

July 17, 2020



Macy's, Inc. Statement on Facial Covering in Stores

At Macy's Inc., the health and safety of our colleagues and customers is always our top priority. As a responsible retailer, we believe we need to do our part to help prevent the spread of the virus. Every store and facility has enhanced health and safety procedures to help alleviate concerns. Since we started re-opening our stores in May, we have required our colleagues to wear masks and to complete a daily wellness check.

Today, we have announced that beginning Wednesday, July 22, Macy's will also require customers to wear a facial covering while shopping in our stores. If the customer does not have a mask, we will be happy to provide one.

CDC and others have stated that wearing facial coverings is effective in stopping the spread of COVID-19. It is a simple act and we ask that our customers respect their fellow shoppers and the colleagues that serve them by adhering. We will not require our colleagues to enforce this policy.

We understand there may be some customers who are unable to wear a mask and we are committed to help find a solution that works for them. We also always offer [macys.com](https://www.macys.com) for home delivery or through our fast and easy contactless curbside pickup.

We encourage our colleagues and customers to continue following updated CDC recommended guidelines. We remain vigilant in doing our part to minimize COVID-19 spread and will continue to partner with local and state officials, along with mall management, to provide a safe and welcome shopping environment.