able to speak to another very nice gentleman (a department leader), who assured me he would pass along my message to you. What a breath of fresh air this young man is! He should be celebrated and commended for representing Giant Food in such an admirable and distinctive way. His behavior today went a long way toward restoring my faith in mankind. If there's a way to celebrate this young man, you should take every effort to do so. If there's a Giant management training program, he should be in it. If there's a scholarship program I may contribute to toward this young man's educational pursuits, please don't hesitate to let me know. His parents should be utterly proud of this kid, because they did a wonderful job of raising one outstanding, kind and thoughtful citizen. If you hired this young man, you should be commended too. Thanks for running a very nice store, and know you now have another loyal customer."



Giant #125 - Rockville, MD

Sandy Pope has been with Giant since 1986. She has only ever worked at Store #125 and for the last 11 years has been on the customer service desk. Sandy is the person you expect to see when you walk through the door. She is exceptional! I watch her every time I visit the store and she resolves every customer issue with ease all while answering phones, selling lottery tickets, and conducting Western Union transactions, etc. Sandy makes it all look so easy. Her customers love her and so do her co-workers. We are so fortunate to have her in District 94 at Store #125.

Giant #132 - Bethesda, MD

Elvis Tejada Quiroz is a newly hired staffer at Store #132 who has been with Giant for five weeks. Elvis was recently recognized by a customer on our survey for his engaging personality. The customer stated "he made me feel warm inside" when he told her to have a nice day! Elvis speaks to every customer, always looks for something to do, and is a quick learner! The store is promoting him to the Customer Service Desk due to his excellent customer service skills. He is interested in moving up in the company, and we can't wait!!!



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Count On Us, Count On Me Stories

District 94



Giant #169 - Germantown, MD

Papis Sock is the Parcel Pick-Up Staffer at Store #169 and has been with Giant for two years. Customers are constantly raving about Papis, saying, “He is always so pleasant, courteous and friendly.” His is the face you see as you enter Store #169. He is there to give you a clean cart and out in the parking lot asking if he can take your cart back for you when you have finished shopping. He welcomes everyone with a smile and a greeting asking, “How are you doing today?” He creates a pleasant and relaxed atmosphere for all his customers.



Giant #150 - Gaithersburg, MD

Lindsay “Max” Amirthampilla is a great example of “Count on Us, Count on Me!” He has received many compliments about how he treats everyone with kindness and respect. He has been going above and beyond since he’s been here. Here is a great example of his kindness from reading our NPS (Net Promoter Score): “Max was our cashier. We asked if my son [who is autistic] could bag as my son likes to put things in each particular bag. Max was great about this and assisted where possible. My son dropped a half gallon of ice cream and started to get very agitated. Max said it was all his fault and helped to smooth things over with his kindness. Max was very professional and ready to help throughout the whole process. Thank you, Giant!”



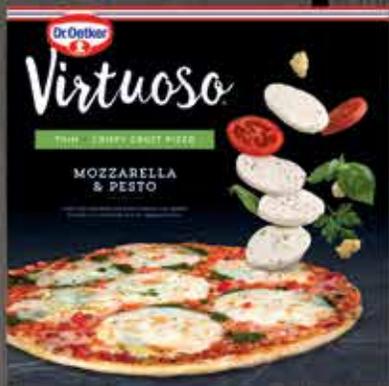
Giant #132 - Bethesda, MD

District 94 is recognizing **Ravi Manage, Anjula Jayaweera and Mark Gangstead** from Store #132. The store had a request from a customer, Mr. Bromley, who wanted to get his wife a case of Fritos for her birthday because she loves them. He was shocked to find out that we could accommodate his request and get him a case of Fritos! He was very happy. Then Bakery Manager Mark, Front End Manager Ravi, Assistant Front End Manager Anjula, decided that they should get Mr. Bromley a small cake for his wife decorated to look like a bag of Fritos as well! When Mr. Bromley came to pick up his case of Fritos, Mark, Ravi and Anjula surprised him with the cake. He was very happy and left to celebrate his wife’s birthday. A few days later Mr. and Mrs. Bromley both came into the store with a picture of Mrs. Bromley blowing out the candles on her cake and a handwritten note saying how happy it made her birthday. Mark, Ravi and Anjula did an amazing job making this customer’s birthday a very happy one!



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Shout out to the **Giant associates** who stayed the course, even during times that weren't so simple.



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Count On Us, Count On Me Stories

District 94

Giant #192 - Gaithersburg, MD

Afrozia Khatun is a dedicated and proud Front-End Manager at Store #192. She is almost a 22-year staffer. Afrozia trains many associates and is a valuable member to the team at #192. A customer wrote in about her stating, "She always asks, 'did I find what I was looking for?' I always get a warm welcome and she always says 'goodbye, see you again.' She makes me feel so welcome every time I shop!"



Giant #192 - Gaithersburg, MD

Thamila Shaffer is the Giant Pick-Up Manager at Store #192. Thamila and her team received a compliment from Mrs. Smith who is a regular customer of Giant Pick-Up, who received flowers and chocolates from the Pick-Up team at #192 as a gift to cheer her up when she had been having some health issues. Mrs. Smith felt so special that they would do this for her that she said she is a Giant customer for life. Thamila has great numbers, and her team receives many compliments from her customers. She's a great example of what "Count on Us, Count on Me" means.

Giant #192 - Gaithersburg, MD

Tessy Holoman is a Cashier at Store #192 and has been with the company for 38 years. She helps out in many departments around the store and is a valuable staffer. Tessy receives many compliments from customers. She recently was complimented by a customer who noticed her new hairdo and stated "Tessy is a professional and happy cashier. She wrapped my hot bar items in a closed plastic bag but also asked if I had any coupons for subtracting and if I needed any postage stamps. Her reminders brought a 'Yes' from me since I omitted these items from my grocery list. She saved me from getting home and smacking myself in the head with no stamps or coupons redeemed!"





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Count On Us, Count On Me Stories

District 94



Giant #313 - Germantown, MD

Ann McElroy is the Bakery Manager at Store #313 with 36 years at Giant. Ann was complimented by a customer on her friendliness and engaging manner: “Ann happened to be working on the sales floor placing labels on the shelves. Ann was very friendly to me and chatted with me for a while when she was doing her job. Ann made me feel welcome and never once made me feel as if I was interrupting her while she worked.”



Giant #196 - Gaithersburg, MD

Second Associate in the Meat Department at Store #196 **Sean Ward** has been with Giant for about five years. Sean says his goal is to delight customers, not just satisfy them. He tells his store manager his name tag says “Giant Food” not just “Meat Department.” Sean goes out of his way to ask every customer if they are finding everything they are looking for and always walks them to the item. He makes announcements for advertised products in the meat and seafood departments along with most recently helping his store promote the USO campaign! Sean is very customer-oriented; every store needs a Sean assisting our customers. Thank You, Sean!

Giant #313 - Germantown, MD

Wesley “Wes” Harlow has been going above and beyond for Giant’s customers since 1982. Throughout his 40 years with Giant, he always has done whatever he can to make every customer leave the stores glad they came to shop at Giant. Lately, with all the challenges we have been facing between short staffing and late deliveries, Wes has been working around the clock and some days staying 10 to 12 hours to make sure our customers have something to buy on the shelf. Thank you, Wes, for your non wavering commitment to our customers.





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Count On Us, Count On Me Stories

District 94



Giant #329 - Rockville, MD

Cashier **Keyon Budd**, with five years of service at Giant, exceeds the expectations outlined within Giant's "Count on Us, Count on Me" policy. Keyon is often complimented and appreciated by customers, management and co-workers. Keyon travels a great distance to work at this location and he always has a great attitude and goes above and beyond to assist every customer. Keyon is mentioned in almost every compliment from customers who take a survey and he has increased the NPS (Net Promoter Score) at Store #329.

Giant #320 - Gaithersburg, MD

Amila Fernando is the Grocery Manager at Store #320 and has nine years of service with Giant. A customer wrote in that they were searching the store for a product (Campbell's Yes Soup). The customer noticed Amila stocking the shelf where he was looking for the product and approached him and explained what product he was looking for. He had an outstanding customer service experience - Amila helped him by ordering the soup for him and told him he would keep it for him the next time he came in the store. The customer wanted to make sure Amila was recognized for such outstanding service.



Giant #320 - Gaithersburg, MD

Working with **Shehadeh "Chuck" Saah** a few weeks ago we noticed that everyone coming through on a busy Saturday knew Chuck. He knew every customer by name and by the product that they were looking to buy. He assisted a woman who was looking for a particular yogurt that had been taken out of the set, and offered her a comparable product instead. He told her if she didn't like it to come back and let him know and he would make sure she got a refund. Chuck went above and beyond with every customer that walked down the aisle. He greeted everyone and offered assistance throughout the day. Chuck is an exemplary employee, he offered help to all customers, spoke with everyone that came down his aisle, and made suggestions when we didn't have a product, and offered meal ideas as well. Chuck was a joy to work with during the day because of his enthusiasm with the customers.





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Count On Us, Count On Me Stories

District 94



Giant #320 - Gaithersburg, MD

Wes Stoy is a Cashier at Store #320. His customers love him and he is always so friendly and pleasant. Wes has been a huge contributor in assisting Store #320 in selling the Children's Cancer Foundation (CCF) coupon books. Wes engages with every customer at self-checkout and persuades each customer to purchase a book or donate to CCF. Wes asked to include this quote: "It is an honor to work with managers and co-workers who truly want to raise the most money possible to play a role in helping to find a cure for cancer in children. It is a privilege to engage with Giant customers, who must be the most generous customers in the world. They truly have a heart to see suffering reduced in children." Wes, we are happy to recognize you thank you for all you have done and continue to do.

Giant #346 - Frederick, MD

Florist **Cathy Pearl** has 21 years of service at Giant. She is one of the best team players we have at the store. Just this week Cathy saw that cut fruit was low and jumped in and took care of the issue herself. She made sure customers had a variety of options and that the display case looked great. The same day she noticed that grocery was behind and, without being asked, she grabbed a U-boat and started helping out. Cathy exemplifies our values of teamwork and customer service. She is the one staffer you know you can always count on.



Giant #335 - Frederick, MD

Nicole Vanbibber is a 37-year staffer at Store #335. She is the SCO Cashier that customers recognize as always being there. She greets you with a smile and a nice word. She is always willing to help and makes you feel like a friend! She is always upbeat and has a great sense of humor. She is a great representative of Store #335 and Giant Food. Her latest compliment from a customer: "She is the most helpful and polite person in that store. She comes and helps with any little problem. I had a basket and she saw it was full and went to get me a shopping cart, she always recognizes the small things!"



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Count On Us, Count On Me Stories

District 94



Giant #346 - Frederick, MD

Seafood Manager **David Brisko** has been with Giant since 1986. He has a great relationship with all of his customers. One wrote the following: "David Brisko (I asked him to spell his name for me so I could get it correct) was wonderful at assisting me with salmon today. We usually only get fresh seafood about two times a year (steamed shrimp), but ever since David has been making it for us we are getting seafood monthly and sometimes more!" David, thank you for taking such great care of our customers. You have obviously won over a customer for life in the seafood department at Store #346 !

Giant #346 - Frederick, MD

A customer informed us he was looking for a specific over the counter medication for about a week. The customer went to several standalone pharmacies but had no luck finding it, and sent in this note complimenting Pharmacist **Marcus Mog**: "I asked the Pharmacist at this Giant if he could look the product up. He said he could and that he could order it special for me. However, he said he thought there was something else on the shelf my wife could use. He came out onto the floor from his place behind the counter. He led me to the spot in the aisle where the substitute product was located. He took the time to calculate the dose quantity needed to equal what my wife was taking of the other medicine. He has helped me before with products I couldn't find. He is truly an asset to Giant. He should be recognized for his outstanding service. He did all this with a smile on his face, assuring me he really did not mind helping me. What an outstanding person."



Giant #346 - Frederick, MD

Robin Taylor is a Cashier of almost 30 years at Store #346. All I can say is Robin's customers LOVE HER! You can tell by how many excellent comments she receives each week. In period two, Robin had 25 surveys that mentioned her and the wonderful service she gives her customers every day. Some of the comments Robin received include: "I've already raved about Robin, the cashier who was so efficient and kind. I think her procedures should be part of Giant's training sessions for cashiers." And, "Robin the cashier is always friendly, and I always look forward to her cheerfulness." And, "Robin is an excellent cashier and truly knows the meaning of customer service." Robin is a great example of what "Count on Us, Count on Me" truly means! Thank you, Robin!





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Count On Us, Count On Me Stories

District 94



Giant #349 - Frederick, MD

Michelle Paul is a 21-year staffer and the Grocery Manager at Store #349. Michelle is being recognized because of her consistent engagement with her customers. She receives many compliments in her store because of her amazing personality. She speaks to every customer and walks every customer to the items they are looking for when they need assistance. She exhibits the Giant's 'Promises' every day and is a great leader in her store.



Giant #349 - Frederick, MD

Customer Service Desk Staffer **Sandra Higdon** has been with Giant for 40 years, 25 years of which have been on the customer service desk. Sandy does a wonderful job on and as she states, she wants to "send everyone home with the feeling that My Giant is always going to take care of me." She does an excellent job of calming customers if they are upset over something and if she needs to call her CSM Nanda for support they make the customer happy together! Sandy has the right frame of mind to be able to handle all different types of situations on the desk. Sandy thank you for taking such good care of our customers.



Giant #362 - Germantown, MD

Kathy Frazier, Lead File Maintenance Staffer, started as a cashier with Giant 35 years ago and moved to file maintenance as the position grew and evolved over the years. Kathy is very dedicated to her job. She also completes a portion of the ad check weekly along with her managing the day-to-day functions of the file maintenance position. With Kathy's strong knowledge base in file maintenance, she is a terrific asset to her store and to the district, providing excellent support in a job that is not always easy. Kathy, we thank you for all that you do and continue to do each day!



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Count On Us, Count On Me Stories

District 94



Giant #362 - Germantown, MD

Store #125 recently hosted a “Florist, Thank You” luncheon to recognize all the florists’ hard work for Valentine’s Day. Florist **Tina Smith** was one of many recognized. Tina is a 31-year staffer at Store #362 and was number one in the brand for balloon sales with 400-plus balloons blown up for Valentine’s Day. Tina has a wonderful personality and has trained many florists over the years. Her excellent people skills with associates and her customers are the keys to her success. Congratulations to Tina! She truly exhibits the ‘Count on Us, Count on Me’ behaviors each and every day!

Giant #368 - Gaithersburg, MD

Tiquia Bennett from Store #368 is being recognized for going above and beyond to assist District 94. Tiquia covered two stores over the span of three weeks while also training another associate and she did it without a hint of hesitation. Tiquia is a prime example of Giant’s company value “Teamwork” and deserves to be celebrated. Thank you very much, Tiquia!



Giant #368 - Gaithersburg, MD

Kim Holland is the Front-End Manager of Store #368 and has been with the company for 28 years. She started as a retail trainee and then moved to the flower shop while she raised her children. She has since moved back to Front End Manager and is looking to move to Customer Service Manager. Kim’s isolation staffer was promoted, leaving her store without anyone in that position for 10 weeks. Kim not only managed through this big bump in the road until a new isolation manager was found but she continued to also manage the front end and train two new customer service desk Staffers. Kim never left the store without coverage and took responsibility of her position in the way a true front end manager should. Thank you, Kim, for such great dedication and taking such ownership of your department.





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Count On Us, Count On Me Stories

District 95



Giant #111 - Columbia, MD

Associate **Erin Cavin** is truly the definition of a TEAM PLAYER; Erin has assisted multiple stores covering shifts on the front end when in need. She is truly playing a vital part to the success of district 95 and we would be much worse off without her. Thank you, Erin, for consistently going above and beyond - you are appreciated.



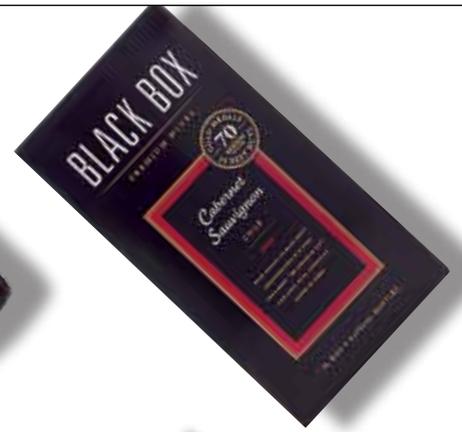
Giant #111 - Columbia, MD

While touring Store #111, I was very impressed by the overall presentation in the dairy department. You could tell someone who takes pride in their work was behind it. While I was standing there looking at a perfect yogurt wall, **Laura Ecker** walked up and said, "Hi I'm Laura, can I help you with anything?" I told her from what I could see, she already did plenty. Thanks, Laura, for taking pride in your work!

Giant #135 - Silver Spring, MD

Bakery Manager **Ten'e Richburg** is recognized by Marianne Romines, Manager of Compliance. While touring store 135 as she walked past the bakery, Ten'e approached her and simply said "Good morning, how are you? Can I help you with anything today?" While this does not sound like a lot on paper it was the fact that she did it without hesitation and you could feel the positivity and cheerfulness in her words. Thank you, Ten'e, for being an associate we can Count On.





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Count On Us, Count On Me Stories

District 95



Giant #143 - Ellicott City, MD

Bobby Taylor is the Courtesy Clerk at Store #143. He started with Giant in late 2020 and immediately proved to be reliable, hardworking and consistent. Bobby is the guy you can call on in a pinch, whether you need him to come in early or stay late, he'll make it happen with no problem! Just a small added bonus...the customers LOVE him! What more could you ask for? Thanks, Bobby!



Giant #143 - Ellicott City, MD

Associate **Christian Muniz** started with Giant in October 2021. He is constantly receiving compliments from customers. Christian is very personable, greets every customer with a smile and gives his undivided attention. We're Happy to have Christian with us and can't wait to see how far he goes. Thanks, Christian!



Giant #152 - Colesville, MD

Cashier **Taylor Bailey** provides outstanding customer service above and beyond "Count on Us, Count on Me." Taylor received a verbal compliment from a customer she assisted by identifying sale items and retrieving them for the customer. The customer was quite pleased and really appreciated Taylor's knowledge and engagement.



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Count On Us, Count On Me Stories

District 95



Giant #155 - Columbia, MD

Region 9 VP Toni Judy recognizes **Anthony Thompson**, Bakery Clerk at Store #155. While touring store 155 we observed Anthony's interaction with a customer (Clare) who was looking for a birthday cake. Anthony saw Ms. Clare looking at the cakes and immediately acknowledged her, walked over and began helping her select the best cake. The customer was overjoyed and even jumped in the picture with us! Thanks, Anthony, for taking care of our customers!



Giant #155 - Columbia, MD

Customer compliment: "I want to recognize and thank Mr. **Justin Richie** who performs and provides Customer Service above and beyond expectations. Justin's customer service skills makes Giant one of the best stores in our community." Thank you, Justin, for continuing to exemplify excellent customer service and consistently going the extra mile to take care of the customers in the community.



Giant #159 - Pikesville, MD

Joetta Miller, Giant Pick-Up Manager at Store #159, is being recognized for outstanding service above and beyond in the spirit of "Count on Us, Count on Me," as personified by this customer comment: "Imagine our surprise when we opened the carefully wrapped bag inside of our grocery bag and found your note and the cream of mushroom soup. We appreciate your kindness and attention to detail about your customers' shopping habits, that was very impressive! It's always a pleasure to talk to you and we believe Giant is extremely fortunate to have you on their team!"

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Count On Us, Count On Me Stories

District 95



Giant #317 - Baltimore, MD

District 95 would like to recognize **Corinthia Wilkins**, Customer Service Clerk, who received a 10 on the NPS survey, along with a fantastic customer compliment: "Corinthia did an awesome job helping customers use the self-check-out, I watched her pull them over and guide them through it. When I explained to her that I hadn't been feeling well and didn't have the energy to use it, she went out of her way to open up a register and ring me up herself. That to me was an act of kindness on her part and I thank her for that." In addition, Corinthia handles our sampling events and was also the number one cashier in the Children's Cancer Foundation Campaign. Thank you Corinthia, for taking care of our customers.



Giant #166 - Germantown, MD

Grocery Associate **Agnes Sullivan**, who has 33 years of service at Giant, goes above and beyond every day. Agnes always fills in for call-out shifts, gives great customer service daily and treats customers like family. Agnes embodies Giant's promises and values and is proud of it. These attributes and more are why Agnes is the perfect nominee for "Count on Us, Count on Me."

Giant #300 - Columbia, MD

Elaine has been with Giant since 1986 and she is an amazing Cashier. She knows all her customers by name and customers will wait in line just to have Elaine check them out. She is such a hard worker, always willing to jump in and help other departments. Customers are constantly telling the store management that Elaine is the best staffer we have. She is also so dedicated to the store and her customers that she never misses any time. We are so lucky to have Elaine as part of our organization.



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Count On Us, Count On Me Stories

District 95



Giant #337 - Baltimore, MD

Sylvia Anderson is a newly-placed Front End Manager and has done an excellent job stepping up to the plate and guiding her department toward success. She has a vibrant, caring personality, and you can really see it shine when she is taking care of customers. On top of that she's a natural born leader with a strong determination to accomplish any task set before her. Sylvia is truly a breath of fresh air and we look forward to seeing her growth in the company.



Giant #337 - Baltimore, MD

Cashier **Vanessa Thomas** is being recognized for outstanding customer service and exemplifying "Count on Us, Count on Me." Vanessa received a compliment from a customer which wrote: "@GiantFood, I want to say thank you to the beautiful customer service given by Vanessa at Store #337. My mom is hard of hearing and a stroke survivor Vanessa was so kind to her today. Someone noticed today. Thank you."

Giant #337 - Baltimore, MD

Brittany Singleton is an all-around asset to the store because she helps wherever needed. She is the Pick-Up manager but also helps out with isolation, file maintenance, grocery and front-end needs. She's the true definition of a team player and we're thrilled to have her on board at Store #337. Thank you, Brittany!



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Count On Us, Count On Me Stories

District 95



Giant #340 - Laurel, MD

Associate **Gregory Schneider** is a true team player who is very kind and conscientious towards customers' needs. He is also constantly offering to help in any department where his help is needed. He recently heard a customer ask if someone could help her to her car and he said, "If you would like to watch self-checkout, I would be happy to assist." He is truly a joy to our store and our company. Thank you, Gregory, for all that you do

Giant #340 - Laurel, MD

William Schneider works in the Bakery, and I observed his interaction with a customer I'd like to share. He greeted the customer by saying "Welcome to the Giant Laurel Bakery, how may I assist you today?" He then proceeded to explain everything about the order process to the customer. He even pulled a cupcake out of the display case to show the customer the color of the chocolate icing she was asking about. He finished assisting her and said, "Thank you for choosing the Giant Laurel Bakery, we will see you on Saturday, or before then if you need anything else."



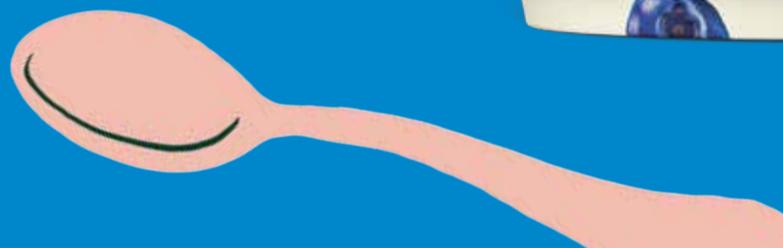
Giant #344 - Elkridge, MD

Chadwick Trent is a 2017 Presidential Award winner and former Produce Manager of the Year. Chadwick has been with Giant for 22 years and has trained many current produce managers. Store #344 is currently going through a remodel and Chadwick has gone above and beyond to keep his department together and our customers happy. Thanks, Chadwick!

Congrats!



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Count On Us, Count On Me Stories

District 95



Giant #2317 - Olney, MD

Associate **Steven Franklin**, who has 26 years of service, has been recognized by the Greater Olney community because he enjoys interacting and engaging with the customers. He hands out stickers to kids and adults to help cheer them up; hands out personalized homemade holiday cards to both customers and staff; and overall goes above and beyond to make others feel cared for. In fact, management has even witnessed Steven providing umbrellas services to take customers to their cars on rainy days.



Giant #344 - Elkridge, MD

Sheree Carpenter is the Front End Manager in Store #344, which recently had a grand re-opening. Sheree did an outstanding job getting the Front End cleaned, signed and filled for our customers to enjoy a pleasant checkout experience. Sheree also showed her decorating skills as the front end was in full holiday swing.



Giant #348 - Clarksville, MD

Associate **Jessica Lohrfink** received this customer compliment: "My name is Susan McCormick. I am a regular customer of yours. All of your associates are friendly and helpful. One associate in particular always goes above and beyond. Jessica is an excellent associate. She's always pleasant when I encounter her. When I visited your day yesterday, Jessica was helping an elderly gentlemen shop. I thought that was amazing. Jessica should be recognized for the wonderful job she does and how she cares about your customers. Excellent job! She makes shopping so much easier for my neighbors and me."

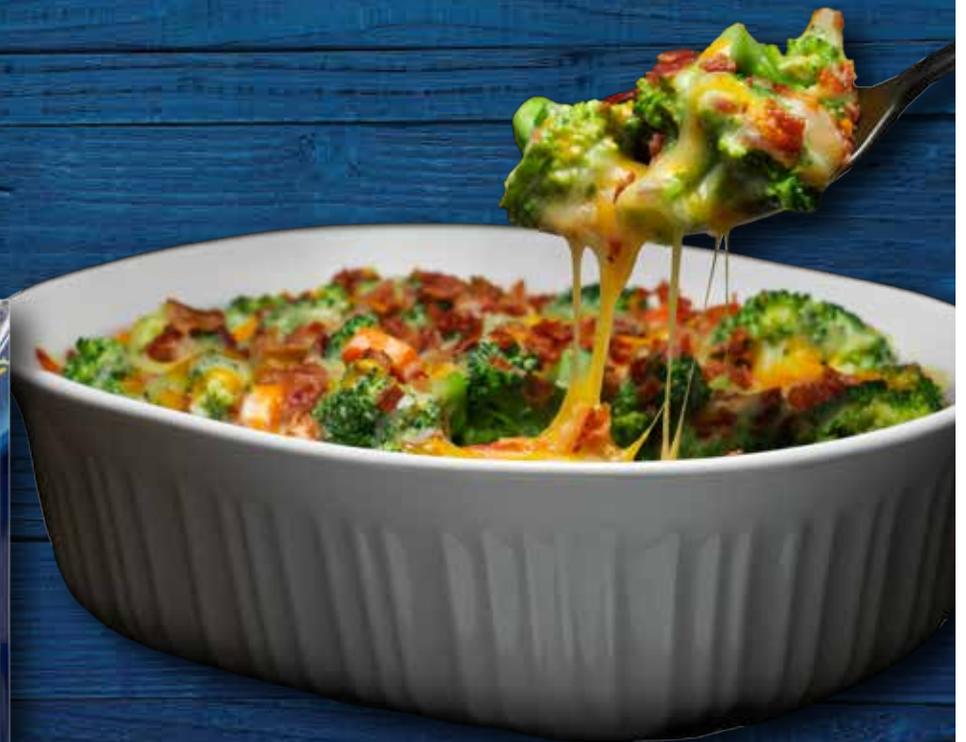


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Count On Us, Count On Me Stories

District 95



Giant #348 - Clarksville, MD

Juan Carroll is a longtime Courtesy Clerk at Store #348 in Clarksville, MD and has become a familiar face in the community. Juan has tons of customer compliments and was recently invited to The Arc of Howard County Chocolate Ball where he and his girlfriend were crowned King & Queen of the Ball. In one of those “Life is Beautiful” full circle moments - we present to you The King and Queen of Chocolate Ball 2022 - Juan and Julia! The pair were gifted tickets to The Chocolate Ball through Ellen Myers of The Kahlert Foundation. Ellen was unable to attend and was so taken with Juan and his work ethic at his job at Giant Food that she gave the tickets to him. Juan asked his longtime girlfriend Julia to the ball and the rest is Chocolate Ball 2022 history! Long may they reign!

Giant #2301 - Burtonsville, MD

Recently, **Caleb Greene** ran outside the store flagging down a customer who had left one of his bags at Caleb’s register. Even as it began to rain Caleb jogged over to the customer and handed him the bag and the customer was very appreciative of Caleb’s efforts. The store manager spoke to the customer afterwards and said he would make sure Caleb was recognized for going the extra mile. The customer replied, “Absolutely, he just saved my dinner plans for tonight...and gas.” Thanks, Caleb!



Giant #2310 - Ellicott City, MD

Jamila Scott, Giant Pick-Up Specialist, recognizes Cashier **Lori Hamilton**, Store #2310, for delivering “Count on Us, Count on Me” service to customer Judith. Congratulations and thank you, Lori. You made Judith feel special and you gave her your undivided attention. The customer called in to praise her, saying, “The associate was very hospitable and patient in assisting me. Lori was very conscientious and educated in her job. I enjoyed how she made sure I was taken care of. Your employee is very good at her job and deserves recognition.”

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Count On Us, Count On Me Stories

District 95



Giant #348 - Clarksville, MD

Customer comment: "Dear Giant Store Manager and/or Personnel Manager, I shop at least weekly at the River Hill Giant in Clarksville, MD. Today as I was walking into the store, I noticed a tow truck nearby, lights flashing. I looked up and saw two people pushing a vehicle out of a parking space and then pushing it in line with the tow truck so that the vehicle could then be pulled onto the tow truck. I noticed that the one of the two men pushing the vehicle over to the tow truck was wearing a Giant jacket. I thought, 'Wow! That was really kind of that employee to do that!'

Then I walked over to the front of the store to get my grocery cart. A lady was struggling to get the carts apart. I started to help her when I heard a voice say,

'Here. Let me help you with that or you may take one of these carts that I pulled apart for you.' How kind, I thought.

Then I realized that the gentleman talking to us was the SAME Giant employee who had helped the tow truck driver push the vehicle out of the parking space and closer to the tow truck. His name is **DeAndre Bennett**. DeAndre was not only extremely helpful in two situations today while I was at the Giant store, but he was especially polite and cheerful! I look forward to seeing him at Giant again to give him a big 'hello' and smile. Please commend him for his great work ethic, fine attitude, and politeness. It's wonderful that he works at the store I frequent each week. You can be proud he's on your staff!"





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Count On Us, Count On Me Stories District 101



Giant #146 - Prince Frederick, MD

Jiggs Knowles has been with Giant Food, in the deli department, for almost a year now. Jiggs is an amazing addition to the deli at Store #146. He has a thirst for knowledge, is always asking questions, and is always willing to help his team and any team in the store. When the pizza program was implemented at Store #146 last November, Jiggs was identified to take the lead role in the program. He took the opportunity and ran with it, taking responsibility for training the other associates, ordering and ensuring that the whole program always remained in compliance. He greets every customer with a warm smile and greeting as they approach the deli counter, and he sets a great example for all associates on how to treat our customers. Recently Jiggs has assisted neighboring stores with training and developing their pizza associates, and because of his amazing performance and drive, he has recently been promoted to Deli Lead, and is on the fast track to becoming a Deli Manager for District 101. Thank you, Jiggs, for all that you do for District 101!! Jiggs Knowles (c) is pictured with Deli Manager Antoine Woodfolk and Store Manager John Purdy.

Giant #147 - Fort Washington, MD

Jason Rinker, Produce/Floral Specialist recognized Second Person **Demetreus Walker** for a recent “Count on Us, Count on Me” story, saying: “Demetreus was promoted to second person earlier last year because of his tireless efforts to drive sales and train his people. He’s always trying to do the right thing and inspiring his team to do the same. Recently Demetrius opened new Store #147 in Fort Washington, which has the recognition of being highest sales volume of any new store in the past six years.”



Giant #147 - Fort Washington, MD

We would like to introduce **Paris Bowling**, Deli Manager of Store #147. Paris is a ray of sunshine. She always has a smile, a welcoming “Good Morning,” and a can-do attitude. If you need to find something, she will help. Need a computer, she will give you hers. You never hear a compliant or negative thought from her. She has been an asset to Store #101, and we are thankful each day for her. When Lou, Meat/Seafood Specialist, and myself presented her with her pin and the news she was our “Count on Us, Count on Me” District winner, you would have thought she won the lottery. This is simply how humble she is. Store #101 looks forward to her continued growth in her career path with Giant! Thank you, Paris, for all that you do every day!



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Count On Us, Count On Me Stories

District 101



Giant #147 - Fort Washington, MD

Roberto Alipio Jr., Dairy Associate, was noticed recently for having the dairy department in great condition on a Friday morning. The department was 100% signed, in-stock, and ready for the holiday weekend. If you stood at the front of the aisle and stared down, all you could say was WDW!! This is amazing. He was excited to show it off during showtime speaking to the cuts and his up-to-date CAO. He takes pride in his department and it shows!! Thank you, Roberto

Giant #147 - Fort Washington, MD

Store Clerk **Rahlik Smith** embodies the spirit that says he is from Giant Food. He receives customer compliments all day long whenever he's scheduled. He always helps customers with whatever they need. Rahlik is a stand up-person and loves his job.



Giant #147 - Fort Washington, MD

Robert Winter has demonstrated our "Count on Us, Count on Me" values throughout his 35-year career at Giant Food. He opened Store #147 in November 2021 as a key player inside the store prior to it being opened, receiving products in a difficult-to-manage back room. After the store opened, he continued to support District 101, floating from stores #384, #378, and #341, [some of the highest volume stores in the district] and ensuring customers had the products they wanted in stock for their shopping needs.



The Fredericksburg Free Lance-Star would like to thank Giant Food for its continued partnership and commitment to the citizens of the Fredericksburg area.



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Count On Us, Count On Me Stories

District 101



Giant #147 - Fort Washington, MD

Yolonda Queen-Williams is the File Lead at Store #147 and she always has a positive attitude! File maintenance can be a tough job but Yolonda does not let that stand in her way of making sure she has a plan to ensure the tags get up and everything is taken care of for the customers. Thank you, Yolonda!!!

Giant #339 - La Plata, MD

Donna Miller works in the Deli and was recently observed giving great customer service, taking the time with the customers and ensuring they have a great shopping experience. Thank you, Donna, for always displaying excellent customer service



Giant #147 - Fort Washington, MD

I first worked with **Valencia Jones**, Front End Manager of Store #147, 10 years ago. I was a Front End Manager, and she was my Assistant Front End Manager. We opened Store #2381 together, and I could count on Valencia. Over the years our paths have crossed. We opened #2379 together, before she was promoted as Front-End Manager at #312. We worked together again when she was my Front-End Manager at #760 and I was a Front End Supervisor. I can tell you each time, not only could I count on Valencia, so could her team. I could see it in their body language, hear it in their words, they trusted her and would do anything for her. You can only imagine the joy it brought me when once again we found ourselves working together. She came to #384 as a cashier this time, but her knowledge and experience was far too great, that I, and 384, found ourselves lucky as she took initiative helping where we had opportunities, and developing the Front-End Manager, who was so ecstatic to have her around.

Now, we are opening a brand-new store, and I asked her to step up and help me open it, as she is a pro at it! This was a very unique opening and as anyone knows, at times very chaotic. Through it all, we could count on Valencia to stay calm and get us through a record-breaking opening day and never once felt overwhelmed, but one would have never



known that 95 percent of her front end had less than two months experience. She was so great the FES that assisted with the opening told me she deserved to be District 101's 'Count on Us, Count on Me' winner!!!! THANK YOU, VALENCIA!!!!

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Count On Us, Count On Me Stories

District 101



Giant #304 - Waldorf, MD

Joy Ferrer is the Florist at Store #304. Her department is the first department customers see when they walk through the door, and it is always fresh, full, and ready for business. Not to mention her outstanding customer service! Not only does Joy present her department flawlessly, but she also always decorates the store for holidays and special events. She is a key member of the management team, and her dedication and thoughtfulness are appreciated!



Giant #339 - La Plata, MD

Front End Supervisor Brenda Foo, recently complimented Customer Service Manager **Janaya Minor** for “Count on Us, Count on Me” excellence, saying: “Not only can the district depend on Janaya.....I depend on Janaya, who is my FES in training. A year ago, I asked Janaya if she was up to the challenge to assist me with the district’s over/short and covering me for vacations. While Janaya accepted the challenge with a smile, I giggled every time I went on vacation, when she would text me after one day asking when I was coming back. Supporting District 101 requires a lot of patience, knowledge, problem solving and a sense of humor. Every day she made me and her team proud. D101 is where they are today with the support of her. I look forward to the day she steps into the role of FES!”

Giant #361 - Upper Marlboro, MD

Associate **Janeea Holland** is known for always greeting customers with the biggest smile and she constantly goes out of her way to make sure each and every customer leaves the store happy. Thank you very much, Janeea!



Thank You!

Thank you to all our friends at Giant Food! Your dedication and support of the Alzheimer's Association and many other charities is greatly appreciated.

Even during the most challenging times of the pandemic, Giant was there to provide resources across its footprint through their charity partners. You truly led the way and showed great generosity to your customers and the communities where we live and work.

We applaud and celebrate Giant, its employees, and the culture of giving back to the community.



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Count On Us, Count On Me Stories

District 101



Giant #339 - La Plata, MD

District 101 would like to recognize **Thea Palma** from Store #339, which selected to be one of three pilot stores for “2-Hour Pickup” and last week was the first week of the pilot. While the thought of moving from a 4-hour to 2-hour pickup was intimidating, but Store #339 was confident in their ability to make it work. The team did an amazing job to prepare by cross-training and communicating so that the change wouldn’t affect their business. The store’s GPU NPS going into last week was a 91% for the year already. Looking at the first week of the pilot, what else would they do but completely crush it! A perfect 100% NPS and that’s with 13 customers taking the survey. Also, this store performed over 200 orders last week.



Giant #341 - Oxon Hill, MD

District 101 would like to recognize **Helen Childress**, File Lead, for her hard work and dedication, which are noticed and appreciated. After returning from being out she has come right back to ensure she has plans in place to get things done. She truly cares and is an asset to the store!



Giant #359 - California, MD

Sabrina Lavender, Assistant Front End Manager, is doing awesome job on the front end. She keeps the front end engaged and ensures they are providing the best customer service. She also ensures she keeps morale up. They are specifically working on improving their NPS score, and Sabrina is helping lead the charge. She surely has front end manager in her future.

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Count On Us, Count On Me Stories District 101



Giant #359 - California, MD

We would like to recognize Front End Manager **Chantelle Belcher** for “Count on Us, Count on Me.” Chantelle went above and beyond getting Store #359 ready for PRIDE. Her front end was decorated with balloons and a table highlighting our LGBTQ vendors. As you can see in her picture, Chantelle was dressed head to toe in pride colors, helping to bring awareness and promote a diverse and inclusive store environment for our customers and associates.



Giant #359 - California, MD

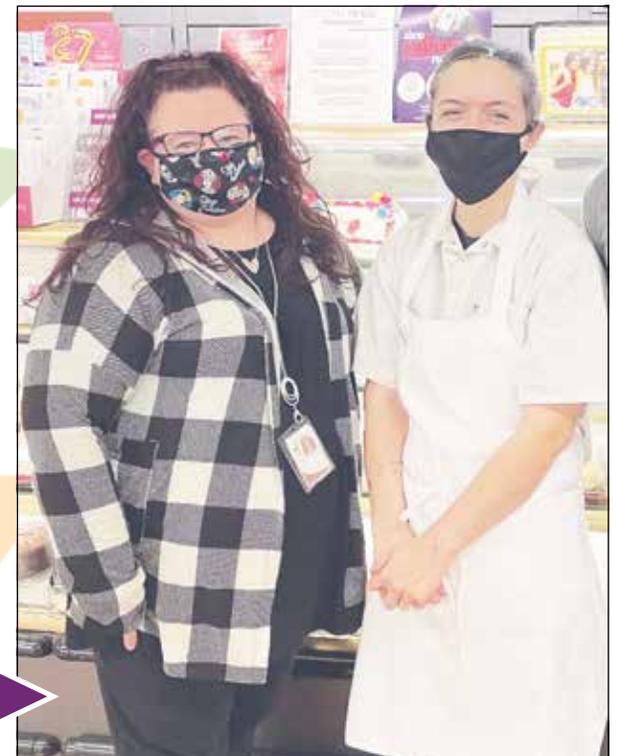
Jaqueline Mason, Bakery Manager, recently received a very good compliment recently from a customer who said that Jacqueline is always pleasant and very helpful. She has a great attitude that keeps the customer coming back to Giant!

Giant #339 - La Plata, MD

Madeline Carr has been a Full-Time Baker for about two years at Store #339. In that time, she has helped to grow the sales in that store with her creatively decorated cakes and cupcakes. Madeline is always bringing fresh and fun ideas to the bakery department, and goes out of her way, above and beyond, to take care of all the customers' wants and needs for their celebrations. Anytime a customer has a special design request, over and above normal offerings that Giant provides, Madeline always takes care of them and WOWs everyone with her creativity. Madeline and the bakery manager even started an Instagram page for the bakery at Store #339 showcasing their work, and that has helped bring in customers, looking specifically for cakes decorated by Madeline. On top

of her creativity, Madeline is a very friendly person who always has a smile on her face and is always willing to help anyone and everyone that needs it. Madeline has gone above and beyond to help the district over the last two years by traveling to other stores to work long days (or even work on her days off) to help during these tough times when every store and district is struggling with bake-off help.

The store manager at #339, Guy Mullins, has told the bakery specialist on many occasions, “If you ever move Madeline from #339 you will need two people to replace her, and we don't want to lose her!” Madeline represents so many of Giant's values and is a definite asset to District 101 and all of Giant Food.



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Count On Us, Count On Me Stories

District 101



Giant #375 - Washington, DC

Eric Cager is a PT Deli Clerk at Store #375. From the day he arrived at the store he has brought a ray of sunshine to everyone around him. Eric has a positive attitude and a huge personality that causes customers and associates alike to gravitate to him. He goes above and beyond with every customer and goes out of his way to help any and all associates who need it. Eric won "Most Spirited" during our recent in-store "Spirit Week." Eric dressed up every day and the customers loved seeing him and engaging with him about his themed outfits. Deli Specialist Jennifer Cross says, "Eric is a high-potential associate that has great things in front of him and can go very far in this company." We can't wait to see what great things are to come from Eric!

Giant #375 - Washington, DC

Associate **Isaac Mack** is being recognized for helping Store #375 make tremendous progress in their NPS score - they are currently sitting at number two in the district at 84%. He is great with the customers and has also taken a lead role in helping move the everseen numbers at the store. Keep up the good work!



Giant #375 - Washington, DC

Front End Manager **Charlinda "Lynn" Simpson** is recognized by District 101: "When we think of what "Count on Us, Count on Me" stands for, Lynn embodies that every day. The basic standards and SOPs - she strives to ensure they are in place and followed. Wherever she goes she leaves her footprint. Store #375 has had many challenges with technology in the past few months at Brentwood to add to the daily tasks. She and the team have ensured they do everything to still take care of the customer. Thanks for your leadership and the difference you make for Giant and our customers."





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Count On Us, Count On Me Stories

District 101



Giant #378 - Washington, DC

James Sadler, Porter, recently displayed “Count on Us, Count of Me” behaviors by ensuring that Store #378 is clean, which is no easy task with high customer counts and heavy foot traffic. He is the definition of a team player because he is always happy to help. His friendly demeanor and infectious smile are appreciated by our customers every day.

Giant #378 - Washington, DC

Marilyn Frazier, Florist, was recognized for excellence in her floral department recently with this comment: “On the Saturday before Mother’s Day, Store #378 was ready to rock and roll! The department looked amazing. The florist knew her sales and her goals. She also said she had many regulars who come to see her for Mother’s Day to get their flowers! She was also ready and willing to help another store in need of an item stating ‘We are a team, and we need take care of the customers!’ Thanks for your hard work and caring attitude.”



Giant #384 - Washington, DC

When we visited Store #384 a customer after her check-out experience and praised **Bernadette “Bunny” Os-owo** on her awesome customer service. She said Bunny was a great asset to the company and the store. I walked over and observed it firsthand. This was her second “Count on Us, Count on Me” pin!! She was over the moon!

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Count On Us, Count On Me Stories District 101



Giant #384 - Washington, DC

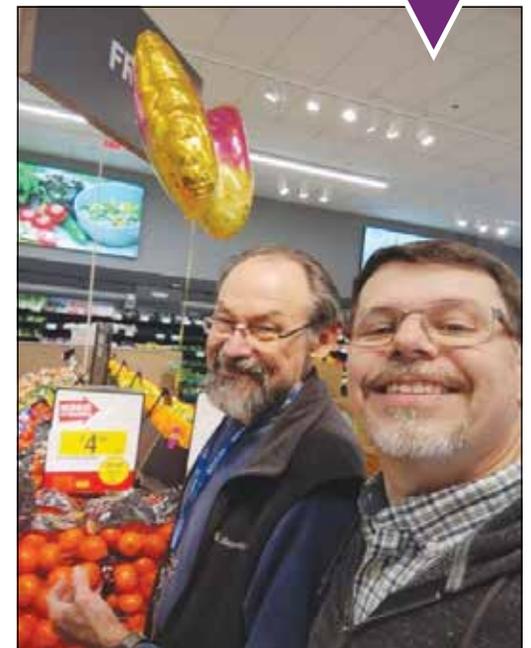
Assistant Front End Manager **Dorsey Spriggs** is being recognized for his leadership on the front end and for his eagerness to learn! Dorsey is always keeping busy and ensuring the front end is operating smoothly. He is in process of being trained for front end manager and we see great things in his future. Thanks, Dorsey! Keep up the awesome work!

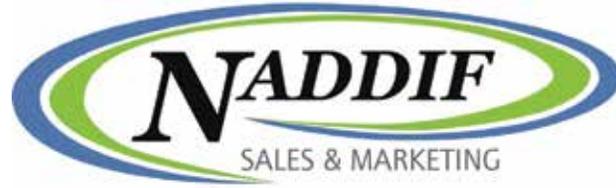


Giant #2376 - Washington, DC

Arleisha Smith, an Assistant Front End Manager at Store #2376, is being recognized for her great customer service and leadership. Recently, she was observed working up front taking care of customers at the desk. You could tell they were regulars and her bubbly personality and interactions while taking care of customers showed she really cares. She was also observed interacting with her team ensuring everyone was staying busy and cleaning. She herself was spraying and wiping down the service desk areas, doors, and walls. The customer service manager said, "That's Aisha, always working and cleaning and making sure we are on point!" Thank you, Aisha!

Region 10 Reset Captain **Steve Burkholder** has been with Giant since 1981 and has been a part of every remodel and new store in Region 10 since 1993! Steve makes stores beautiful! Everything he touches turns to gold. There is always a fight to get Steve's help in the districts he serves. He works tirelessly to achieve intended displays that drive our business and impress our customers! Hats off to Steve Burkholder!





Naddif Sales and these fine brands salute the entire Giant Food team!



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Count On Us, Count On Me Stories

District 103



Giant #234 - Fredericksburg, VA

Cashier **Kristin Brock** received this customer comment: "I just wanted to let you know what an asset to your store Kristin is. She is always very friendly and helpful when you are checking out. She doesn't give you an attitude if you use coupons or have multiple orders like some do. I have been in the store the last two days taking advantage of the sales and I've seen her going above and beyond helping older customers find what they needed and patiently explaining things to them when they needed it. She doesn't dismiss them and act rude to them like a lot of people do to the older generation. She is very patient and polite to them!!! I just felt she needed to be recognized for everything that she does and the asset she is to your company!!"

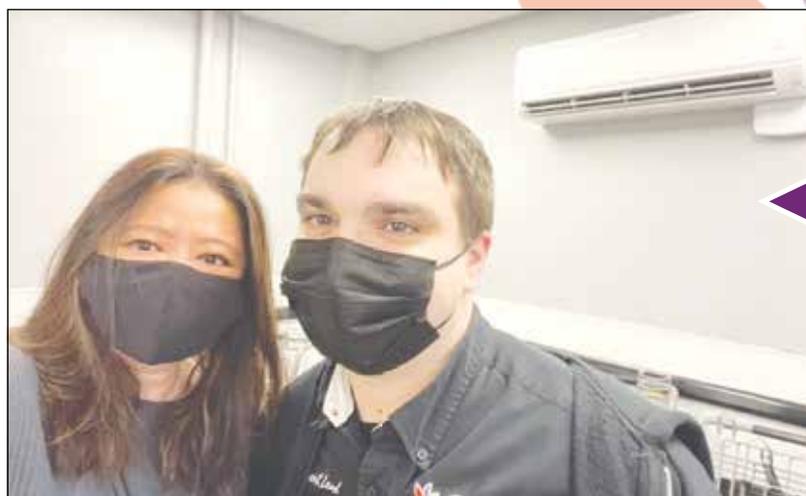
Giant #235 - Fredericksburg, VA

Customer comment: "**Kevin Herring** is the best! He went to the back and got me more Diet Coke six packs. He even switched my cart out so that I could get the cardboard cases for easier transport. He then had one of the boys out front walk me to the car to unload ... you don't get service like this anywhere else... this staff is top notch!" Thanks, Kevin!



Giant #235 - Fredericksburg, VA

Mathew Kirk is the Pick-Up Manager at Store #235 and received the following customer compliment for taking care of our customers: "I came to pick up an order I did online and when I was there, the gentleman Matthew was loading my groceries when I realized I forgot milk. He went in and got the milk for me and told me he can add it to the order, and it was no problem at all. I didn't have to go in or anything. Matthew was a very friendly and delightful young man. I was so glad he was able to get the milk quickly and I was on my way home. He is a great employee and an asset to your company."



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Count On Us, Count On Me Stories

District 103



Giant #235 - Fredericksburg, VA

Customer comment: “**Sheila Leonard** behind the counter is a very special person. She is friendly, knows what I want, calls me by name, laughs, carries on, and truly has fun doing her job. If I am having a bad day, I know that I can go to the Giant Food deli and Sheila will right my day. She is a perfect example of the book, *Fish*, which is about creating morale in the workplace. She is probably one of the very few that I have ever had the actual pleasure of seeing someone putting self-morale and fun in a job. I think we, the world, can learn a lot from her and her approach. As anything we do, it’s not about what we do, it’s about how we approach what we do which really makes the difference in self and the success of the job. The best part about it is she has probably never read the book and the people who have read the book go through their work life miserable and wonder why they are not successful. I’m sure her enthusiasm resonates throughout the store. This store has some friendly and helpful people she is just the one that really stands out.”

Giant #239 - Manassas, VA

Customer Comment: “**Pam Wolff** and her team at Giant Pick-Up are awesome! She goes above and beyond to make sure our grocery order is correct, and she will make sure our produce is in good condition. She will make recommendations of products that she thinks we will like (which we usually do!) We drive past the other Giant in Manassas to pick-up our groceries from her location on Sudley Manor Drive because she does such a good job!”



Giant #235 - Fredericksburg, VA

Pickup Clerk **Tracy Boutchyard** is very customer oriented. She goes out of her way to ensure all customers are taken care of and looks for ways to make their days brighter. Her personality is bubbly and fun which highlights our value of humor. Tracy is a huge asset to Giant Food and her customers.



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Count On Us, Count On Me Stories

District 103



Giant #239 - Manassas, VA

Seafood Manager **Philip “Mr. Phil” Lewis** is a bastion of both Giant Food and the community. Upon retiring the first time, he was drawn back to the business because he missed “the interaction with the customers” who he loves. Mr. Phil’s passion for providing exceptional service is invaluable, and he can singlehandedly create customer loyalty in one visit. Phil recently opened replacement Store #239, after having worked at the old store over 30 years ago. He enjoys the challenge of opening a new store, while also being able to interact with, and sell seafood to, the community that he has been a part of for so long. Mr. Phil serves the community in more ways than one. As a pastor, Phil does wedding services, funeral services and Sunday services.



Giant #243 - Stafford, VA

David Shorts, Mock Auditor, has been going above and beyond in helping the store be prepared for our core audit. He has been taken the time to teach and develop our new FEM, AFEM and isolation leads all items relating to the core audit. He is very passionate about his job and will do whatever it takes to make D103 successful. Thank you so much, David, we do not know what we will do without you! We appreciate all that you do and more!

Giant #243 - Stafford, VA

Customer comment: “Hello, I just wanted to send a message of praise for employee **Kimberly Rivera** at Giant Store #317. Kimberly brought out my online pickup order and was very friendly and welcoming. She chatted with me as she was loading up my order and thanked me as she finished. As I was preparing to leave my parking spot, I saw that instead of heading back into the store, Kimberly headed quickly across the parking lot. I turned to see if she was okay. Without being prompted, Kimberly was putting an elderly customer’s groceries and heavy case of water into the lady’s car for her. This act of service deserves to be recognized and I felt that Giant needed to know about this fantastic employee. She is a great asset to your Giant team. I hope she receives the recognition she deserves! Great job Kimberly! I would hire you in a heartbeat!”





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Count On Us, Count On Me Stories

District 103



Giant #243 - Stafford, VA

Tara Reinhart, Giant Pick-Up Front End Manager, is an asset to Store #243 where they have an NPS score of 100. She always trying to find ways to help her store and she always has the best attitude, no matter what is happening around her. She has a very calm and a “can do” way about her. She assists other stores in developing their people as well as helping our sister brands on the new spectrum system. Anytime we need anything she is always there to help in any way she can. Thank you so much, Tara, for all that you do.



Giant #243 - Stafford, VA

Associate **Ruth Blankenship** has been with Giant Food since 1987. Through the years Ruth has built a following of customers who shop at our Stafford Giant so she may check them out. One example of the type of comment she gets from them is: “Ruth always makes sure I find what I need and have a great experience shopping.”



Giant #251 - Charlottesville, VA

Associate **Cheri Ashley** is a prime example of a team player! Recently, it was one of those days where it seemed like everything that could go wrong, did in fact go wrong. We had four callouts in one day, which has to be a record. Nevertheless Cheri, who worked the morning shift, came back and closed the store for us. You would think she’d be tired or upset after the morning she had but, nope, she showed up eager to work with a smile on her face. Thanks, Cheri, for being an associate we can count on!!

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Count On Us, Count On Me Stories

District 103



Giant #251 - Charlottesville, VA

Cashier **Syrael Breckenridge** has been mentioned in numerous compliments on how wonderful and great he is with customer service, for example, "I was at the Giant on Pantops in Charlottesville, VA last night and just wanted you guys to know how well one of your employees handled a difficult customer. Good job to him for keeping his cool and assisting the other customer with her concerns. By the time the transaction was over the other customer apologized and thanked him for being so understanding and helpful. The cashier truly did a wonderful job and deserves recognition."

Giant #251 - Charlottesville, VA

Deborah Ashley, Assistant Front End Manager, is professional and very friendly to her customers. The store recently had some call-outs issues, but she did not let that deter her positive attitude. She continued to smile and greet all customers at the desk. Great job, and thank you for all you do.



Giant #257 - Gainesville, VA

Front End Manager **Andrew Liberto** received a wonderful customer comment for being selfless and willing to assist. The customer and her mother had been in search of fresh horseradish, going to numerous stores including Wegmans and were given the run-around. They decided to try their luck at Giant and Andrew was there to assist and take them to the item. They are so happy that he took the time to take care of them! Great job and thank you for leading by example.



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Count On Us, Count On Me Stories District 91



Giant #353 - Towson, MD

Kim Thornton, Office/CSD/Cashier, is recognized for outstanding customer service and exemplifying “Count on US, Count on Me.” Ms. Kim always has a great attitude, takes pride in keeping the front end running smoothly with great service for our customers and staff. Thank you, Ms. Kim for always coming to work with a smile.

Giant #363 - Dundalk, MD

Nick Johnson, Produce Associate, recently received a customer compliment. The customer said Nick is always helping her find items that she is looking for, in and outside of his actual department. He always greets her with a smile and a hello. Thank you, Nike for exemplifying “Count on Us, Count on Me.”



Giant #363 - Dundalk, MD

Elizabeth Cochran, Deli Associate, is recognized for outstanding service and for exemplifying “Count on Us, Count on Me.” Beth has been with the company since 2019 and she goes above and beyond with customer service. The past couple of weeks Beth has worked countless overtime hours to help make sure we can properly staff the deli. Beth will work her shift and then come back and close the deli if we are short staffed. Beth recently just got a 100 percent on a Boar’s Head mystery shop. Certain customers will wait for Beth to become free so that she can wait on them.



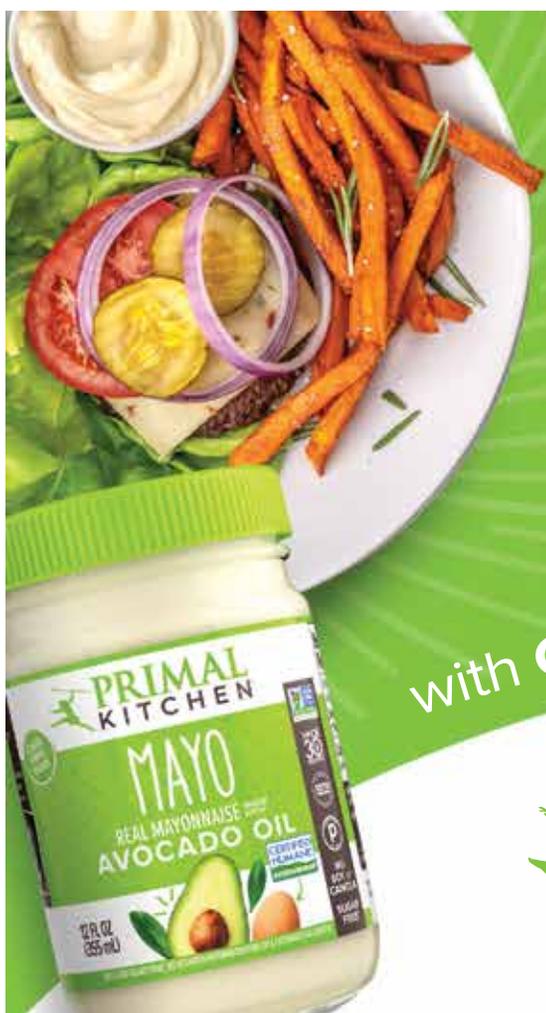
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Count On Us, Count On Me Stories

District 103



Giant #795 - Springfield, VA

Assistant Front End Manager **Diamond Martin**, who's been with Giant for five years, can be described as the sunshine of the front-end department. She is super reliable and always has a positive attitude on a daily basis and the customers are just ecstatic about her work ethic. She constantly delivers A+ customer service to every customer that she meets. She shows passion, and care for her job and is always available when we need her to step up. Diamond definitely lives by our promises, and we can always count on her.

Giant #795 - Springfield, VA

If you want to know the definition of what great customer service is, then all you have to do is observe **Hercules Twine** at Store #795. When customers leave his line, you can see the genuine smiles in their eyes. They will wait in line just to have him check them out. Hercules always gives them his undivided attention. Great job, Hercules, for being the best in Customer Service!



Giant #795 - Springfield, VA

Sonia Rivera demonstrates what it means to be a team player and shows so much care to her fellow associates as well as our customers. A customer wrote a note to management expressing how ecstatic she was with Sonia and her pick-up department and wanted to thank them for showing so much care when bagging and selecting her grocery items. Sonia also makes sure the store is very well taken care of during the holidays by taking care of all holiday brunch parties and ensuring everyone is fed and happy.

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Count On Us, Count On Me Stories

District 103



Giant #798 - Lorton, VA

Linda Simms, Cashier, recently received this customer compliment: "I wanted to take a moment and just praise exceptional service I got from a cashier on Tuesday night at the Lorton, VA Giant on Ox Road. Linda was my cashier, and I had enough items to fill both bags I brought. Linda was BY FAR the best packer I have ever seen in my 25+ years of going grocery shopping. It was like my items were a puzzle and she put the items in the bags in a way I didn't realize it could be done! I told her verbally she was the best packer I'd ever seen, and she mentioned she had only been working there a few weeks. Well, I just wanted to give a HUGE shout out to her and her skills. I will absolutely be going thru her line anytime I see her working. I hope the store manager sees this and I hope this can be passed along to her. Please keep Linda at this location!!"

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Count On Us, Count On Me Stories

District 104



Giant #232 - Alexandria, VA

Rossemary Machado, who has been with Giant Food since 1995, was recently promoted to Full Time Deli Clerk. Rossemary is absolutely instrumental in training new staffers and making sure customers are taken care of. During the grand re-opening at Store #232, a long-time customer made sure she stopped to tell us that she continues to only shop here because of Rossemary's demeanor and kindness. She couldn't be happier with the new deli and wanted to make sure that fantastic associates like Rossemary are recognized for their contribution to the success of Giant Food. Thank you, Rossemary!!

Giant #232 - Alexandria, VA

When it comes to "Count on Us, Count on Me," **Z Darwish** is the perfect example of demonstrating Giant's promises. He has been with Giant since 2009 and is the Meat Manager at Store #232. At least once a day a customer compliments him and his team for how pleasant and attentive they are. His knowledge of the meat department keeps bringing customers back. Most recently a customer stopped to tell management he was a "breath of fresh air." Customers are always impressed by how he treats everyone with respect and always has a positive attitude. Z is one of the most reliable employees, going above and beyond for customers' needs. Thank you, Z.



Giant #233 - Falls Church, VA

Associate **Rachel Mortensen**, a 34-year Giant team member, is being recognized for superior customer service. Recently a customer told the store manager: "Rachel is always friendly and willing to assist us in any way. Whenever we need assistance she is always there to help us. We were having difficulty finding a few products for special recipes, and Rachel took the time and kindness to make sure we finished our shopping with all items needed. We will always be a loyal Giant customer." Thank you, Rachel.





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Count On Us, Count On Me Stories

District 104



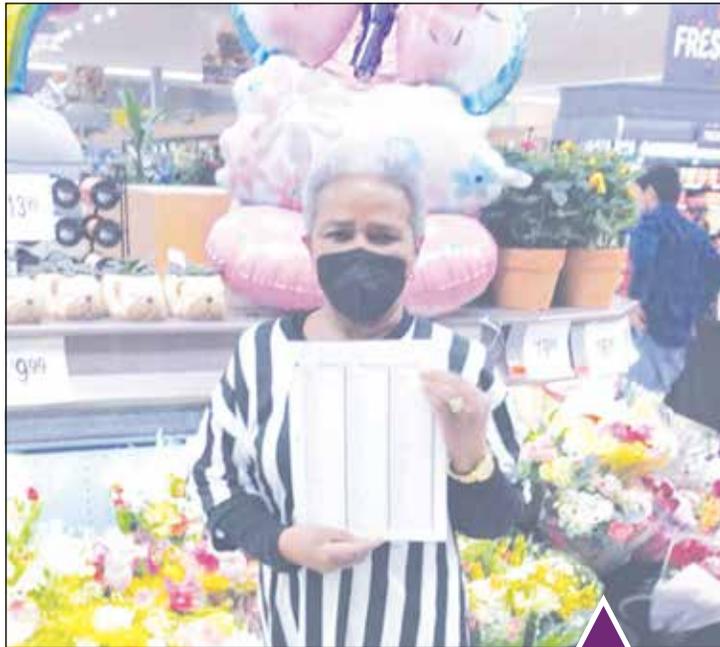
Giant #233 - Falls Church, VA

Tiffany Nguyen is a newly promoted Front End Manager. She always practices the “Count on Us, Count on Me” promises while managing her front end at Store #233. Recently, Tiffany received this customer comment: “Tiffany assisted us during a very busy time with a complicated transaction. She was very patient and friendly and never made us feel that we were a bother to her. We appreciate the demeanor that Tiffany exhibited to us and other customers.” Thank you, Tiffany.



Giant #249 - Annandale, VA

Neisha Horsley has been with Giant Food since 2019 and has been a Meat Manager since 2020. Neisha loves to help customers. She understands excellent customer service and always practices the “Count on Us, Count on Me” behavior. She is always setting the example when it comes to taking care of the customer, and recently one customer told us: “That was the best customer service experience I’ve ever had! Your meat manager Neisha is Amazing!” Another customer told her how much she liked the Roseda hot dogs, but we did not have any in stock at that time. When the customer returned on their next shopping trip, Neisha remembered and took the customer right to the hot dogs. The customer told me how touched they were that Neisha remembered this! Just another example of her superb customer service skills! Thank you, Neisha.



Giant #261 - Alexandria, VA

Customer comment: “During the remodel of Store #261, **Joyce Smith** showed us the new aisles that the product had moved to. And she always asks us if we find everything we are looking for. Great Job!!”

Thank you Giant Food, from our family to yours.



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Count On Us, Count On Me Stories

District 104



Giant #748 - Arlington, VA

Latavia Gardner is the first smiling face you see when entering the Giant Food store on South Glebe Road. She runs the floral department and always receives compliments on her work and service. Latavia wears many hats, as she is the go-to person for many things. No matter what the day or situation, she will make it happen every time she is asked to do something, and do it with a smile. Thanks to Latavia for always being there when called upon!

Giant #261 - Alexandria, VA

Viet Jamison has been with Giant for five months. Viet exhibits our “Count on Us, Count on Me” vision with all her customers. A customer sent in the following compliment: “Ms. V, my cashier, was welcoming and made me feel happy for my birthday. She is a fantastic resource. This Giant team member has an intuitive gift for connecting with customers and understanding what is essential. She goes out of her way to share her enthusiasm. You can’t teach this.” Thank you, Viet!



Giant #748 - Arlington, VA

Marcos Santaella, Cashier, recently received this compliment: “Marcus went out of his way to help a customer who came in looking to purchase Deer Park 24 pack water. Marcus got the product and helped the customer load them in his van. The customer was so impressed with Marcus that he called the store to speak with the manager about how polite and helpful Marcos was. It is customer service like this that helps us keep our Giant customers coming back. Thank you, Marcos.”

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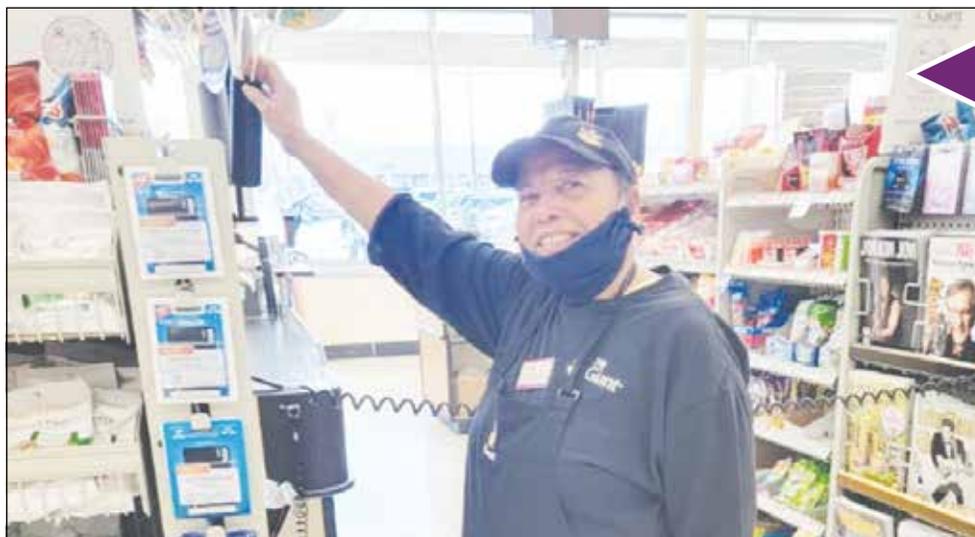


Count On Us, Count On Me Stories

District 104

Giant #749 - Annandale, VA

May Thet has been employed with Giant since 2001 and is a Cashier at Store #749. She is currently studying to be a teacher and has her bachelor's degree from George Mason University. May comes to work with an enthusiasm that all her customers appreciate. May also tutors during the day, performs at Giant 5-6 nights a week, and always shows a friendly, professional attitude to every customer. She is well respected by her peers and has assisted in training many associates. May recently received the following compliment from one of Store #749's longtime customers: "May was an absolute lifesaver by assisting me using the scan-it system for my transaction recently. I would have been struggling with the device without her help. May is always a pleasure to encounter when shopping at my Giant."



Giant #758 - McLean, VA

Shamim Choudhary has been a Giant staffer since 1990. She always helps customers with finding items and most anything else they need. She also is considered the Front-End Ambassador at Store #758. During fundraising, Shamim is a crucial leader in the store's success. Shamim has received many compliments recently, including this exceptional compliment from a long-time customer: "I am a frequent shopper of the Giant located at 1454 Chain Bridge Road in Mclean, VA. Your staff at this store are so kind. I often see Shamim when I shop at your store, and she always stops to say hello and offers any help she can. These people go beyond, and I thought you should know how wonderful they are."

Giant #758 - McLean, VA

Meat Clerk **Danielle Dibari** is always cheerful to anyone she contacts. She does whatever she can to help not only customers but also her coworkers. No matter how she feels, she gives off a good mood all around her. She remembers customers' names and talks to them about their families and lives. She genuinely cares about the people she encounters.



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Count On Us, Count On Me Stories

District 104



Giant #760 - Alexandria, VA

Don Tipton has been with Giant for more than 40 years. He always has a great attitude and provides our customers with good stock conditions and quality produce wherever he is assigned. Recently he was transferred to Store #760 and has made significant improvements. Customers know Don by name, and he connects well with the customers and community. Don also dresses up as Santa at Christmas to entertain the children. Recently Don received this compliment: "I was looking for a ripe pineapple, and Don helped me with what to look for; my dinner guests were so happy with it."

Giant #760 - Alexandria, VA

Hazel Theodore, Giant Pick-Up Manager and 31-year Giant associate is the "Best of the Best." She's willing to help all departments in any situation. Hazel stepped up during the pandemic and helped the front end with short staffing. Hazel has an excellent work ethic, with a great personality and energy. Her energy is infectious, and everyone who encounters her absorbs her energy to do well. Hazel is our "go-to person" - anything you need, we trust she will get it done. Hazel works very well with others and she never complains. Hazel is an excellent motivator with new and older employees trying to move up in the company, and she's there for anyone looking for help.



Giant #760 - Alexandria, VA

Hanane Nidlmouhibette is the Bakery Manager at Giant #760. Hanane truly knows the meaning of "Eye Appeal is Buy Appeal." Her department is nothing less than outstanding, and she has one of the most exciting Bakery Departments throughout Giant Food. Her bakery is constantly clean, signed, full, always looking fresh, and most importantly, filled with FRIENDLY CUSTOMER SERVICE!! Hanane, who a 10 year old daughter, is originally from Morocco where worked at a law firm for more than 10 years. She eventually decided to move to America 15 years ago, where she completely changed her career path, getting into the grocery business. Before joining Giant, she worked at Whole Foods for one year and then at Harris Teeter for over 15 years as a pastry chef and cheese consultant. If you are ever in the neighborhood of Store #760, stop by, check out Hanane's department and have a quick chat. Oh, she is also a tri-linguist who speaks Moroccan, French, and English. She could give some unofficial legal advice to accompany a beautifully decorated cake.



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Count On Us, Count On Me Stories

District 104



Giant #760 - Alexandria, VA

Produce Department Clerk **Jeff Schiappi** has been with Giant for 30 years and is always a team player. He is punctual and respectful and always maintains a calm demeanor and a great sense of humor.

Giant #765 - Falls Church, VA

A customer recently wrote "Huge thank you for an associate named **Charlie Baxter**. I lost an ear bud in the produce section and was on the ground looking for it. He helped me look and found it! Very grateful to him! Awesome to know that even during busy times he cares about his customers!!"



Giant #760 - Alexandria, VA

Maria Choque is a shining example of a staffer who is always servicing our customers with a smile and a warm greeting. Maria is a key player at Store #760 - she assists with floral, cashier, file maintenance and anything else the store needs. During the snow Maria made it into work and took care of customers with the "Count on Us, Count on Me" behaviors.



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Count On Us, Count On Me Stories

District 104



Giant #765 - Falls Church, VA

John Greene has been with Giant for 40 years. At Store #760, we call John the “mayor of Falls Church.” He knows just about every customer who shops at the store. One of our customers just turned 91 years of age, and John went beyond to celebrate her birthday and make sure she felt loved. He went to the bakery and got her a cake to start her special day. John always has a smile and makes the customer’s experience pleasant. Thank you, John!

Giant #765 - Falls Church, VA

Julie Huynh is the Florist at Store #765 and she has more than 20 years of experience with Giant Food. Every customer knows Julie by name, and she goes beyond to ensure that she meets or exceeds all customer expectations. The quality and craftsmanship of her arrangement pieces continue to create customer loyalty. Julie was in the top three in District 104 for a unit increase of 21% for the Valentine’s Day holiday. Thank you, Julie!



Giant #765 - Falls Church, VA

Customer comment: “For over 10 years, my family and I have been customers at Giant Food. My son is graduating from Meridian High School, so my wife and I decided to move to a less expensive county. We have already found a supermarket in our new community 200 miles away. However, our shopping experience will never be the same without Ms. **Lian Fang Shu**, a veteran employee at your Falls Church, Broad St. location. Ms. Shu has always been professional and courteous and made my family and I feel special whenever we saw her working in the store. We will all deeply miss Ms. Shu and the warm feeling she gave our entire family whenever we shopped at the Giant’s Falls Church location. Ms. Shu always went beyond her assigned duties during her interactions with us. I want you and everyone at your organization to know how fortunate you are to have Ms. Shu as an employee, and I hope she is being shown the appreciation she rightly deserves. Thank you!”

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Count On Us, Count On Me Stories

District 104



Giant #774 - Arlington, VA

Nurun Azam has been working at the Penrose Giant for over 20 years and she is a Cashier who performs many different jobs for us. She is the Lead Isolation Staffer, Billing Lead, Cashier, Service Desk, and Customer Service. Nurun is Store #774's go-to person for everything. Recently, Nurun received this customer comment: "Nurun, who has been in the store for decades, is a wonderful employee/person. I always feel good after interacting with her. She is caring and respectful to everyone always. She has been assisting me for years and is one of the reasons I shop at the Penrose Giant!"

Giant #780 - Falls Church, VA

Belqees Hurmat has only been with Giant for less than six months and she has already made a positive impact as a Cashier at Store #780. Two weeks ago, Belqees was coached on how to communicate to customers about filling out surveys. Just a week later, she inspired three customers to fill out surveys, and those three customers wrote the following comments about her: "My cashier Belqees was delightful. She greeted me with a smile and was quick to ring up and bag my food. Very happy with her!" And, "Belqees, the cashier, was very kind, friendly and efficient at processing through the large volume of groceries of all the clients in her line." And, "The service I received from Belqees, the cashier, was most impressive. The employee was very efficient when ringing up my groceries and she was so kind throughout the entire transaction." All the customers at Store #780 can Count On Belqees to give them superior customer service when checking out through her line!



Giant #780 - Falls Church, VA

Associate **Nathaniel Soto** recently received this compliment: "I wanted to send a note of praise for one of your employees at store #780. Nathaniel frequently works the self-checkout, as he was when I encountered him today. He is always very patient and helpful. If he has ever been in a bad mood, he has never shown it, as he is always pleasant and friendly. Employees like Nathaniel make me glad I frequently choose Giant for my groceries and will continue to do so."

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Count On Us, Count On Me Stories

District 104



Giant #2741 - Fairfax, VA

Calvin Tripp is a new staffer who has been with Giant for only one month. He works in the grocery department along with assisting with parcel pick-up needs. He already has made a super positive impact and received many customer compliments. Calvin's latest customer comment was: "Calvin is so helpful. He was collecting carts and saw me struggling with my baby and rushed over to help me. He has a very positive attitude. Extremely hardworking. Calvin is definitely an asset to your company. Please pass this comment on." Thank you, Calvin, for exhibiting superior customer service.

Giant #2742 - Alexandria, VA

James Boateng is a Cashier at Store #2742 at Potomac Yards. He has been with Giant Food for 36 years and always goes the extra step with customers. Recently James received the following compliment: "The service is always outstanding! Every time I come to Store #2742, James, my cashier, acknowledges me with a warm greeting as soon as I get to checkout. Recently, I bought some breakfast items and forgot to bring a nickel to pay for my bag. James took it upon himself to pay for my bag with the five cents he had on him. The friendly service here is the reason I always feel comfortable shopping here. Satisfied 100% :) Thank you, James!"



Giant #2748 - Falls Church, VA

Jennifer Broadway, Deli Manager, was observed helping a customer find a deli item. When they discovered it was not available, she offered a different option and even volunteered to call the deli specialist to locate the item. She was very friendly and pleasant.



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Count On Us, Count On Me Stories

District 104



District 104 would like to recognize Asset Protection **Melvin Lizano** for all he does to support the stores.

Melvin is always professional and there to help the stores during their times of need. Melvin is always professional and friendly while carrying out his difficult tasks. Recently I sat in on one of Melvin's interviews with an associate. While being compassionate to the associate, Melvin was able to do his job of revealing a situation that was difficult for the associate. We want to thank Melvin for all that he does.

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Count On Us, Count On Me Stories

District 105



Giant #231 - Oakton, VA

Courtney Ingram is the Giant Pick-up Manager and District Trainer at Store #231. She makes every effort to satisfy her customers, evidenced by this customer comment: "I had a car problem and could not pick up my groceries, so Courtney brought the food to my house. Outstanding!"

Giant #231 - Oakton, VA

Customer comment: "Besides fresh food, you have some wonderful employees - I would like to recognize **Jefferson Ford**, who works at the Oakton, VA Giant Food store. He is friendly, engages in conversation, and is always helpful in ensuring you find what you're looking for. Thank you for the engaging greeting I now count on as I enter the store!" Thank you, Jefferson, for showing care for our customers daily while you work!



Giant #231 - Oakton, VA

Customer comment: "You have an angel working at the Giant in Oakton, VA. Her name is **Ziba Faham**. I was shopping at Giant and realized I lost a check that I had endorsed as my next stop was going to the bank. I checked my car, retraced my steps and returned to Giant. I asked Ziba if anyone returned a check, she checked and said no but she walked with me and helped me retrace my steps through every department. She thoroughly looked through produce, salads and every part of the store. I thanked her and went home. Fortunately I did find the check at home later. But more importantly was the kindness, help and concern that Ziba showed me...Giant Oakton's Angel...Ziba!"



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Count On Us, Count On Me Stories

District 105



Giant #237 - Chantilly, VA

Store Manager Mike Posey submitted this note describing Barbie Gratz: “**Barbie Gratz** lives by the six “Count on Us, Count on Me” behaviors. She always greets and thanks her customers, but she does much more. She knows most of the customers and engages them in conversations. She asks about their children or work. She is the cashier that everyone wants to check out with. Clean uniforms - she irons her t-shirt before every shift. All her customers get her undivided attention. No lines. When working self-checkout, she will grab a customer and help them check out, so no one is sticking out. She is a professional bagger, bagging everything like it was going to her grandmother’s house. She understands how to make the customer happy and knows she has the power to do it. And when I observed her assisting behind the pharmacy, I could see why the store values Barbie. She is amazing with her customers.”



Giant #237 - Chantilly, VA

David Young goes above and beyond in making his department ready for his customers day in and day out. He is professional and friendly and always assists customers in any way that he can. One thing that everyone in the store loves about him is his heart and pride for what he does in his department. Thank you, Dave, for all that you do.

Giant #237 - Chantilly, VA

Vinh Ly is a great Cashier. She checks all the boxes and does it with a smile that shines through her mask. Vinh is always willing to help out around the store wherever she is needed. Vinh has helped in the bakery, pricing and the store just learned that she can make arrangements. She was assisting in floral for Valentine’s Day. She is truly an amazing team player and an asset to the store.





Count On Us, Count On Me Stories

District 105



Giant #250 - Leesburg, VA

Saladin "Sal" Turner, Front End Manager, recently received this customer comment: "Earlier today, I was in the Leesburg Giant, and had a problem with my bank's ATM. The short story is I had come up short at the service desk. Luckily, a gentleman named Sal was helping me and realized the problem. Without asking for ID or making a big deal about it, Sal reached into his pocket, pulled out his wallet, and made good on my purchase. Now, to be completely honest, if he'd said he could make an exception with Giant's money, that would have been nice. Companies often take a small hit for customer service. But no, that's not what Sal did. He put his own money on the line, and personally took ownership to help out a customer in a tight spot. To whatever extent possible, I'd like to ask that Sal be recognized for his service and commitment to the customer."

Giant #252 - Purcellville, VA

Deli Manager **Adam Williams** really stepped up and led his team through a successful grand reopening. With Adam's leadership, everyone worked together to help everything run smoothly and as a result his department really stood out! Great job, Adam, and thanks for all you do!



Giant #252 - Purcellville, VA

Customer comment: "I shopped at your Purcellville store around 5:00 p.m. Monday. I usually keep my list on my phone, but it wasn't working that day, so I took my iPad instead, resting it on the cart's top shelf. I didn't realize until 7:30 p.m. or so that it was missing. After a quick, frantic search at home, I called the store. It was **Jorge Arguilar** who answered. I explained the situation - he said nothing had been turned in. I told him exactly where I had left my cart, and without hesitating, he asked me to hold while he ran out and checked to see if the iPad was still there. He must have run because he was back in a flash with the welcome news that he had my iPad. Thanks for your professionalism, and extra thanks, Jorge, for your hustle on my behalf."



Count On Us, Count On Me Stories

District 105



Giant #252 - Purcellville, VA

Customer comment: "I stopped by Giant Pharmacy in Purcellville, VA, this morning, and **Kamie Bledsoe** waited on me, and I just wanted to say 'Thank you to her. Kamie was kind, energetic, pleasant, helpful, and knowledgeable. She's a breath of fresh air. When everyone is stressed to the max, it's refreshing to be greeted by someone with a positive attitude and a smile. I picked up a costly prescription and tried using Good Rx because Good Rx prices are so much lower. Unfortunately, I was informed that Giant doesn't accept Good Rx anymore "for controlled substances." When Kamie realized how much I would have to pay (without the Good Rx discount), she offered me the Giant program discount. My final cost was slightly above the Good Rx price. I was thrilled, thanked Kamie profusely, and told her how much I appreciated her help and kindness. I hope you will thank her as well. She's truly an asset to your organization."



Giant #252 - Purcellville, VA

Phillip Proctor, Customer Service Desk Associate, is very good with the customers and is very thorough when given tasks on the front end and around the store. Many customers stop to give managers feedback about Phillip for being so kind and helpful. Phillip is truly an asset to the team!

Giant #744 - Clifton, VA

Customer comment: "The young fellow at the self-check-out section was so pleasant, so helpful, just a delight -you CAN NOT overstate the importance of having friendly, efficient people, and he was friendly, not overbearing, but a real stand-out. I asked him his name because he really made an impression - it was **Tsenoh Hill**. I also like the diversity -all kinds of diversity - in the people who work at Giant. That says a lot!"





Count On Us, Count On Me Stories

District 105



Giant #747 - Reston, VA

Customer comment: “**Jose Arvalo**, who is a Manager at Northpoint Giant, was a great help to me today. He dashed over and helped me scan some produce I was struggling with. And then he honored a coupon for me. He was friendly and funny and basically a ray of sunshine on a gloomy, rainy day. I took the time to fill this out because employees like Jose need to be recognized!”

Giant #747 - Reston, VA

Mong Thuy “Vu” Nguyen, Cashier, received this customer comment: “I picked up a full-size sheet cake from the bakery and it was a very heavy and big box. The store a little busy and because of the weight of the cake the I was holding I decided to use self-checkout and I had a difficult time scanning the bar code on the cake box. Luckily, so a self-scan cashier named Vu came to assist me. Once I completed payment Vu was quick to offer to go and get me a cart. This may sound minor but after a long day at the office and dealing with an over-sized cake during busy store hours, it was so refreshing to be provided such outstanding customer service. Vu was busy helping others when I arrived, but she was quick to help me and was so pleasant the entire time. I just wanted you to know that being provided top notch service is a wonderful reflection on your store. Please pass along my gratitude to Vu.”



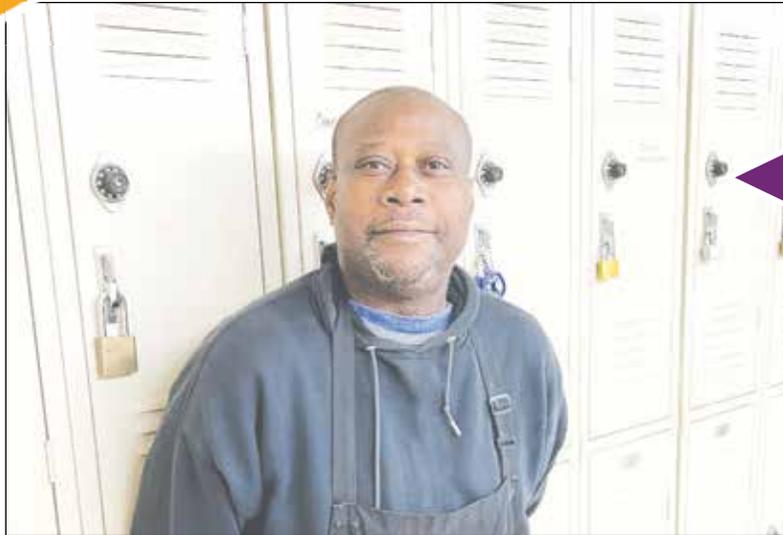
Giant #762 - Sterling, VA

I’ve only been at my new store, #762, for about a month, but I can say that Assistant Front End Manager **Aziza Moustafa**, or “Zeze” as we call her, is nothing short of amazing. She is practically the mayor of the Dranesville Giant Food. She came to this store five years ago (she’s been with Giant for 21 years) and has given so much to the store and the community. Behind her mask, you will always find a smile on her face no matter how tough the day has been. She exemplifies all of our values here at Giant Food. Zeze always takes care of the customer and teaches all her people to treat each customer with respect, true values the retail industry is losing little by little. She is a great communicator and a trusted employee in my store.



Count On Us, Count On Me Stories

District 105



Giant #763 - Vienna, VA

Dairy Food Clerk **Derrick Hope** has worked at Store #763 for his 27-year career at Giant. Almost every regular customer knows Derrick and sings his praises. Daily, Derrick greets every customer and treats them like a friend. He always goes beyond to satisfy customers by getting the product from the back room, taking customers to items, or asking about their day. He recently got this customer compliment: "I wanted to say that Derrick Hope, who works at the Maple Avenue Giant Food store in Vienna, is an outstanding employee. He is immensely helpful, always willing to stop what he is doing to assist a shopper and has a very cheerful outlook. He is a wonderful representative of Giant, and I hope he gets the recognition that he deserves." Derrick is a true customer service superstar.

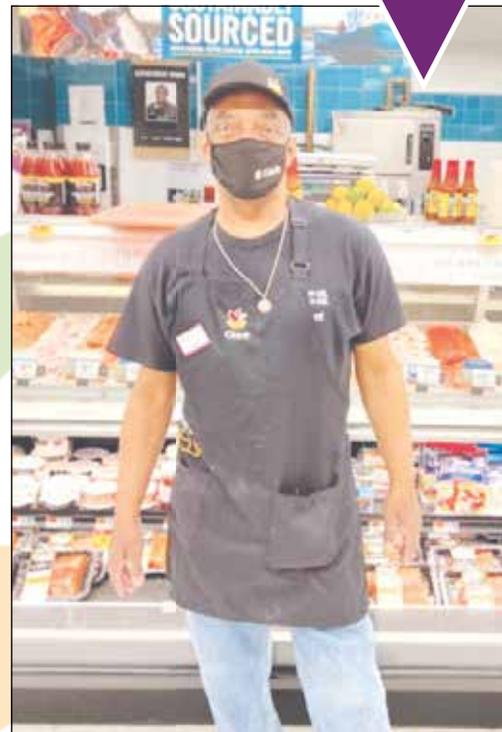


Giant #763 - Vienna, VA

Stephen Crosby recently received this customer comment: "Went Grocery Shopping tonight and Stephen who works at the Vienna Giant stopped to greet my family and I. On our way out, he thanked us for shopping at Giant. We eventually got talking about countries and Stephen could tell each of us facts about the country our family is from!! Chile, Iran, Costa Rica, Italy! Facts that we didn't even know! And while he chatted with us he managed to still say thank you to everyone else who went by! When you visit the Vienna Giant, please take a minute to say hello to Stephen!"

Giant #763 - Vienna, VA

Leon Carmichael, Seafood Clerk, has worked for Giant Food for 42 years and truly knows what customer service all is about. Leon clearly remembers the Good Ol' Days and is proud to continue what he was taught and learned during the Izzy Cohen era and continues providing impeccable customer service daily.





Count On Us, Count On Me Stories

District 105



Giant #763 - Vienna, VA

A customer at Store #763 submitted a compliment for **Vilma Ri-oja**, saying they wanted to make sure Vilma gets recognized for how kind and professional she is and what an amazingly helpful manager she is for the store. Thank you, Vilma!

Giant #794 - Sterling, VA

Customer comment: "I went to Store #794 to pick up some deli meat. I just wanted to say your deli worker, **Hafiza Sakhi**, did a WONDERFUL job. I told her my daughter has severe gluten allergies and asked her to clean the slicer. She patiently cleaned it thoroughly before slicing my order - which she also did well! I really appreciate her concern for customers. You are blessed to have such a resolute employee!"



Giant #797 - Ashburn, VA

Assistant Front End Manager **Kyle Brown**, a two-year Giant team member, has received numerous customer compliments because he always goes beyond when it comes to service. Kyle always smiles and is a catalyst for customer service in this store.



Count On Us, Count On Me Stories

District 105



Giant #979 - Ashburn, VA

Vijay Patel, Pharmacist, recently received this customer compliment: “Vijay Patel was so pleasant and helpful. He offered me a COVID booster and flu shot while I was busy buying COVID tests. It hadn’t crossed my mind to do it that day, but because he offered I decided to do it. It was quick, painless and he was just so kind and professional. He also explained how my insurance would pay for the tests, which I was not aware of and that Giant would submit it for me. This service was far superior than anything I currently receive at Walgreens. I am seriously considering switching all my prescriptions to Giant. Everyone at this pharmacy is so sweet and helpful, they really made my day!”

Giant #2744 - Fairfax, VA

Customer comment: “I would like to commend a person in the store named **Qasim Javed**. He took the time out from working the desk in the store’s Customer Service area to go in the back and diligently search for something I needed (Dole Orange/Peach/Mango juice) that was not on the dairy shelf. [This product has been difficult to find in many grocery stores lately]. Sure enough, he found a supply in the back [apparently, a shipment had just arrived] and brought out some. I really appreciated that...I have been trying to find this product for weeks. Give this man a raise.... he serves customers well!”



Giant #799 - Leesburg, VA

Kiri Moberly, Assistant Front End Manager, was transferred to Store #799 a few months ago. Customers leave many shout-outs and kudos for Kiri for being so friendly and pleasant all the time. While speaking with Kiri during one of my visits, she mentioned that she wanted to help bring the NPS up at this store because she lives in the neighborhood and knows most of the customers. The NPS has improved and the customers are always leaving nice comments for her on the survey. Even when the store is busy and short on help, Kiri still gives service with a smile and walks with the customers to help them locate their item. Thank you, Kiri, for all that you do! It is much appreciated.





Count On Us, Count On Me Stories

District 105



Giant #2746 - Herndon, VA

Dolores Gil Villagome is a newly-promoted Assistant Front End Manager. She is very patient and professional when dealing with customer concerns. She recently received this customer comment: "I wanted to report that just now one of your managers showed incredible patience and grace with a belligerent customer. Dolores in Store #2746 in Herndon was excellent. The belligerent customer was angry because Dolores was trying to help me after my scan didn't work. She brought me over to the service desk to check me out and a woman was already standing there. Dolores politely told the woman that she'd be right with her, but the woman raised her voice and said that it wasn't fair. Dolores explained that I'd been waiting but the woman complained that Dolores didn't want to help her and then angrily pushed her basket away. I wanted to report this so that Dolores would not have any issues if the woman complained. She was even kind after the woman walked away, saying maybe she was having a bad day. We need more people like Dolores and fewer like the other lady."

Giant #2746 - Herndon, VA

James Wong went above and beyond in assisting a customer by offering green grapes because the advertised red grapes were not available. The customer then stated: "Impressive customer service since I didn't even have to ask for such dispensation. This associate should receive an award or some recognition for a job well done. He deserves all of our appreciation." Thank you, James, this is how we take care of our customers!



Giant #2746 - Herndon, VA

Head Cashier **Satheria Duvernay**, who has 39 years of service at Giant, is tops at the store in sales for the Children's Cancer Foundation fundraiser and the USO fundraiser. She tops donations for store events for Diapers for Kids and the local Fire Department. She averages 40-50 customer surveys per month with a 9 or 10 rating. She is a fixture in the Herndon community and is always happy and willing to take on any task management asks. She recently received this customer compliment: "As I checked out with Ms. Satheria Duvernay, she engaged me with eye contact and proceeded to greet me with a pleasant and friendly greeting. She was very hospitable. As I left the store, I realized I had inadvertently left my wallet at her register, and she immediately turned it in to Customer Service. I was beyond grateful when it was returned to me. While checking out, Satheria mentioned that she was about to receive her 40th award from Giant after 39 years of service. You are so fortunate to have such an employee."





Count On Us, Count On Me Stories

Giant Delivers



Giant Delivers partnered with Food and Friends, a community-based organization in the DC region providing medically tailored meals to our neighbors living with life challenging illness. The team loaded up their vehicles and delivered 100 Thanksgiving meals to families leading up the Thanksgiving holiday in the Maryland/Virginia/DC area.

Keyon Davis has been a Home Delivery Driver since February 4, 2020. He receives customer compliments on a weekly basis due to the superior customer service he provides. Most recently a customer wrote in: “[My] order was on time; Mr. Keyon, the driver, parked thoughtfully; the items were meticulously handled and placed as I had requested. To all the employees of your company. Thank you for the care you put into this delivery experience. You are improving the quality of lives by the convenience and kindness you bring.”



Melvin Baker has only been a Home Delivery Driver since August 2, 2022, but has already made a great impression on our customers. Recently one customer gave us the following feedback: “It was the usual perfect Giant delivery experience that I always have. It was delivered within the half hour window by a courteous driver who took excellent care of things. It was packed well, and everything arrived at the temperature it should have and in perfect condition. Thank you!”



Count On Us, Count On Me Stories

Transportation



Towanda Dailey started working with Giant Food on March 5, 2007. She came in as a Vacation Relief associate at the Dry Grocery Facility in Jessup. Around 2010, she transferred to the Fresh Facility, where she is currently. Towanda started as a Selector, where she earned the respect of her peers and supervisors. Her hard work did not go unnoticed, as Giant was looking for a union associate to oversee its newly hired training process. She was endorsed by all supervisors as the person to handle the role. Towanda embraced the challenge and took part to heart. Since that time, her role has expanded to include working to ensure all retrainings are done in a timely manner and documentation is properly filled out; she maintains good records of all retrainings and communicates this information to our safety manager; oversees the trainer's roles and responsibilities; ensures all new hires get what they need, for example, locker, schedule, time clock setup, etc. Towanda is a pleasure to work with; she is always upbeat. If you can meet her, be prepared to be greeted with a smile!

Jerome Spencer is a Truck Driver for Giant. Getting inspiration from his father and grandfather, he has been driving with Giant for the past 24 years and has a record of 1.8 million safe miles driven. He is a hard worker who describes himself as a down to earth guy and more of a home body. He has competed and won multiple years in the Giant rodeo and state rodeo. He has also competed in national rodeos, and placed in the top 15 in the National Truck Driving Championship in 2019.



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