



April 24, 2020

A Message from Ernie Herrman, CEO and President of The TJX Companies, Inc.

As the COVID-19 pandemic has evolved, our Company has continued to prioritize the health and well-being of our Associates, customers, and the communities we serve. As part of our response to the health crisis, we closed our stores in nine countries and online shopping sites, as well as our distribution centers and offices around the world several weeks ago. As various states and countries begin to re-open businesses and we approach reopening our own stores and e-commerce websites, health and safety will remain a very important consideration.

No matter where people live in the world, we want our Associates and customers to feel confident when they come back to work or shop in our stores. In light of the pandemic, we have been highly focused on the changes we are making to operate more safely in the future. For our Associates, we are prepared to follow newly established health protocols, provide personal protective equipment, and implement social distancing working practices. In our stores, we are installing Plexiglas partitions near cashiers, adding social distancing markers in our queue lines, implementing new processes for handling merchandise returns, and instituting new cleaning regimens, including enhanced cleaning of high-touch surfaces throughout the day. As Associates return to our distribution centers and offices, we will also be implementing new safety protocols designed to help protect their health as well.

With many locations in many regions, our retail websites will serve as the best source of information about when specific stores or online businesses plan to re-open.

I very much look forward to welcoming back our Associates and customers across the globe. As always, we remain honored to be part of your lives and wish you good health, now and in the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ernie Herrman'.

Ernie Herrman
Chief Executive Officer & President

[Click here to read our message from April 7, 2020.](#)