

2022-2023

# Impact Report

THE *Raley's* COMPANIES

# Our Commitment

We are committed to nourishing our people, communities and planet through our actions.

The Raley's Companies is a modern company born of a proud legacy built on unwavering principles of quality and service.

Since opening in 1935 as a single store in Placerville, CA, we have grown to include more than 233 locations and 21,000 employees.

We currently operate in eight states and four Tribal Nations under 10 well-known brands: Raley's, Bel Air, Nob Hill Foods, Raley's O-N-E Market, Bashas', Bashas' Diné, Food City, AJ's Fine Foods, Full Circle and Farm Fresh To You.

Today, we carry on a legacy of innovation by serving as more than a grocery store. We are a purpose-driven customer experience company committed to our four pillars of service:

**Nourishing Our Purpose**  
**Nourishing Our People**  
**Nourishing Our Communities**  
**Nourishing Our Planet**

In the following pages, you will see how we constantly strive to build upon our accomplishments and carry our commitment to continuous improvement into the future.

## THE Raley's COMPANIES

### The Raley's Family of Brands



### The Bashas' Family of Brands



### The fieldTrue Family of Brands



The Raley's Companies is a private, family-owned retail company headquartered in West Sacramento, CA.



**Keith E. Knopf**

PRESIDENT & CHIEF EXECUTIVE OFFICER THE RALEY'S COMPANIES

**Letter from the CEO**

As I reflect on what to express in this letter, I find my thoughts drawn to a theme: the ever-increasing speed of change.

With this theme at the top of my mind, I want to express my highest gratitude for the determination and hard work of our team members. The focus and agility demonstrated as we anticipated and responded to changing economic conditions and consumer needs have been exemplary.

Consistently throughout the years, our organization has remained focused on giving back and supporting communities, especially the food insecure. Our charitable donations have never been higher. We give back because we can and because we know it's the right thing to do.

We have held the course on our commitment to reduce our carbon footprint and improve sustainability in our entire supply chain. This commitment includes partnering with environmentally



conscious producers and growers, minimizing food waste and finding better packaging solutions. All this and even more as we advance our commitment to helping people become more informed about the impact of food on their health and well-being. I trust you will find inspiration in the following pages.

As an independent, family-owned company, we are grateful for the privilege of serving people and their families across eight states and the Tribal Nations of the Navajo, San Carlos Apache, White Mountain Apache and Tohono O'odham.

On behalf of our team, I wish you, your family and friends a safe and fulfilling journey.

Sincerely,

Keith E. Knopf  
President & CEO  
The Raley's Companies

90

YEARS IN BUSINESS

233

STORE LOCATIONS

About The Raley's Companies

2,650,000

CUSTOMERS SERVED WEEKLY

21,000+

TEAM MEMBERS

## Nourishing Our Purpose

# Changing the Way the World Eats, One Plate at a Time.

We are driven by our vision of infusing life with health and happiness by changing the way the world eats, one plate at a time.

Our commitment to nutrition education and making healthy choices accessible extends throughout the enterprise. That means more better-for-you options for customers on our store shelves and more team members participating in our internal wellness programs.

Meanwhile, fieldTRUE makes fresh and nutritious produce even more accessible by delivering organic, sustainably grown fruits and vegetables directly to consumers.

In the community, we encourage healthy habits by donating nutritious foods, water, sports equipment and more at local events, including parades held in Tribal Nations.

As we enter our 10th decade of serving the community, our purpose means more to us than ever.



RECIPIENT OF 2022 PROGRESSIVE GROCER IMPACT AWARD FOR ETHICAL SOURCING/SUPPLY CHAIN TRANSPARENCY



# Brand Highlights: Nourishing Our Purpose



## Raley's

### Purely Made Products

With our private label products, we focus on offering a competitive price without sacrificing high-quality ingredients or forgoing rigorous standards. Our Raley's Purely Made line consists only of clean label products, with all foods free from over 100 banned ingredients and processes.

In some cases, we work with our private label vendors to reformulate their recipes to meet the requirements of our Raley's Purely Made products. For example, while most ketchups are made with high-fructose corn syrup, we worked with our

suppliers to instead use cane sugar in smaller amounts. This change aligned with our standards for Raley's Purely Made, which features products that are lower in added sugars and organic whenever possible.

We are always striving to build and expand the Raley's Purely Made brands to continue making better-for-you options accessible and affordable for our customers.



## Bashas'

### Community Wellness

For the last 12 years, we have partnered with the Arizona Wellness Council to provide health and wellness education to our team members. Dedicated health coaches visit our stores regularly for blood pressure readings, nutrition support and wellness coaching.

Over the past three years, we have hosted in-store classes with Citrus Pear, a registered dietitian-owned freezer meal prep service that focuses on healthy, budget- and allergy-friendly meals. The classes feature meal assembly education, tips, tricks and customer support.



## field TRUE ORGANIC

### Farm-Fresh Nutrition

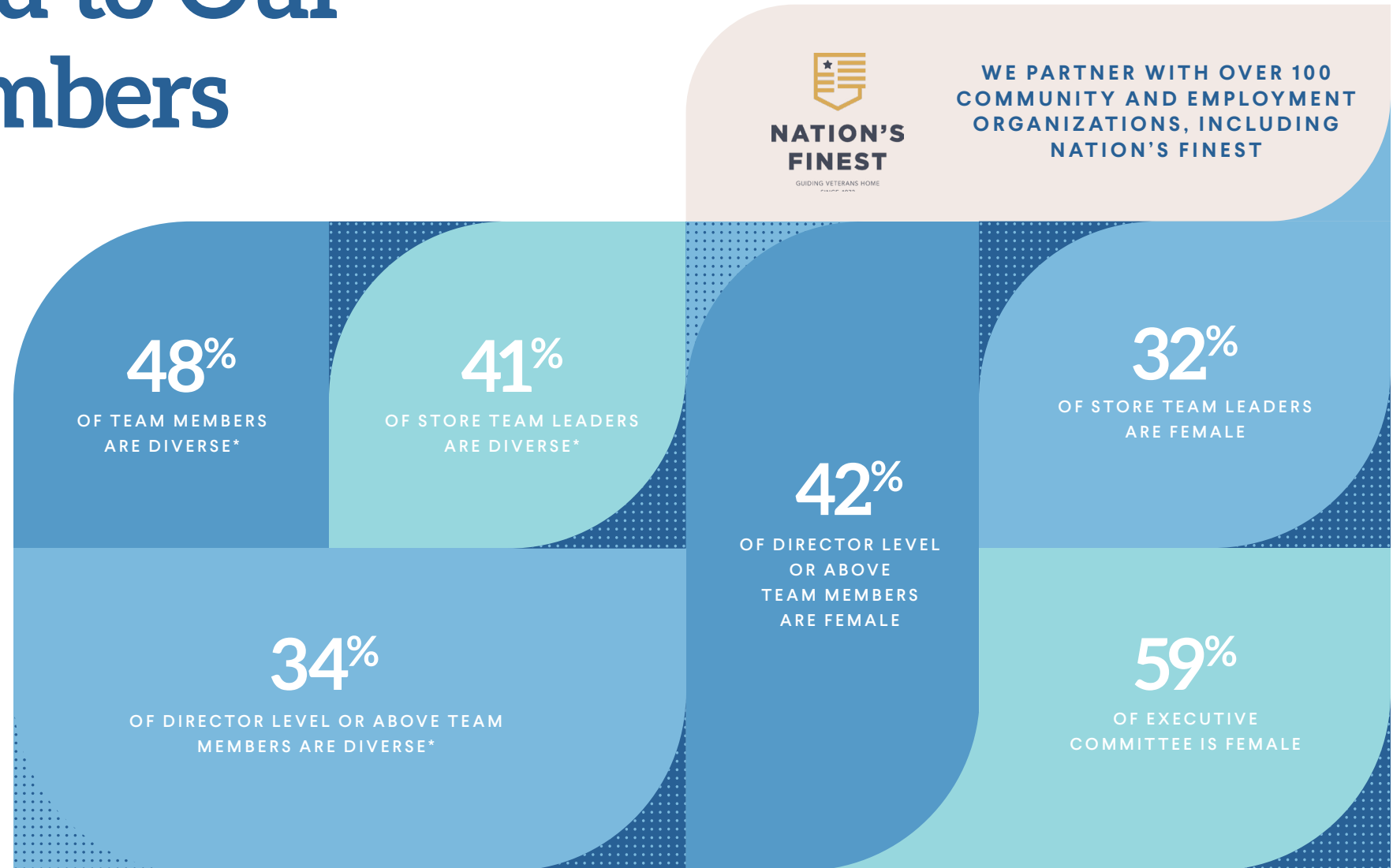
Increasing accessibility to organic fruits and vegetables is the pillar of our core values. We currently offer over 250 varieties of organic produce in our subscription boxes, with a strong emphasis on seasonality. Beyond the numerous health benefits, certified organic produce is free from added chemicals and pesticides, reducing potential public health risks.

Customers can also personalize their produce box to include groceries, meal solutions, flowers, personal care products and specialty pet items.

# Nourishing Our People

## Committed to Our Team Members

Our team members deliver on our commitment to exceptional customer service and bring our purpose to life. Because of that, we place an emphasis on recruiting team members who take pride in service excellence and believe in our purpose. We also strive to ensure the diversity of our team members matches the communities they serve. We then work to retain them by providing them with the support and opportunities they need to best serve our customers and communities while building their individual careers. Through competitive wages, excellent health and retirement benefits, flexible scheduling and a culture that promotes a healthy work-life balance, we invest in the overall well-being of those who serve our company and our customers.



\*At Raley's, we use a definition of "diverse" that includes people who identify with one or more of the EEOC's following ethnic, racial and/or cultural groups: Black or African American, Hispanic or Latino, American Indian or Alaska Native, Asian or Native Hawaiian or other Pacific Islander.

# Investing in Our People

As a customer-centric organization focused on delivering an exceptional shopping experience, we invest in leadership development programs and educational opportunities to help our team members expand their skills and grow their careers. Currently, 94% of Raley's STL (Store Team Leader) positions are filled by internal candidates.

Bashas' Operating Company completed its first STL Leadership Track program in 2023. The program included several first-generation Americans who began at entry-level positions in our stores. Currently, 14 of the 22 STL Leadership Track participants have been promoted.

In addition to the "Tracker" programs, we empower our team members by offering educational and training opportunities like the FIM (Food Industry Management) and RMCP (Retail Management Certificate Program). Among other ways of empowering growth, we encourage our team members to continuously update their IDP (Individual Development Plan) to align with their career goals.

**\$475,000**

INVESTED IN LEADERSHIP PROGRAMS

**100%**

OF LEADER LAUNCH PARTICIPANTS EXPERIENCED A JOB CHANGE OR PROMOTION

**220**

TEAM MEMBERS COMPLETED AT LEAST ONE LEADERSHIP PROGRAM IN 2023

**195**

TEAM MEMBERS ACTIVELY ENROLLED IN COLLEGE RETAIL MANAGEMENT CERTIFICATE PROGRAM

**8**

GRADUATES OF FOOD INDUSTRY MANAGEMENT PROGRAM AT THE USC MARSHALL SCHOOL OF BUSINESS SINCE 2014

**1,100**

TEAM MEMBERS HAVE COMPLETED AT LEAST ONE LEADERSHIP PROGRAM

**20,000**

CLASSROOM HOURS DEDICATED TO LEADERSHIP DEVELOPMENT EACH YEAR

# Nourishing Our Community

## 2022-2023 Community Investment



Total Impact:  
13.7 million people

Average Cost/Impact:  
\$0.21

Total: \$2,854,888

We recognize that our success is directly linked to the health and prosperity of the communities we serve, so we generously support our neighbors through financial and in-kind donations, unique partnerships and our own nonprofit, Raley's Food For Families.

We proudly support causes and organizations that align with one or more of our key focus areas with strategic donations to help provide services for diverse individuals.

### Our Key Focus Areas:

- Advocating for Good
- Child Welfare
- Environment & Sustainability
- Food Access
- Food System Education
- Total Wellness: Mind, Body & Spirit

Area of Focus	% of Dollars	Number Impacted	Cost Per Impact	Total Dollars
Advocating for Good	25%	636,923	\$1.08	\$704,941
Environment & Sustainability	5%	202,012	\$0.76	\$152,538
Child Welfare	11%	624,796	\$0.51	\$324,121
Food System Education	16%	290,799	\$1.54	\$447,078
Food Access	15%	10,130,437	\$0.04	\$419,385
Total Wellness	28%	1,779,624	\$0.45	\$806,826



# Brand Highlights: Nourishing Our Communities



## Bashas'

### Parades on Tribal Lands

We have been supporting the Tribal leaders to help support the message of nutrition and promote healthy lifestyles by participating in parades on Tribal lands for more than two decades.

Our participation began with the Navajo Nation Parade in Window Rock, AZ, and has since expanded to include the Western Navajo Parade in Tuba City, AZ, and the Northern Navajo Parade in Shiprock, NM.

More recently, Bashas' began participating in the White Mountain Apache Parade and

the Tohono O'odham Parade. In 2023, nearly 100 of our team members walked in the various parades, handing out healthy foods and active lifestyle items along the route.

These parades are all about community celebration and are a long-standing tradition in the Tribal communities, typically occurring at the end of the harvest season.

Our participation allows us to thank the Tribal Nations for their continued support and show appreciation for welcoming us into their communities.



## Ralley's

### Community ROOT Gardens

Through our partnership with the Sacramento Kings, Ralley's has collaborated to build 15 community ROOT Gardens to encourage food literacy and healthy eating habits.

ROOT Gardens align with several of our community-giving pillars and priorities, including food access, food system education and environmental sustainability. Ensuring that our community can learn about food and how to grow it is a significant priority for us, so we build these ROOT Gardens where our community members need them most.



## field TRUE ORGANIC

### Food Banks & Schools

Our customers have donated \$1.7 million in fresh and organic fruits and vegetables to 11 regional food banks. That's 692,100 pounds of produce, enough for about 576,750 meals. Each food bank works with hundreds of partner agencies to distribute the produce to people in need.

Additionally, our school giveback program donates 10% of a customer's order to a participating school of their choice. In 2022, 385 schools received \$349,000 in funds through this program.

# Food For Families



## Raley's Food For Families has been committed to feeding those who are food insecure since 1986.

Our second-generation family owner, Joyce Raley Teel, founded Raley's Food For Families, a 501(c)(3) nonprofit organization, alongside former Raley's President Chuck Collings with the goal of ending hunger locally by providing fresh and healthy food to those who need it most.

Today, we partner with 12 Feeding America-aligned food banks. Those partners filter our donations to more than 2,300 agencies throughout Northern and Central CA and Northern and Central NV. Those organizations use the wholesale purchasing power of Raley's to turn donations into food for 2.2 million people each month.

Raley's absorbs 100% of Food For Families' administrative costs, allowing every penny donated to go directly to feeding people in need.

Our efforts are funded by the generosity of our customers, vendor partners and team members, while our community investments and Raley's Extra Credit grants are backed by our own dollars.



All donations to Raley's Food For Families stay local, so donations directly benefit the partner food bank in the community where they were donated.

**\$10,534,298**

CONTRIBUTED BY OUR CUSTOMERS THROUGH POINT-OF-SALE DONATIONS

+

**\$983,797**

GIVEN BY VENDOR PARTNERS THROUGH VARIOUS EVENTS & PARTNERSHIPS

+

**\$3,937**

GIFTED BY TEAM MEMBERS THROUGH OUR WE GIVE PROGRAM

**\$11,522,032**

TOTAL DOLLARS RAISED, THE EQUIVALENT OF 11,052,823 MEALS

## Enterprise-Wide Holiday Hope Drive

ACROSS THE RALEY'S COMPANIES THROUGHOUT THE MONTH OF DECEMBER, OUR HOLIDAY HOPE DRIVE RAISES MONEY FOR OUR LOCAL FOOD BANK PARTNERS

**\$3,192,556**

PURCHASED & DISTRIBUTED BY OUR FOOD BANK PARTNERS

**\$4,730,000**

RAISED THROUGH OUR ANNUAL HOLIDAY HOPE DRIVE

## Nourishing Our Planet

# Our Commitment to Sustainability & Responsibility

We use natural resources throughout our operation, from consuming energy, water and commodities to producing waste. That's why we are committed to using those resources responsibly.

We are taking critical actions to mitigate our climate impacts. These actions include eliminating food and operational waste, responsible sourcing, the humane treatment of animals, reducing energy and emissions and promoting sustainability in our supply chain. However, we recognize there is always more to do, so we will continue to set environmental goals that build upon our achievements.

Looking to the future, we are committed to sustainability and serving as responsible stewards of our planet.



RECIPIENT OF 2022  
PRODUCE BUSINESS RETAIL  
SUSTAINABILITY AWARD

17,500,000

POUNDS OF FOOD  
DONATED THROUGH  
OUR FOOD RESCUE  
PROGRAM

4,459,429

POUNDS OF MATERIAL RECYCLED, INCLUDING  
PLASTIC, FILM AND ALUMINUM

8.39%

OF COMPOSTABLE  
PACKAGING USED  
IN FRESH FOOD &  
DELI SERVICE

100%

OF RALEY'S AND BASHAS'  
PRIVATE LABEL EGGS  
ARE CAGE-FREE

61,658

TONS OF  
CARDBOARD RECYCLED

# Brand Highlights: Nourishing Our Planet



## Supporting Regional Farmers

We source 75% of the produce in our boxes from West Coast farms. This regional emphasis allows us to support local and family-owned farms while reducing our environmental impact significantly.

We select our farming partners in several ways but always require organic certification for our produce. We also look for sustainable farming and ranching practices such as crop rotation, integrated pest management, humane treatment of livestock, free range, water conservation, low tillage and regenerative farming.

These methods mean fewer herbicides and pesticides are used to grow crops, which is better for the soil, the insects that live in it, the birds and mammals that eat them, and the groundwater, streams, rivers and lakes that support various ecosystems.

All the produce we sell is grown in the United States except for a few tropical fruits. Providing seasonal produce to our members means that the food travels fewer miles, reducing the greenhouse gas emissions derived from transportation.



## Raley's

### Reducing Global Warming Potential (GWP) in Refrigeration

Raley's continues to lead the way in energy efficiency and less environmentally impactful refrigeration technology. Raley's is an incubator for trying emerging technologies to lower our energy consumption and greenhouse gas emissions from refrigeration systems. We have added solar power grids to 18 store and facility locations. We are working diligently to completely change the refrigerant in our entire fleet of stores over to lower-GWP (Global Warming Potential) gases. All our new store locations will utilize natural refrigerants and more energy-efficient systems. We currently have over 40 electric vehicle charging stations, with more in development at many of our store locations to enhance access for our communities. We assess our energy consumption each year and look for technological and process changes to continue reducing our resource consumption.



## Bashas

### Sustainable Bagging Solutions

Plastic bag pollution is a critical issue for our environment. Since our stores started using thinner yet stronger bags designed by Crown Poly, we have dramatically reduced our plastic bag waste. We now use 75,000 pounds less in produce bags and 70,301 pounds less in trash bags annually. This reduction of over 145,000 pounds equates to taking four truckloads of plastic off the roads and out of landfills every year while reducing operational costs.

# Forward Outlook

## THE *Raley's* COMPANIES

As we look to the future, we remain focused on “leading by example.” Our actions continue to provide evidence of our commitment to respect and inclusion. We are bound by an intense sense of love for our nation. This passion fuels our commitment to help our team members, customers and communities achieve their fullest potential.

As an organization, we remain steadfast in our mission: **“To change the way the world eats, one plate at a time.”**

We believe that by prioritizing the health and happiness of our team members, we create an environment that fosters creativity, innovation and productivity.

We are resolute in our purpose; there is and will always be more to do.

Looking ahead, we are committed to building on these accomplishments,

constantly seeking new ways to improve and innovate. We aim to partner with local farmers to source sustainably grown produce, reduce our carbon footprint throughout our supply chain and expand our education programs on nutrition and health.

We are immensely proud of what we have achieved together, and we are confident that we will continue to make a lasting impact on the well-being of our customers, team members and communities.



# THE *Raley's* COMPANIES

Raley's

BEL AIR

NOB HILL  
FOODS

Raley's  
ONE MARKET

Bashas

FINE  
AI's  
FOODS

FOOD CITY

Bashas  
DINE  
MARKETS

CAPITOL  
MILLWORKS

Apium Logistics

field  
TRUE  
ORGANIC

fieldera



## Mike Teel

OWNER, CHAIRMAN  
THE RALEY'S COMPANIES

## Julie Teel

BOARD MEMBER & PRESIDENT  
OF FOOD FOR FAMILIES

We are honored to see the great work of our team members in support of The Raley's Companies' purpose to infuse life with health and happiness. As we look back on our accomplishments, we are filled with excitement and anticipation about the ongoing pursuit of our purpose.

Together, we have the power to transform the food system, our communities and our planet for the better. Our family is proud of this inspiring work and what tomorrow will bring.

Learn more at  
[theraleyscompanies.com](https://theraleyscompanies.com)