



**July 27, 2020**

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

While 2020 has certainly been a challenging year for all of us, I am pleased to let you know that across all our banners worldwide, nearly all of our stores and each of our online shopping websites have reopened for business.

Over the last two months, we have reopened at our own pace, with the health and well-being of our Associates, our customers, and the communities we serve in mind, and I am so proud of the work our organization has done to bring us to where we are today. So many of our Associates have worked tirelessly, both in preparation and execution, to make the many changes necessary across our stores, distribution centres, fulfillment centres, and offices to help us operate safely in the current environment. You may have seen some of these changes if you have visited our locations, including requiring our Associates to wear masks, reduced occupancy limits, protective partitions near cashiers, social distancing markers in our queue lines and other safety reminder signage, updated processes for handling merchandise returns as well as enhanced cleaning of high-touch surfaces throughout the day.

Since we reopened our stores, we have required Associates nationwide to wear masks, and customers to wear face coverings in accordance with provincial or regional mandates. We thank our loyal customers for their continued understanding and cooperation.

As the COVID-19 pandemic evolves, our Company will continue to monitor the situation and prioritize the health and well-being of our Associates, customers, and communities we serve – even if it requires making informed decisions to temporarily close some stores again. As always, our retail websites will serve as the best source of information about our stores' status and hours of operation.

I want you to know that we've been overwhelmed with the outpouring of support and affection for our stores and online shopping websites throughout this situation, and we're thrilled to once again be providing you with the excitement of our "treasure hunt" shopping experience. As always, we remain honoured to be part of your lives and wish you good health, now and in the future.

Sincerely,

A handwritten signature in black ink that reads "Ernie Herrman".

Ernie Herrman  
Chief Executive Officer & President

