TOGETHER, WE IMPROVE PEOPLE’S EVERYDAY LIVES AND WELL-BEING.

CORPORATE SOCIAL RESPONSIBILITY AND SUSTAINABILITY REPORT 2016-2017
CORPORATE SOCIAL RESPONSIBILITY STATEMENT:

Building on our Founders’ legacy, we strive to conduct our business with the highest ethical and business standards every day and serve all of our constituents to the very best of our abilities.

We want our Team Members to feel a deep sense of pride about the inclusive and rewarding place they work.

We want our customers to receive excellent service and the best products available.

We want to improve people’s lives and neighborhoods in the many communities we serve.

We want our shareholders to know that through continued leadership, innovation and profitable growth, we will ensure our future success.

And, we want to be wise stewards and protectors of our environment.

SUSTAINABILITY MISSION STATEMENT:

We are committed to doing business in socially and environmentally responsible ways that are good for our Team Members, customers, communities, shareholders and our planet.

GIANT EAGLE.

SUSTAINABILITY
Together, we protect our tomorrow.
A Message from Laura Karet, 
Chief Executive Officer

At Giant Eagle, we are a family. We are loyal to one another, our customers, shareholders and the many communities we serve.

Our Common Purpose: Together, we improve people’s everyday lives and well-being, summarizes who we are and all that we do at Giant Eagle. It also serves as reminder of our ongoing commitment to our Team Members, customers, communities, shareholders and our environment.

Corporate Social Responsibility and Sustainability are fundamental to Giant Eagle’s culture and Core Values. They are also reflected in the responsibilities we have to all of our constituencies to perform with the highest ethical and business standards; provide customers with fresh products and exceptional service; attract and retain the very best Team Members; provide meaningful community support, and eliminate waste while operating in a safe and sustainable manner.

In this report, we focus on the importance of Corporate Social Responsibility and the need to always give back. I am very proud of what we have accomplished as a Giant Eagle family, which consists of 34,000 Team Members that work in our stores, retail support centers and offices.

I hope you will enjoy reading about some of our commitments, including: Hunger Relief; Health and Wellness; Nutrition Education; Sustainability, and Community Service.

At Giant Eagle, we want to continue to nourish and improve lives, strengthen our communities, and protect our tomorrow.
WHO WE ARE

Our Common Purpose:
Together, we improve people’s everyday lives and well-being.

Our Operating Strategy:
Respect for Team Members leads to Operational Excellence, which results in Positive Outcomes and Profitable Growth for our Team Members, Customers, Communities and Shareholders.
Giant Eagle’s principles are based on ethics, integrity and always doing the right thing. The way we conduct our business and how we treat one another—our Team Members, customers, communities, shareholders and business partners—is essential to maintaining a culture based on trust and respect.

Ethical behavior takes priority over all other Company goals. Being ethical simply means knowing the difference between right and wrong and acting accordingly. At Giant Eagle that includes behaving kindly and always treating people respectfully. Defining ethics this way encompasses many other principles vital to the Company, including: safety; inclusion and diversity; fairness; recognition, and open and honest two-way communication.

Giant Eagle maintains a formal Ethics and Compliance program, led by our Chief Ethics and Compliance Officer and a committee. Our Code of Ethics and Compliance explains our expectations, policies and procedures regarding ethical and respectful behavior. We also have a toll-free Ethics Action Line, which allows Team Members to raise questions anonymously, and report concerns about possible unethical behavior or situations. We are all responsible for speaking up and speaking out. If you don’t say no to unethical behavior when you see it, you’re saying yes.

Ethics Action Line (800) 498-8889
The safety of our Team Members, customers and business partners is our company’s top priority. At Giant Eagle, we believe that safety is also everyone’s responsibility. We continually strive for a zero-incident safety environment with our Team Members, customers, food, products, pharmacy and fleet.

**TEAM MEMBER SAFETY**

Our Team Members are working smarter and safer every day by taking ownership of their work areas. We’ve also taken additional steps to create a safer work environment and have reinforced our safety messages with ongoing training and communications.

We continue to hold safety and food safety coaching sessions in our stores and retail support centers. At OK Grocery, one of our retail support centers, 20-50 Team Members have been regularly participating in a voluntary pre-shift stretching program that helps prevent and reduce Team Member accidents, and includes techniques advised by a physical therapist.

Additionally, we’ve also incorporated some new equipment, such as adjustable work tables, and Scissor Lifts that require far less bending and lifting, which reduces the amount of Team Member accidents. This type of equipment is especially helpful to our Team Members who work in our Meat and Bakery Departments, as well as those that stock and replenish our store shelves.
CUSTOMER SAFETY
To help keep our customers safe, we use in-store signage and proactive communications, such as brochures to outline simple safety precautions, including shopping cart safety for children. And, upon request, our Team Members will escort customers to their cars.

FOOD AND PRODUCT SAFETY
We strive to provide our customers with the freshest, most wholesome food and best products available. This commitment encompasses all areas of our business from our stores and retail support centers to our transportation and vendors. We’ve instituted sound food safety standards in every area of our supply chain, and follow strict processes for cleaning and sanitizing, as well as temperature control.

Additionally, our stores and retail support centers are audited regularly to ensure food safety standards are consistently met so that our customers can feel confident that their health and safety are always top of mind at Giant Eagle.

PHARMACY SAFETY
Our pharmacists and technicians participate in extensive and on-going pharmacy safety training, and we take great pride in our excellent safety record. Additionally, our computer software program provides pharmacists with an electronic system that helps to increase accuracy and control, prevent errors, and organize customer information.

PRODUCT RECALLS
Even though the United States has one of the safest product supplies in the world, sometimes products are recalled for health, safety or other reasons.

When this happens, Giant Eagle quickly removes the product from shelves, places a Point-Of-Sale block on the item, and alerts customers when there are potential health risks. Giant Eagle offers an alternative product when available, and does everything possible to improve the situation for our customers.

FLEET SAFETY
Our drivers and mechanics are dedicated and committed to safety in every facet of what they do. The team is comprised of experienced professionals that use cutting-edge safety technology and instruction to keep the safety of our customers, community and the public the top priority. During the past year, we added cameras in all of our Talon Logistics commercial fleet to improve safety, protect our Talon drivers, and help prevent accidents.

At Giant Eagle, we believe that safety is also everyone’s responsibility.
INCLUSION & Diversity

Giant Eagle is committed to respecting and improving the lives of others, while building an inclusive and diverse company.

For us, inclusion means empowering every individual to be themselves, to feel connected and believe that their unique perspectives are respected and valued. Diversity is defined as all of the unique perspectives people have because of their background and experiences.

Mission & Vision

Mission:
We continue to build an inclusive and diverse workplace to improve people’s everyday lives and well-being. When people feel included, they work better and are more creative. This gives us a strong way to understand our customers, develop innovative solutions and grow our business.

Vision:
Giant Eagle will make better and more informed business decisions when we listen to the diverse perspectives of all Team Members, customers, business partners and shareholders. The Company will look more like the markets we serve, and Team Members will know their contributions are valued.

Business Case
The business case for inclusion and diversity is simple. Team Members are more engaged and innovative when their individual perspectives are valued, and they are empowered to be themselves. The talent market is increasingly competitive and diverse. In order to attract top talent, we must authentically prove our inclusion & diversity commitment. Our business is becoming more competitive and our customers are increasingly diverse; therefore, we need various internal perspectives to fully understand our customers and meet their needs.

Key Milestones & Tactics
Giant Eagle’s CEO and the entire Executive Leadership Team are fully committed to our inclusion & diversity efforts, and approved a Three-Year Roadmap and Strategic Plan.

In 2015, a Chief Diversity Officer was named to lead our efforts with the help of a newly-formed Diversity Council that meets quarterly. An enhanced Inclusion & Diversity Scorecard is also updated and published quarterly. Our goals and actual results are also measured and reported to the Executive Leadership Team and the Board of Directors.

Additionally, we are exploring new ways to attract more diverse interns, and plan to hire a diversity sourcer to secure additional diverse Team Members. We are also focused on developing high-potential diverse Team Members.

We are also benchmarking best practices regarding supplier diversity, and are including diversity as an important factor in the marketing and merchandising of our product categories.
For the past 30 years, Giant Eagle has been committed to hiring, training, supporting and advocating for differently abled Team Members. Our commitment to provide differently abled Team Members with meaningful roles has led us to create a strong support network. Today, we have four community professionals working with us to help hire more differently abled people and assist Team Members. Our community partners include Blind and Vision Rehabilitation Services and ACHIEVA in Pittsburgh; New Avenues to Independence in Cleveland, and Goodwill Industries in Columbus. Currently, we have 100 Team Members who were hired as result of these liaisons and specialists, and we are planning for many more.

Additionally, in several Pittsburgh GetGo locations, we are offering employment opportunities for people with more significant challenges who might not have found competitive employment otherwise. As part of an overall Inclusion Strategy at HBC Services, we have just started to search for the best community partner available to help us recruit differently abled candidates.

One of our most rewarding achievements this past year has been the creation of Giant Eagle’s Abilities Business Resource Group (ABRG), which supports those who are differently abled and those who advocate for them. In October 2016, in conjunction with National Disability Employee Awareness Month, Giant Eagle and the ABRG group participated in National Disability Mentoring Day, which involved partnerships with several area schools. Students visited two Giant Eagle locations to see what it was like to work in our stores for a day.
INCLUSION & DIVERSITY: Honors & Recognition

While our commitment to hiring and training differently abled Team Members in meaningful roles has earned us national, regional and local recognition, as well as many honors, we do this simply because it’s the right thing to do.

**BEST IN BUSINESS AWARD**
from Ruderman Family Foundation
for Giant Eagle’s exemplary practices in hiring, training and supporting people with disabilities

**Catalyst Award for Best Regional Employer**
from Arc of the United States
for supporting the inclusion of people with intellectual and developmental disabilities in their communities, working to assure the human rights of people with disabilities are attained, and promoting best practices in supports and services for people with disabilities

**2016 Young Adult Employer Champion from the National Fund for Workforce Solutions**
for the Career Transition Liaison project that assists individuals with job training and support

**Champion of Workplace Inclusion Award by the Parent Education and Advocacy Leadership (PEAL) Center.**
for training and supporting youth and adults with disabilities to lead active professional lives and participate as full members of their schools and communities.

SUPPORTING OUR WOMEN IN BUSINESS

Giant Eagle is proud to support our women Team Members that continue to be recognized both nationally and regionally for their impact not only on the retail grocery business, but also in the communities where they live and serve.

Some of our awardees include:

- 50 women Team Members selected by Progressive Grocer as Top Women in Grocery since 2012
- Six women selected for Convenience Store News’ Top Women in Convenience since 2014
- Multiple winners for Pennsylvania Diversity Council’s Most Powerful and Influential Woman and Griffin Publishing Company’s Women of Influence in the Food Industry.

The Giant Eagle Women’s Business Resource was also honored for the second year in a row as a Good Neighbor with the United Way of Allegheny County’s Fred Rogers Good Neighbor Award. This award recognizes organizations and companies that uphold Fred Rogers’ philosophy of changing lives through acts of kindness and volunteerism. The WBRG’s volunteer efforts have helped United Way achieve their goals to assist vulnerable or struggling neighbors in our community.
GIANT EAGLE BUSINESS RESOURCE GROUPS: ENGAGING OUR TEAM MEMBERS AND OUR COMMUNITIES

One excellent way that we continue to engage our Team Members and communities with our Inclusion and Diversity mission and strategy is through the work of our six Business Resource Groups.

The Young Professionals, Women’s Business Resource Group, Giant Eagle PROUD, Abilities, Veterans, and African-American groups serve as strategic business partners of Giant Eagle by helping to build an inclusive and diverse culture, which results in higher Team Member engagement, innovative thinking and more-informed business decisions. While their tactics and individual goals differ, all six Business Resource groups share the same focus areas and key strategic objectives:

- **TALENT ACQUISITION:** Increase diverse candidates by expanding recruiting efforts
- **TALENT DEVELOPMENT:** Support the professional development of Team Members and expand diverse leadership representation
- **INTERNAL & MARKETING/MERCHANDISING IMPACT:** Serve as subject matter experts of diverse Team Members to help make better decisions on internal policies/procedures and consumer product/service offerings; help increase awareness and understanding of issues related to the group the Business Resource Group represents
- **TEAM MEMBER ENGAGEMENT:** Provide networking and social opportunities for represented group to increase sense of internal community
- **COMMUNITY:** Partner with external organizations to help strengthen the represented group in the community

**GIANT EAGLE BUSINESS RESOURCE GROUPS: ACCOMPLISHMENTS**

- **YPO:** Partnered six young professionals in a mentorship with the Executive Leadership Team; sponsoring a speed networking event with the Giant Eagle Intern group
- **GE Proud:** Scored an 85% on the 2016 Human Rights Campaign’s Corporate Equality Index; organized and coordinated involvement with the PRIDE parades in Cleveland, Columbus and Pittsburgh, and are establishing a GE PROUD Group in our Indianapolis market
- **African-American:** Creating a charter for this newly-formed BRG group, which will officially launch in 2017. Giant Eagle also partners and supports the Fund for Advancement of Minorities (FAME) and the Roberto Clemente Minority Business Association.
- **Abilities:** Giant Eagle hosted an education session on challenges related to low-vision or blindness to help us better understand how to work with Team Members, customers and others who may be living with this disability.
- **Veterans:** This is a newly-formed Business Resource Group that is partnering with the Giant Eagle Recruiting team to achieve a goal of doubling the number of Veteran Team Members. Giant Eagle also supports the Veterans Leadership Program of Western Pennsylvania.
- **WBRG:** Held an annual leadership summit with 250 women Team Members in attendance; initiated a new Team Member Onboarding Process
Giant Eagle acknowledges the incredible value of our Team Members’ service and loyalty through a variety of programs that highlight their milestones and achievements. In August each year, Giant Eagle recognizes multiple retail locations and individuals for their outstanding work in a multitude of categories at our Annual Awards Ceremony. Some award categories include: Retail and Retail Support Center Operational Excellence; Excellence in Sustainability; Young Professional Rising Star; Frieda G. Shapiro Community Service, and the Chairman Entrepreneurial Leadership & Innovation Awards, among others.

The event’s most prestigious award, which represents the best of the best, the Founders Excellence Award in honor of Giant Eagle’s five Founders, was most recently awarded to the entire Company for their commitment to food safety. Our more than 34,000 Team Members celebrated their tremendous strides in food safety with a celebration in each of our individual locations.

Team Members with 20 years of service or more are also recognized at our Annual Years of Service Luncheons in Pittsburgh and Cleveland.

At these luncheons, Team Members are inducted into our 40-Year Wall—a permanent Giant Eagle family tree for Team Members with 40 or more years of service. This tree is displayed in the lobby of our corporate headquarters and includes names and photos of many of our Team Members with 40 or more years of service. Team Members also receive a pin to commemorate their induction into the 40-Year Wall.

We recognize the tenure of all of our Team Members by giving service gifts to our Team Members with five or more years of service and a personalized letter as Team Member’s reach their first anniversary with Giant Eagle.
**Team Member Care Fund**

The Team Member Care Fund: Improving lives for six years!

In September 2010, Giant Eagle created the Team Member Care Fund (TMCF), a 501(c)(3) non-profit corporation, which provides assistance to Team Members in need, offering grants for unexpected crises.

In 2016, more than 3,800 Team Members donated more than $394,000 annually through weekly payroll contributions. In the past six years, the Team Member Care Fund has helped more than 1,475 applicants, and more than $2.1 Million has been given in grants to support Team Members, making a difference not only in their lives, but also in the lives of their families.

Here’s one story that illustrates how the Team Member Care Fund makes such a positive difference: A Giant Eagle Team Member with five children of his own, took in his sister’s five children after Children and Youth Services removed the children from her care. Thankfully, the Team Member had a house large enough to accommodate everyone, but other than the clothes they were wearing, the children didn’t have much. These children will be staying with their uncle for at least 18 months and possibly longer, depending upon the status of his sister.

Because this Team Member’s family is now much larger, all of his expenses have increased. He cannot transport all of the children together in one vehicle, so he must make multiple trips. He is spending significantly more on gasoline, groceries and utilities. The Team Member Care Fund provided Giant Eagle gift cards to the family and helped the Team Member pay his mortgage payment for two months. The children were offered counseling through the state, but that was a slow process, so the Team Member reached out to Life Resources, Giant Eagle’s Team Member Assistance Program, which provided the children quicker access to a counselor.

**Team Member Care Fund Fundraisers**

**Team Members Helping Fellow Team Members**

- Team Member Care Fund Golf Outing $65,000
- Merchandising Flea Market $13,600
- HR Summit Basket Raffle $7,700
- RIDC Campus Summer Jeans Program $7,300
- Team Member Recognition Thank-You Grams $4,100
- RIDC Café Round-Up Program $3,500
- Merchandising Flash Sale $1,600
- Open Mic Night $1,300
- Pi Day $1,000
- King Arthur Flour Cookie Truck $950
- RIDC Campus Jewelry Sale $665

**How We Help**

The Team Member Care Fund has helped our Team Members over the past six years by offering grants to pay for the expenses that impact our lives the most.

- Utility Payments 1,143
- Rent Payments 789
- Mortgage Payments 219
- Funeral Expenses 105
- Fire Assistance Requests 33
Giant Eagle’s ongoing commitment to Team Member health and wellbeing is fulfilled through our Live Well mission.

Live Well, a comprehensive approach to Team Member wellbeing, offers programs designed specifically to address the issues that concern our Team Members the most, such as preventive health care, fitness, nutrition, tobacco cessation, talent development and financial resources.

Free Vaccinations

All Giant Eagle Team Members are eligible for a free flu shot every year. Flu and pneumonia vaccination clinics are available in our retail support center locations and nearly all Giant Eagle and Market District locations and offices. For the past six years, Giant Eagle has also supported the Pittsburgh Business Group on Health (PBGH) Flu Vaccine Program, offering PBGH members competitive vaccine rates and incomparable services.

Live Well Challenges

Giant Eagle empowers Team Members to pursue a healthy lifestyle through multiple Company-wide Live Well Challenges. These challenges give Team Members the tools to become more active, choose healthier options and lose weight. Nearly 12,000 Team Members participated in the three Live Well Challenges in 2016.

Life Resources

Giant Eagle’s Team Member Assistance Program, Life Resources, provides Team Members with confidential support, and information and resources for personal and life-work solutions, including legal, financial and counseling services. These services are free for Team Members and their families 24 hours a day, seven days a week. In the past year, Life Resources has provided more than 8,800 services to Team Members and their families.

The Live Well mission is about inspiring Team Members to have a healthy balance in all areas of their lives and within their communities by connecting them with the necessary information, support and resources to be the best they can be physically, emotionally, professionally, and financially.
AWARDS & Accolades

For the past four consecutive years, Giant Eagle has been selected as one of the Healthiest Employers in both western Pennsylvania and central Ohio. This award is in recognition of our commitment to our Team Member health and wellbeing, as well as the quality, effectiveness and overall participation of our corporate health and wellness programs.

For many of these same reasons and more, Giant Eagle was also recognized by Live Well Allegheny as a Live Well Workplace. Live Well Allegheny has awarded Giant Eagle this prestigious status for offering Team Members healthy cafeteria options, a corporate onsite fitness facility, health education, and onsite biometric screenings. Giant Eagle’s leadership commitment and employee ownership of health and wellness contribute to the culture of healthy living.

Giant Eagle was also recognized by the American Heart Association as a Gold Fit Friendly Worksite for the second year in a row. The American Heart Association recognizes and rewards employers who go above and beyond when it comes to their employees’ health.

2016 TEAM MEMBER Health & Wellbeing Highlights:

- More than 6,000 Team Members participated in free biometric screenings.
- More than 140 Team Members completed the telephonic tobacco cessation program with our Highmark Health Coaches.
- More than 350 Live Well Advocates have been identified to champion the Live Well mission in all of our locations, helping their fellow Team Members participate in Live Well programs and services.
- We continue to offer our Gym Perks program, which includes discounted membership rates on more than 33 fitness facilities across our operating areas with 96 individual locations. Onsite fitness facilities are available in our offices and retail support centers for our Team Members.
- More than 300 Team Members completed a 10-week, web-based program that focuses on reversing metabolic syndrome, a combination of three or more unhealthy biometric numbers. More than 60% of participants reversed their risk for metabolic syndrome and participants lost an average of 11 pounds with more than 22% losing more than 15 pounds.
- More than 180 Team Members are active in the Live Well with Diabetes program. More than 50% of the Team Members participating have successfully lowered their blood sugar, blood pressure and cholesterol.
Staying healthy is important to us all. Giant Eagle is committed to building stronger, healthier and happier communities for everyone. In doing so, we keep a keen focus on health and wellness initiatives. Giant Eagle supports more than 150 community and health and wellness events across our footprint in five states and several hundred communities. Some of these engaging opportunities include walks, runs, marathons, biking opportunities and fitness challenges. These events not only support important awareness initiatives, but also encourage our customers, Team Members and community members to live active lifestyles.

In October 2016, hundreds of Giant Eagle Team Members and their family and friends participated in the American Heart Association’s Heart Walk and raised $83,500 to support their Heart Healthy Matters Campaign. In 2016, Giant Eagle also supported the American Heart Association with $220,000, in support of the AHA Golf Event, and $100,000 in corporate donations.

And, for the first time ever, Giant Eagle supported the Bridge to Wellness Expo in the Pittsburgh market with the American Diabetes Association. Our teams helped bring simple and affordable health information to the public. In 2016, Giant Eagle’s support of the ADA totaled more than $160,000. Giant Eagle is also a strong supporter of the American Cancer Society, Susan G Komen Race for the Cure and others.

This past year was also a record breaking year for our partnership with the Central Blood Bank. Thanks to our Team Members, as well as community members who participated in Giant Eagle’s sponsored blood drives, Giant Eagle collected 970 units of blood, which helped save the lives of 2,910 patients.
Giant Eagle was named one of Cancer Support Community Central Ohio’s 2015 Corporate Community Award winners for our advocacy and support of those battling and/or recovering from cancer.

The Giant Eagle Pharmacy is a strong supporter and community partner of the Arthritis, Crohn’s & Colitis, and Hepatitis- C Foundations.
PHARMACY

COMMitted TO: Patient Safety • Patient and Customer Service
Innovation & Operational Efficiency • Customer Loyalty & Rewards Program

Patient safety is our top priority, and that’s why we have invested in automation and software upgrades. With Central Fill and Workflow in place, our pharmacists now have more time to spend with their patients, which produces even better health outcomes.

Annually, Giant Eagle Pharmacy serves more than 1.8 million customers and dispenses 25 million prescriptions at nearly 220 pharmacy locations. Our pharmacists and technicians serve patients and the community in many ways, including through our robust vaccination program. More than 100,000 vaccinations are administered annually. In 2016, vaccinations increased by 23%.

We have received national recognition and the following awards for either improving vaccination rates in the many regions we serve, or providing excellent pharmacy care:

- **Top National Immunization Champion** in 2015 and 2016 from APhA
- **Honorable Mention Adult Immunization Champion Award** from the Adult and Influenza Immunization Summit
- **Number One Retail Medium Chain Pharmacy Provider in the 2015 Outcomes MTM**
- **UnitedHealthcare Top National Medium Chain in the 2015 Medication Adherence TIP Challenge**

**GIANT EAGLE PHARMACY VACCINES**

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<td>Japanese Encephalitis</td>
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**CENTRAL FILL AND WORKFLOW**

We know that continued innovation and operational efficiency are crucial to the ongoing success of our Pharmacy and Specialty Pharmacy operations. We’ve increased our prescription fill by 20% at our relocated Central Fill Operation, which includes new technology that will allow us to double our capacity. Enhanced computer software, scan technology and robotics have also enhanced the safety, quality and productivity of our work.

Workflow, a centralized work initiative, gives us the ability to offload specific work from our pharmacists in the stores, such as data entry and data verification, and outbound calls, which: reduce the overall prescription fill time; free up more time for patient and customer interactions, provide time for clinical services, and improve the overall Team Member and customer experience.

**CUSTOMER LOYALTY AND RX REWARDS**

The Giant Eagle RX Rewards program was developed with patient safety in mind. It is estimated up to 50% of patients fill their prescriptions at multiple pharmacies. In order to increase patient safety, we wanted to encourage patients to fill all of their prescriptions with us – and in turn we would reward them. When all prescriptions are filled under one roof – we can look at a patient’s full profile, which allows us to better monitor interactions; ensure improved compliance with medication adherence, and conduct a full immunization review.

Additionally, RX Rewards is a customer loyalty program intended to increase prescription count and customer retention, and help attract new customers.

Here’s how the program works: Each time a patient fills 10 prescriptions, they receive 5% off of a future grocery shopping trip up to $300 at Giant Eagle or Market District.
Once a patient fills their first 10 prescriptions, they also receive 5% off Giant Eagle Own Brand Health and Beauty (Top Care, Giant Eagle and Nature’s Basket) products. Plus, patients continue to earn 10 cents fuel perks! for every $50 spent on out-of-pocket expenses. No enrollment is necessary for the RX Rewards program; simply scan your Giant Eagle Advantage Card and your prescriptions will be tracked. Specialty prescriptions earn rewards twice as fast. Discounts expire three months after the last day of the month in which they are earned, and some exclusions apply.

Giant Eagle Specialty Pharmacy is dedicated to providing patients with excellent care, convenience and personal support as they manage complex medical conditions, such as Hepatitis C, cancer, rheumatoid arthritis, psoriasis, Crohn’s disease, multiple sclerosis HIV, osteoporosis and others. Patients can choose to have their specialty medications delivered directly to their homes. Or, they can pick up their medications at any of our Giant Eagle Pharmacy locations where they can also receive personal support, including medication and specialized nutrition counseling.

As a result of our commitment to quality, safety and accountability, we’ve received full Specialty Pharmacy Accreditation from the Utilization Review Accreditation Commission and the Accreditation Commission for Health Care, which are independent, nonprofit healthcare accrediting organizations that assess quality standards for the healthcare industry. We are also the Exclusive Specialty at Retail Pharmacy for select Highmark members.

Our Specialty Pharmacy services are designed to decrease the time our patients spend on paperwork and increase the time that they spend face-to-face with pharmacists. We also fully support our patients’ administrative and advocacy needs, and provide the following:

- **COORDINATED CARE**
  - Full support of prior authorizations
  - Coordination of financial assistance for patients with limited or no insurance, Medicare Part D, or other co-pay issues
  - Referrals processed within 24-48 hours, with prescription status updates

- **ADHERENCE & COMMUNICATION**
  - Contact with patients for refills, to monitor side effects and to encourage compliance
  - Routine communication and updates with doctor’s offices to keep patients up-to-date on prescription status, insurance mandates and patient non-adherence

- **PATIENT FOCUSED SERVICES**
  - Patient education including condition-specific educational materials for proactive side-effect management
  - Face-to-face Pharmacist counseling including injection training
  - Dedicated Dietitian and nutritional support to complement therapy
  - Provide financial assistance resources for high-cost specialty medications

- **CONVENIENCE & CHOICE**
  - Prescription pick-up at any of our Giant Eagle Pharmacies
  - Prescriptions can be accepted via fax, electronic or traditional paper form
  - One-stop Pharmacy solution for a patient’s medication needs including immunizations

- **VALUE**
  - Giant Eagle Specialty Pharmacy services are free
  - Our Pharmacy offers more than 35 years of expert pharmaceutical knowledge and service
Ever since Giant Eagle’s founding more than 85 years ago, the Company has been focused on entrepreneurial and innovative ways to grow the business. Digital commerce continues to be a driver of our business and the Retail Grocery Industry. Further developing and improving our digital marketing and customer engagement strategies are crucial to our growth and continued success because digital commerce helps to increase sales and customer loyalty. One way that we are creating a unique, customer-centric experience is by expanding and enhancing Curbside Express, which has become increasingly popular with our customers.

The Advantages of Curbside Express

Many of our customers who have tried Curbside Express love it, and for many reasons! It’s easy, incredibly convenient, and provides customers with personal shoppers that hand-pick, select and deliver items curbside to their vehicle. It is also a very affordable service. If you order at least one day in advance, the cost is only $4.95. Same-day orders are available for an additional $5 fee. And, for new Curbside Express customers, the service fee is waived on your first three orders—up to a $9.95 value per order!

Curbside Express is also known for providing excellent customer service and having high satisfaction among customers. Many customers rave about their shopping experience. Our trained Curbside Express Team Members can accommodate special requests and personal shopping preferences. This consumer confidence has led to increased online sales and loyalty. Many customers also favor the convenience of making a larger weekly Curbside Express online order over multiple in-store visits. Additionally, Curbside Express customers who use the service more than three times tend to become very loyal Curbside users.

Many Curbside Express customers shop both online and in stores, but many prefer to do their weekly “stock-up” trips via curbsideexpress.com because Team Members select and deliver all of their items curbside, including their large and bulky ones.
GROWTH AND POSITIVE RESULTS

Since originally launching Curbside Express at the Settlers Ridge Market District in Robinson Township, Pennsylvania in April 2012, the offering has grown to include grocery pickup service at a total of 28 locations across the Chain, including all 13 Market District locations, two Market District Express locations, one in Pittsburgh and one in Columbus, five GetGo Cafés, one in Robinson Township and four in the Indianapolis area, as well as at eight Giant Eagle locations in the Columbus area.

Curbside Express sales have grown from $377,000 at the one Settlers Ridge location in 2012 to a total of $22M in Fiscal Year 2016 at the 23 locations. Curbside Express averages 3,600 orders per week. Additionally, the average Curbside Express basket is three times larger than an in-store order. Thus, the number of total trips to Giant Eagle, and the average basket spend are higher for Curbside Express shoppers.

WHAT’S AHEAD?

We’ll be piloting grocery home delivery service in 2017 in several of our operating markets.

We have recently unveiled newly developed websites for Curbside Express and our Gift Card programs that we will continue to enhance. These websites include improved online payment and mobile options, as well as more email marketing and customer engagement activities.

eADVANTAGE AND OFFER OF THE WEEK

We’ll also continue to market our eAdvantage and the offer of the week, which recently marked its 500,000 member! When customers sign up online to receive the eAdvantage offer of the week, they receive digital coupons via email, as well as other email offerings tailored to their shopping preferences.
At Giant Eagle, great customer service means building lifelong relationships with our customers. Team members not only impact the way our customers feel about their day, but also their experience with our company. Customer service is also at the heart of our Common Purpose: Together, we improve people’s everyday lives and well-being.

FY2016 was a great year in customer service. We improved customer satisfaction ratings in Supermarket, Market District and GetGo, and met or exceeded goals of improving the number of highly satisfied customers.

We celebrated our first Customer Service Week on October 4-10, 2015, and repeated this success in October of 2016. This week is designed to recognize the importance of customer service throughout the Company, and to honor and reward Team Members who serve and support our customers. All retail locations celebrated with themed events, treats for customers and our Team Members, and provided great customer service. This year we focused on Team Member engagement with more contests and competition around providing great service. The celebration helped elevate customer service awareness and improved our Voice of Customer scores in friendliness and knowledge.

We also launched several initiatives to help stores reach their goals, including putting regional store leader customer service champions in place, standardizing a peer improvement and action planning process, and focusing on areas of the customer experience that were pain points for customers.

In 2017, we want to keep the momentum of customer service going through the introduction of game technology in our training, and refreshing all Team Members on our customer service standards. At GetGo, we also produced a video, as part of our customer service training, which is called A Great Day at GetGo. The video features Team Members describing what behaviors make a great customer experience and the positive impact they have on customers.
Protecting our environment today helps to ensure a healthier and cleaner future for generations to come. At Giant Eagle, sustainability is a strategic Company-wide priority. We all share the responsibility to step up, work smart and make a positive difference. We continually encourage our Team Members, customers and community members to make a personal and professional commitment to sustainability by reducing, reusing and recycling. By doing so, we’ll continue to reduce waste and protect our planet.

Over the past five years, with Team Member and customer participation, we’ve made great gains for the environment, particularly in the areas of: ENERGY, WASTE, WATER and PRODUCT.
We continue to look for ways to make our stores more sustainable. Our Carmel Market District store, which is located near Indianapolis, Indiana, is our first entirely LED store. LED lighting reduces energy usage by more than 40% while also decreasing the amount of energy needed for refrigeration and space conditioning. The Carmel location also uses solar tracking roof panels and skylights (pictured on p. 21) that increase the length of time daylighting can be utilized in the store by reflecting sunlight into the store in the morning and evening hours. Traditional skylights cannot take advantage of early and late day sunlight in the same manner that these solar-powered, geo-tracking skylights can.

In addition to energy savings, the Carmel store has many other sustainable strategies, including water conservation efforts, recycling and waste diversion. In 2015, we began a pilot kickoff at our Carmel Market District store to provide a solution to reduce food waste going to the landfills. Approximately 35% of grocery store waste is food. Non-edible food from Bakery and Produce Departments that is not consumed by customers is now recycled for cattle feed, which reduces the volume of waste to landfills by 20%. This pilot presents an opportunity to increase our diversion rates and bring Giant Eagle closer to a zero waste goal. During the past year 108 tons of produce and bakery waste have been diverted from the landfill.

Giant Eagle retrocommissioned the majority of its supermarkets between 2014 and 2015, which continues to produce great results. Retrocommissioning, a tune-up process, involves looking at all major building systems, such as refrigeration, lighting and HVAC to make sure they are all operating as efficiently as possible. Annually, through retrocommissioning, thermal imaging and energy audits, we’ve saved the energy equivalency of 1850 homes through this important program! Additionally, our new GetGo Café locations use LED lighting throughout the entire store - inside and out. The GetGo team also realized substantial energy savings at select locations through interior LED lighting upgrades in all ceiling fixtures, cases and colors, as well as some upgrades to fuel canopies and signage.

We also continue to transition our delivery fleet vehicles to Compressed Natural Gas (CNG), a cleaner fuel substitute that improves air quality through reduced emissions. We will soon have a total of 121 CNG vehicles, which is 60% of our total distribution fleet. In addition to our public/private CNG station near Crafton, Pennsylvania, we’ve expanded our alternative fuel efforts to include GetGo-branded and private CNG locations.

CARMEL, INDIANA MARKET DISTRICT:
A Sustainable Shopping Destination

GIANT EAGLE AND GETGO CAFÉ Sustainability Accomplishments

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1850 HOMES
electricity savings equivalent from supermarket retro commissioning

46,000 TONS
of recycled cardboard, paper, plastics, cans, used cooking oil, meat scraps, and food for animal feed.

MILLIONS
of gallons of water conserved at Giant Eagle and Market District locations Chain-wide due to water conservation equipment, including installing more efficient faucet fixtures that continue to reduce water consumption

SUSTAINABLE SOURCING & PRODUCTS

We work with Sustainable Fisheries Partnership and other non-governmental organizations to support sustainable seafood fishing practices. In 2015, we ranked #11 on Greenpeace’s annual Seafood Sustainability Report. We also partner with several local farms and providers within 150 miles of our stores, to provide local, organic produce.
Giant Eagle is committed to giving back to the many communities we serve. As a retailer based in the grocery and food business, we understand the impact of hunger in our communities. Because of this, hunger relief and food recovery consistently rank as the top priorities in our community and outreach efforts.

In Pittsburgh, Giant Eagle works with the Greater Pittsburgh Community Food Bank. We support Fall Food Share, a food and funds drive in our stores. In Cleveland, we support the Greater Cleveland Food Bank through our Harvest for Hunger drive. In Columbus, we assist the Mid-Ohio Foodbank through the Operation Feed collection, as well as a recently added broadcast telethon. Giant Eagle also serves many smaller food banks, pantries and shelters within our footprint.

6 million meals donated to community members & $1.2 million of food donated

In addition to our relationships with the food banks within our operating footprint, Giant Eagle has recently expanded its working relationship with Feeding America. In working more closely with this organization, we will be able to streamline our processes and make sure we are maximizing our donation efforts. In 2016, Giant Eagle helped to reduce hunger relief in our communities by contributing 1.2 million dollars and six million meals!
COMMUNITY SUSTAINABILITY & HUNGER RELIEF: 
FOOD DONATIONS & FOOD RECOVERY

412 Food Rescue

Nearly one year ago, Giant Eagle began a pilot project with the 412 Food Rescue. Based in Pittsburgh, their mission is to prevent viable food from entering the waste stream. 412 Food Rescue serves Pittsburgh and many surrounding communities through these five important programs:

- **Food Rescue** - 412 Food Rescue works with Giant Eagle and other food retailers to prevent surplus food from going to waste. Transported by a growing network of volunteers, which include some Giant Eagle Team Members, 412 Food Rescue directly transfers food to nonprofit partners that serve those who are food insecure.

- **Ugly CSA** - 412 Food Rescue creates markets for previously unsellable fruits and vegetables through a Community Supported Agriculture (CSA) program.

- **Hidden Harvest** - 412 Food Rescue gleans from previously unharvested city trees.

- **Food Education** - 412 Food Rescue informs consumers about how to prevent food waste at home through a program that teaches cooking skills and advocacy initiatives that also raise awareness.
Beginning March 2015 through September 2016, 412 Food Rescue rescued 853,054 POUNDS OF FOOD, and provided 710,878 MEALS at a value of $2.1 MILLION!

412 Food Rescue partners with 157 FOOD DONORS and 210 NONPROFIT PARTNERS, including the Allegheny County Housing Authority; Housing Authority of the City of Pittsburgh; Community Kitchen Pittsburgh; South Hills Interfaith Ministry, and Oakland Food Pantry, to name just a few.

NEARLY 1,000 VOLUNTEERS, have signed up to be food rescue heroes, transporting food from donors to non-profit organizations throughout Allegheny County.

GIANT EAGLE’S IMPACT & Support of 412 Food Rescue

Since early 2016, Giant Eagle has been supporting the 412 Food Rescue. Seven Pittsburgh area stores, as well as at our Fresh Foods Manufacturing Retail Support Center in Freedom, Pennsylvania participate. On a daily basis, 412 Food Rescue volunteers have been picking up fresh food, including fruits, vegetables, breads, dairy items and baked goods from the following seven locations, and then delivering it to various nonprofit organizations:

• Greenfield Giant Eagle
• Squirrel Hill Giant Eagle
• New Kensington Giant Eagle
• South Side Giant Eagle
• Settlers Ridge Market District
• Pine Creek Giant Eagle
• McKeesport Giant Eagle

At just these seven locations, Giant Eagle has already donated more than 35,550 pounds of food, provided nearly 3,500 meals and redirected more than 3,403 CO2 emissions.

Fresh produce, breads and vegetables have been given to: several senior high rise communities; schools for their Backpack for Hunger projects; adults with disabilities; refugees; shelters; homeless adults and children, and countless nonprofit organizations across Allegheny County.
SUSTAINABILITY: Partnerships, Certifications & Accolades

We have established excellent partnerships with the U.S. Environmental Protection Agency through the following voluntary programs: ENERGY STAR®, GreenChill Advanced Refrigeration Partnership; Green Power Partnership, and SmartWay® Transport Partnership.

CERTIFICATIONS
As of September 2016, 13 of our retail locations have achieved U.S. Green Building Council LEED certification, including two Gold certifications; eight Silver certifications, and three base level certifications. Four additional stores are in the process of earning LEED certification.

During 2016, 59 supermarket locations and our Kappa II corporate office earned the ENERGY STAR. ENERGY STAR certified buildings operate among the top 25% of similar facilities nationwide.

All Giant Eagle and Market District locations have been trained in the Grocery Stewardship Certification (GSC) program by Manomet, an NGO partner, to engage Team Members in overall sustainability operations including waste diversion, water and energy efficiency, and sustainable product offerings.

AWARDS & ACCOLADES

AMERICAN ELECTRIC POWER (AEP) ENERGY EFFICIENCY AWARDS

Giant Eagle was recognized as a 2015 Energy Efficiency Champion by American Electric Power. The AEP Energy Efficiency Awards recognize AEP Ohio business customers and residential partners who have demonstrated a strong commitment to energy efficiency. Giant Eagle achieved this award by participating in AEP’s energy efficiency programs with these impressive results:

- Annual energy reduced (kWh) – 5,961,053
- Annual energy cost avoided - $534,695
Giant Eagle earned the **Best Emissions Rate Award** as the GreenChill Partner with the lowest corporate-wide refrigerant emissions rate of all the GreenChill Partners.

**GIANT EAGLE’S 2016 EXCELLENCE IN SUSTAINABILITY AWARD** was given to a group of Team Members that developed and led the eReceipts program, which allows customers to sign up to have their receipts emailed to them. More than 100,000 customers have signed up for eReceipts. Millions of emails have been sent as opposed to printing receipt paper, which has reduced our Company’s waste.

**GIANT EAGLE’S 2016 FRIEDA G. SHAPIRA COMMUNITY SERVICE AWARD** was given to a group of Team Members for leading the Adopt A Highway program by coordinating volunteer opportunities to clean up a stretch of Route 28 near our corporate headquarters in RIDC Park. With this group’s continued focus, nearly 100 Team Members have participated in Adopt A Highway program since 2012.

Giant Eagle competed in the 2015 Battle of the Buildings Team Challenge and received national recognition for our energy and water use reduction efforts. Four stores earned top honors among 2,000 supermarket competitors:

- Upper Arlington Giant Eagle - Top Energy Saver for a Supermarket
- Settlers Ridge Market District - Top Water Saver for a Supermarket
- Blacklick Giant Eagle - 20% Water Reduction Recognition
- Monroeville GetGo - 20% Energy Reduction Recognition

The EPA also recognized the following teams for their outstanding achievements. They competed against 6,500 buildings in 125 teams:

- Giant Eagle Energy Team - #12 Energy Saver
- GetGo Energy Team - #8 Energy Saver
- Giant Eagle Water Team - #2 Water Saver

**U.S. ENVIRONMENTAL PROTECTION AGENCY ENERGY STAR® 2015 BATTLE OF THE BUILDINGS COMPETITION**

**U.S. ENVIRONMENTAL PROTECTION AGENCY 2015 GREENCHILL AWARD**

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- Settlers Ridge Market District - Top Water Saver for a Supermarket
- Blacklick Giant Eagle - 20% Water Reduction Recognition
- Monroeville GetGo - 20% Energy Reduction Recognition

The EPA also recognized the following teams for their outstanding achievements. They competed against 6,500 buildings in 125 teams:

- Giant Eagle Energy Team - #12 Energy Saver
- GetGo Energy Team - #8 Energy Saver
- Giant Eagle Water Team - #2 Water Saver
Community:
Education & Enrichment

Giant Eagle believes that education is key to our future. We support a number of programs that directly improve education in our communities and help to make our students become better learners.

Two long standing Giant Eagle initiatives include the Apples for the Students program and the Be a Smart Shopper program. Giant Eagle has supported The Apples for the Students program for more than 25 years. This program helps schools and their coordinators receive the funding and tools they need to be successful in the classroom. The Be a Smart Shopper program gives school-aged children the opportunity to tour our stores and learn more about food, nutrition and healthy living.

Since its inception, Giant Eagle has also been a strong supporter of The Education Partnership. Based in the Pittsburgh area, this non-profit partner helps teachers, parents and students get the most basic school supplies they need, including pencils and notebooks. Through direct support, as well as a customer donation register campaign, which raised $150,000 in 2016, Giant Eagle helped The Education Partnership serve 86 participating schools and more than 32,000 area students.
Each individual community comes with its own unique set of offerings and opportunities. As part of our dedication to education and community enrichment, we strive to support our environment and many of the wonderful organizations and partners that support where we work, live and play.

However, it is a challenge to identify each and every organization in need. That’s why we have been a dedicated and long-time supporter of the United Way.

With the help of several United Way chapters across our footprint, Giant Eagle can better identify where and how best we can support our communities. Giant Eagle supports the United Way through direct Team Member donations, a customer register campaign, and a corporate matching gift. Our support of the United Way has surpassed the millions. In 2015, collectively, Giant Eagle raised more than $2.6 Million for the United Way.

Other community-specific partners include area parks and libraries, gardens, children’s museums, science centers, zoos, and arts and entertainment venues.