



Wegmans

2023

Impact Report

CARING • HIGH STANDARDS • MAKING A DIFFERENCE • RESPECT • EMPOWER

a letter from Colleen



At Wegmans, we believe good people working toward a common goal can accomplish anything they set out to do. The following pages highlight some of the work we have done companywide to live our values and make a positive impact in the communities we serve. You will meet a few of our 53,000 employees and see how we continue to deliver against our mission to help people live healthier and better lives.

Our giving priorities include the areas of health, education, workforce development, and the sustainability of people, the planet, and the prosperity of our communities. In 2024 and beyond, we will continue to build relationships with local community leaders to better understand the needs of each individual community, ensuring we are giving back in the most meaningful ways possible. We will focus our efforts on key areas where we can have the greatest impact, and measure and share our results.

Thank you,

Colleen Wegman

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who we are

Our mission to be the best in the world at helping people live healthier, better lives through exceptional food.

our values

We **care** about the well-being and success of every person.

High standards are a way of life. We pursue excellence in everything we do.

We **make a difference** in every community we serve.

We **respect** and listen to our people.

We **empower** our people to make decisions that benefit our customers and our company.



Founded in 1916

Headquartered in
Rochester, NY



108 years in business

53,000 employees



\$12.5 billion in
annual sales in 2023



110 stores in 8 states:
New York, New Jersey,
Pennsylvania, Massachusetts,
Maryland, Virginia, North
Carolina, and Delaware—
and the District of Columbia





community giving

We're devoted to being a good neighbor in every community we serve—working with our customers to help improve lives and make our neighborhoods stronger.

Making a difference is part of who we are. Through our support of community organizations large and small, we share a goal of cultivating healthy, thriving communities. We do this by focusing our efforts on key areas where we can have the greatest impact—health, education and youth support, and economic mobility.

Through corporate gifts and food donations, weekly employee United Way donations, and our annual customer scanning campaigns, together we contributed more than **\$86 million*** to our communities in 2023.

our 2023 impact

Over the past year, we've continued our commitment to making a difference in our local communities by updating existing campaigns, rolling out new programs, and increasing our impact through donations companywide.



*The approximate average wholesale value of one pound of donated product at the national level is determined to be \$1.93, based upon a study performed by Feeding America.

Customer Scan Campaigns

2023 brought some big changes to our customer scan campaigns. As we celebrated the 30th anniversary of our Check Out Hunger campaign, we decided to streamline the program by rolling it out in all divisions at the same time. This approach led to improved communication throughout the company, increased news coverage of the campaigns, and ultimately yielded better results for the food banks that benefit from the programs.

In June, we launched our first companywide “Fill the Bus” campaign to benefit our Feeding America food bank partners and help them stock up their summer meal programs. While this was our first companywide campaign, we’ve been partnering with food banks in select markets to “Fill the Bus” and provide nutritious meals to kids since 2006.

“A large majority of food for our BackPack Program, which is funded entirely through private donations, is collected during the Fill the Bus campaign,” said Meghan Parsons, chief development officer, Food Bank of the Southern Tier. “The support from Wegmans’ shoppers helps us meet the needs of families facing food insecurity.”

Through these two scan campaigns, our customers donated more than \$3.1 million to help reduce hunger in our neighborhoods.

Giving Circles

Our Giving Circles made great progress in 2023. This group consists of a core team of diverse employees who meet regularly to discuss donation and sponsorship proposals, as well as opportunities for community engagement throughout our footprint of stores. In 2022, the team focused on designing the program and getting a better understanding of the needs in their local communities. With a full year under their belt, the Giving Circles saw more engagement and activity in 2023, with 1,100 employees taking time out of their day to work on projects in their local neighborhoods. Below are a few examples:

- Employees in the Rochester division teamed up to build beds for Sleep in Heavenly Peace, a nonprofit that builds, assembles, and delivers beds to children and families in need.
- In July, over 500 refugees arrived in Massachusetts seeking asylum. Our local stores donated health and wellness supplies, toys, groceries, and funds to help the new arrivals get settled.



Teaming Up with the American Heart Association

In April, we announced a new initiative with the American Heart Association to provide CPR education for youth sports organizations. As part of the collaboration, we donated 300 CPR and First Aid in Youth Sports Training Kits to our local communities, while AHA provided training.

“Unfortunately, too many sudden cardiac arrest victims, including young athletes, don’t get the help they need,” said Jason Stulb, executive director of the American Heart Association, Rochester. “Knowing how to respond in a cardiac emergency when seconds matter is literally the difference between life and death. Thanks to support from Wegmans, we will be able to help thousands of people involved with youth organizations respond in those crucial first moments after cardiac arrest.”

The training kits are designed for youth coaches to ensure they and their community know the lifesaving skills of CPR, how to use an AED, and how to help during sports-related emergencies. Each kit can train approximately 300 people per year.



“Knowing how to respond in a cardiac emergency when seconds matter is literally the difference between life and death. Thanks to support from Wegmans, we will be able to help thousands of people involved with youth organizations respond in those crucial first moments after cardiac arrest.”

– Jason Stulb, Executive Director, American Heart Association of Rochester



health

We are committed to improving the physical, emotional, and mental health of our communities by increasing access to wholesome food and resources for living a healthier, better life. In partnership with our 48 Feeding America food banks, we nourish our communities through daily food donations, seasonal checkout campaigns, and nutrition education. In 2023, we donated 32.4 million pounds of food to help reduce hunger in our communities.

Lending a Hand in the Hanover, Virginia, Community

In July 2023, we started operations at our new Virginia Service Center (VSC) in Ashland, Virginia, but our employees had already been building connections with local community organizations for years.

“We wanted to do things where we would be involved and not just send a check,” said Dave DeMascole, Wegmans vice president of supply chain planning and design. “It’s a life-changing experience when you get to see it firsthand.”

After helping build a home with the local Habitat for Humanity, the VSC team signed on to be the main sponsor for their Fill the Pantry program. Each time a home is completed and ready for turnover to the homeowner, our team fills the pantry with products, ranging from cereal and spices to laundry detergent and cleaning supplies.

Since 2016, our Richmond-area stores have partnered with Feed More, the food bank serving Central Virginia. In preparation for the opening of our new distribution center, a team of VSC employees visited the Feed More offices in June to donate a tractor trailer full of approximately 40,000 pounds of non-perishable food to the agency. In addition, the team presented Feed More with a \$10,000 gift to help them provide meals to thousands of individuals across the region.

“Because of caring, compassionate, and committed partners like Wegmans, Feed More is prepared to serve the 1 in 9 Central Virginians experiencing food insecurity with wholesome, healthy meals in their time of need,” said Laura Gambrel, Feed More’s senior procurement manager.



education and youth support

Education creates opportunity. That’s why we’re focused on helping our youth through job and mentorship opportunities, support of after-school programs, and tuition assistance.

Hitting a Home Run with Adaptive Baseball Programs

Wegmans is proud to partner with Challenger Baseball and Miracle League, two organizations that are dedicated to removing the barriers of conventional baseball leagues by creating specially designed playing fields and recruiting volunteers to assist players throughout the game. Our stores provide annual donations and volunteers for these programs in Massachusetts, Pennsylvania, New York, North Carolina, and Virginia.

Buddy Brandon

Brandon Joyce has worked for Wegmans since April 2020, and currently serves as the wine shop team leader at our Wake Forest store. He first volunteered with the Miracle League of the Triangle in North Carolina more than a decade ago and recently reconnected with the organization. Each year, Brandon volunteers as a “buddy” for several games of the Miracle League season, assisting one player throughout the game with a variety of tasks depending on their individual needs.

While Brandon volunteers with the Miracle League on his own time, the Wake Forest Wegmans store where he works recently got involved with the organization as well. A group of employees, including Brandon, volunteered to be buddies for a game. They brought caramel apples for the kids and spent an evening assisting the players on the field.

A Field of Their Own

Ron Kampff brought Challenger Baseball, Little League’s adaptive baseball program, to Webster, New York in 2001 with a mission of providing an equal opportunity for everyone to play the game. Without a home field, his teams bounced from park to park each week, which put a strain on both players and volunteers. Determined to create a better experience for his players, Ron, along with cofounder Don Barone, and a team of volunteers, set out to build a field of their own: Challenger Miracle Field.



After receiving a donation of land from the town of Webster, Ron and his team met with Wegmans to discuss their plans for the property and their vision for the league. The project would fill a void in the community as it would be the only field of its kind within the Greater Rochester area. Wegmans saw potential behind the plans and provided \$50,000 to help get things off the ground.

“Everyone deserves to have access to activities that bring them joy and connection,” said Linda Lovejoy, Wegmans community relations manager. “Organizations like the Miracle League and Challenger Baseball create a culture of belonging that is inclusive and accessible for all, including many of our customers and employees.”

economic mobility

We believe the best way to promote economic advancement is by helping people obtain the necessary skills to gain employment that leads to meaningful careers and financial independence.

Kitchen of Purpose

In September, our Virginia division provided a \$50,000 donation to Kitchen of Purpose, a nonprofit organization that provides job training and entrepreneurship development services combined under the same training facility.

We also support Kitchen of Purpose by providing internship and job placement opportunities to the students in their bilingual culinary training program. During their time at Wegmans, students learn key job-readiness skills while working alongside our employees.



Community Collaboration

We partner with, sponsor, and donate to local nonprofit organizations to build better communities. With a focus on helping families and enriching neighborhoods, all local giving decisions are made at the store level.

One way we're able to make a meaningful impact in the communities we serve is through our companywide partnership with United Way. We partner with local United Way agencies for their unique ability to address the most critical needs of their communities by bringing people and organizations together to do more than any of us can do alone. In 2023, through employee and customer giving, along with corporate gifts, we donated more than \$8.4 million to United Way.

Building Relationships with the Lower Manhattan Community

Being a great neighbor in every community we serve is one of our top priorities, and we aim to start making a difference before we even open our doors to shoppers. As we prepared to open our Astor Place location in October, our store leadership team sought out local organizations and businesses to create new partnerships and introduce ourselves to our new neighbors. In total, the team provided nearly \$90,000 to the Manhattan community through donations and event sponsorships, as well participated in several volunteer opportunities, all before opening day.

- Food Bank for New York City has been working to end food poverty in the five boroughs since 1983. As the city's largest hunger-relief organization, they employ a multifaceted approach centered on helping low-income New Yorkers overcome their circumstances and achieve greater independence. We partnered with the Food Bank for New York City for our "Choose Love" campaign – donating \$1 for every social post that used #MyWegmansAstor during the month of July, raising \$10,000.



- The Astor Place team donated \$10,000 to City Harvest and set up the Mesh Bag Project where our new employees put together mesh bags for City Harvest during their first week at Wegmans. City Harvest volunteers use these bags to pack fresh produce to be delivered to food pantries and community food programs across NYC. These bags are made by volunteers to help keep costs down, allowing City Harvest to direct more funds to securing nutritious food.

- In August, the team had an opportunity to participate in the Henry Street Career Fair as part of our continued partnership with the Lower East Side Employment Network. The program aims to match their Summer Work Program participants with local employers to give them long-term work opportunities. The team met a lot of great candidates, collected contact information, and handed out flyers with recruiting information. The Wegmans brand snacks and spatulas the team handed out were also a big hit.





sustainability

Our Mission: We believe it is our responsibility to help create a healthier, better planet by growing organically near our stores, eliminating waste, and reducing our carbon footprint.

Our Vision: To protect our planet, we focus on four major initiatives that we believe will have the most positive impact on the environment: sourcing near our stores, eliminating waste, reducing plastic packaging, and reducing our carbon footprint. Our Organic Farm plays a key role in each initiative by helping others with sustainable growing and composting practices.

our 2023 impact

Throughout 2023, we made continued progress in each of our four impact efforts, while also focusing our efforts on three major initiatives:

Sustainable Packaging

To improve the sustainability of our packaging, we focus on using less plastic, ensuring our packaging is functional to reduce food waste, and using renewable and recycled materials efficiently.

In 2023, Wegmans eliminated 550,000 pounds of foam packaging by switching to a fiber-based sushi tray. "On the face of it, switching from one tray material to another seems like a fairly easy task, but the truth is, packaging is as complex as the food it's protecting," explains Jason Wadsworth, Wegmans packaging, energy, and sustainability category merchant.

While a similar process is used for all packaging changes, no two projects are the same. How it unfolds and the amount of time it takes depends on a number of factors. Getting to the fiber-based sushi tray was a multi-year process, filled with complexities and iterations as Jason and the restaurant foods team worked with the supplier to create a package that met their requirements.



The team eliminated an additional 50,000 pounds of plastic packaging from the bakery and seafood departments in 2023.

“ On the face of it, switching from one tray material to another seems like a fairly easy task, but the truth is, packaging is as complex as the food it's protecting. ”

– Jason Wadsworth, Wegmans packaging, energy, and sustainability category merchant

Wegmans Organic Farm & Orchard

In 2022, the team at our Organic Farm achieved an impressive 94% recycling rate, but they weren't content to stop there. In 2023, with the help of Chris Foote, Wegmans sustainability procurement area manager for eliminating waste, they found an opportunity to recycle all the agricultural plastic and seed bags used at the farm, both items that were previously sent to landfill due to high levels of contamination. Working with a new partner, the agricultural plastic and seed bags get downcycled (turned into something of lower use and will likely never be recycled again) into building material for the construction industry.



Other notable 2023 accomplishments at the Organic Farm include:

- A switch from cardboard boxes to reusable plastic containers for shipping microgreens and cat grass, and
- A 14-ton reduction of CO2 emissions by blending 20% of our fossil fuel with biodiesel.

Eliminating Waste

We launched our Zero Waste program as a single-store pilot seven years ago, and since then, it has expanded to all 110 stores. In April of 2023, it was rolled out to all three distribution centers, increasing the average recycling rate from 64.4% to 69.5%.

Under the direction of Chris, the Zero Waste program continues to evolve, with the goal of reaching a 95% recycling rate by 2025.

Our store and facilities teams continue to improve their efforts with a focus on continuous improvement, finding ways to enhance established programs, further educate employees, and discover new opportunities to eliminate waste. In 2023, our stores achieved an 84.3% average recycling rate, up from 80.3% in 2022.

"As our average recycling rate increases, it becomes more difficult to achieve significant improvements because most of what's left are the things we don't necessarily have a solution for," explains Chris.

That's when innovation becomes important. Chris is working with our Syracuse division, which leads the company with an 89% average recycling rate, to find solutions for hard-to-recycle plastics and opportunities to increase composting. Beyond the work he's doing in Syracuse, Chris enlisted longtime partner Rubicon Global, the leader in sustainable, cloud-based waste and recycling solutions, to help stores find additional opportunities to improve the work they are already doing to eliminate waste.



do more good

our 2023 sustainability achievements



76.1 MILLION
pounds of food scraps
diverted from landfills
equivalent to
1,902 tractor trailer loads



600,000
pounds of plastic and foam
packaging eliminated
equivalent height of over
500 Empire State Buildings



895,000
gallons of diesel fuel
eliminated
equivalent to
keeping 28.3 diesel trucks
off the road in one year



560,000
pounds of compost
at our Organic Farm
equivalent to
14 tractor trailer loads
of food



Scan to
learn more



From left: Chris Foote, Jason Wadsworth, Marie McNally, Jennifer Callol, Ed Riederer, and Matt Harris. The sustainability team poses with a bail of uniform shirts before they go to our recycling partner to be shredded and used to make mattresses, car interiors, and more.

sustainability team

Jason Wadsworth

Packaging, Energy, and Sustainability Category Merchant

Jason started his career at the Wegmans Egg Farm in 1989 at the age of 14 (working under a farm permit), and that's where he stayed until Wegmans decided to sell the farm in 2007.

"One day I was at the farm, and two weeks later I was in Rochester, reporting to Mary Ellen Burris, the head of consumer affairs at the time, tasked with figuring out what sustainability means to Wegmans and developing a program accordingly," recalls Jason.

The sustainability priority areas that Jason set in 2008 – reducing our carbon footprint, sustainable packaging, and eliminating waste – remain the same today. While most of Jason's early initiatives took place behind the scenes, today, Jason and his team of five, with help from thousands of Wegmans employees, execute sustainability initiatives that positively impact all aspects of our company and the communities we serve.

In 2017, when Jason’s role was moved out of consumer affairs and into procurement, he took on the role of packaging category merchant, giving him additional responsibility for sourcing and purchasing packaging for the company. Today, Jason and his team blend procurement and sustainability responsibilities.

“Sustainability is important to the Wegman family, and they’ve made it a priority for the company. We’re making huge strides against our three big goals, and that’s only possible because of this incredible team of dedicated professionals,” says Jason. “It’s been so rewarding to see the growth and success of so many programs under their leadership.”

Chris Foote

Sustainability Procurement Area Manager – Eliminating Waste

“Every additional pound of food we donate means fewer people go hungry that day. It also means less food is sitting in our landfills generating harmful methane gas, and that the resources used to grow, process and transport the food weren’t wasted.”

– Chris Foote,
Sustainability Procurement Area Manager – Eliminating Waste

Chris, a 34-year Wegmans employee, has always had an appreciation for the environment. In 1997, after completing his studies, Chris was working part-time at Wegmans waiting for the DEC civil service exam to come up, which only happens every couple of years. When Wegmans offered him a full-time position, it was an opportunity he couldn’t pass up.

In 2012, he had the opportunity to lead a composting pilot at Pittsford Wegmans. The work he did during that pilot and following, as he traveled to additional stores to roll out the composting program, led to Chris supporting, and ultimately taking responsibility for the company’s Zero Waste initiative in 2017.

“When it comes to eliminating waste, food waste is how we can make the biggest impact. Every pound counts, not just for what ends up in the landfill, but for our communities as well,” explains Chris. “Every additional pound of food we donate means fewer people go hungry that day. It also means less food is sitting in our landfills generating harmful methane gas, and that the resources used to grow, process and transport the food weren’t wasted.”

Matt Harris

Sustainability Procurement Area Manager – Carbon Footprint

Matt joined Wegmans in 2014 after serving 20 years in the United States Air Force, where he worked on military aircraft. While on his last tour, Matt's father, a longtime Wegmans employee, suggested he consider looking at Wegmans for his next career. Matt couldn't imagine the skills he learned in the Air Force would be a fit for the work available at a regional grocery store, but to his surprise, when it came time to apply, there was an opening for a fleet maintenance department manager. In his role on the fleet team, Matt's focus was on running Wegmans' fleet as efficiently and sustainably as possible.

In 2021, Matt joined the Wegmans sustainability team, and is now tasked with reducing the company's carbon footprint through a focus on fleet sustainability, reducing energy consumption, and expanding our use of renewable energy sources. Under Matt's leadership, and through the use of alternative fuels, electrification, and miles reduction, Wegmans is committed to an annual reduction of 1.25 million gallons of diesel.

“We've committed to reducing our in-store plastic packaging and other single-use plastics by 10 million pounds by 2024.”

– Ed Riederer,
Sustainability Procurement Area Manager – Packaging

Ed Riederer

Sustainability Procurement Area Manager – Packaging

When Ed decided to go back to school in his late 20s, he also applied for a part-time job at Wegmans. Over his 28 years with the company, Ed has grown his career, taking on a variety of roles before becoming a packaging buyer, and then landing his current role overseeing our commitment to sustainable packaging.

“We've committed to reducing our in-store plastic packaging and other single-use plastics by 10 million pounds by 2024. To achieve this, we're focused on driving innovation using new technologies and ways of doing things,” explains Ed. “In addition to reducing our dependence on certain forms of packaging, we're also focused on the end of life for different packaging and how we can help ensure it stays out of the landfill when it's done doing its job.”

“ I also like that packaging, sustainability, and procurement all fall under a single umbrella. You don’t see that at larger CPG companies.”

– Jennifer Callol,
Sustainability Department Manager

Marie McNally

Sustainability Coordinator

Marie, who has 38 years of incredible service at Wegmans, got her start with the company at Chase Pitkin, a home improvement store owned by Wegmans. When Chase Pitkin closed in 2006, she made the switch to Wegmans Food Markets, and like many longtime employees, has taken a unique path to get where she is today. She started in grocery merchandising, then spent some time in customer satisfaction, followed by distribution, then into merchandising for our natural foods department, ultimately landing in indirect procurement where she started as an admin, and now has a spot on the sustainability team.

“I’m personally passionate about sustainability and have always had an interest in joining the team, particularly as it started to grow,” explains Marie. “When a position opened up about a year and a half ago, I applied and got it. I now support our sustainable packaging pillar as we look to use less plastic, and in its place, use renewable and recycled materials.”

Jennifer Callol

Sustainability Department Manager

Jennifer is the newest member of the Wegmans sustainability team. She supports our sustainable packaging priority area, with a specific focus on packaging for products that come out of Wegmans’ manufacturing facilities, including the culinary innovation center, bakeshop, the Organic Farm, and the departments they supply within our stores (restaurant foods, bakery, meat and seafood, etc.). She brings with her 13 years of experience working in packaging for consumer packaged goods (CPG) companies.

“I wanted to stay in packaging and was attracted to Wegmans because of its commitment to quality, high standards, and making a difference,” says Jennifer. “I also like that packaging, sustainability, and procurement all fall under a single umbrella. You don’t see that at larger CPG companies. With this overall responsibility, we have the benefit of looking at packaging options from all sides – is it functional, good for merchandising, recyclable, available domestically, in good supply, and so on. This allows us to bring the best options to the merchants.”



diversity and inclusion

“ Our values create a spirit and culture of belonging. Everyone who works for our company should be treated with the respect that all people deserve, all the time. ”

– Danny Wegman

diversity and inclusion pillars

Our People



We are committed to developing and recruiting diverse leadership to foster a more inclusive and empowered workforce at all levels of our organization.

Our Communities



We are dedicated to being an agent of positive change in every community we serve by partnering with local community organizations who support diverse groups.

Our Operation



We are proud to offer product assortment and promote creative customer communications and branding inclusive and reflective of the communities we serve.

Diversity Training

- **Leading Diversity and Inclusion:** This training module was created for Wegmans' leadership teams. In total, 59 senior vice presidents, vice presidents, human resource managers, and 104 group managers, directors, and corporate distribution and manufacturing employee advocates participated in this leadership training course throughout the year.
- **Diversity and Inclusion Foundations:** These sessions were developed for all customer service level employees. In 2023, a total of 22,000 employees participated in this course. The learning objectives include recognizing Wegmans' commitment to diversity and inclusion; defining diversity, inclusion and fairness at Wegmans; and details about how we influence diversity and inclusion through our values.

Looking Ahead to 2024

Leading Diversity and Inclusion Foundations will continue to be a priority, with a goal of being completed by 90% of all new customer service employees. We will also offer a “Seeing Our Blind Spots” webinar to all employees. This training addresses how individuals develop implicit or subconscious biases, both positive and negative, and how to best identify and address them when interacting with others.

“Everyone is here to welcome you with open arms. Wegmans has shown me that so many times. It’s really a good feeling to be myself.”

– Alyssa G., Allentown, PA

our people

Wegmans Welcomes Employees of All Abilities

Wegmans has a long history of supporting individuals with disabilities, both in our communities and in our stores. Over the last 25 years, our Allentown, Pennsylvania, store has partnered with organizations including Via of the Lehigh Valley and the Lehigh Valley Center for Independent Living to hire dozens of employees with disabilities, many of whom still work at the store today.

Alyssa G. joined the Allentown team 11 years ago. She had recently relocated to the area to be closer to family and was looking for a job to maintain her independence. A local organization that supports job seekers with disabilities assisted her with finding employment at Wegmans and provided her with a job coach to ensure she was successful in her new position.

Over the years, Alyssa has had new opportunities to learn and grow. She now works in a variety of departments on the perishable side of the store, switching between pizza, subs, and the market café. Each week, she prepares hundreds of sides for sub trays, refills cutlery, napkins, and condiments in the café, and helps customers with their pizza orders. Alyssa loves that she can be her authentic self at work and has the full support of her coworkers and managers.

“There’s no judgement here, you can be yourself,” said Alyssa. “Everyone is here to welcome you with open arms. Wegmans has shown me that so many times. It’s really a good feeling to be myself.”





our communities

Wegmans actively recognizes eight National Heritage months through our people, products, partnerships, and suppliers.

Bridging the Language Barrier

Wegmans values diversity and effective communication among its employees, especially when it comes to language differences. Below are just a few examples of the opportunities for employees to learn new languages.

- After recognizing the growing number of Spanish-speaking employees at Wegmans' Retail Service Center (RSC) in Pottsville, Pennsylvania, the leadership team worked with a local Penn State affiliate to set up Spanish in the Workplace and ESL classes. The Spanish classes aim to help leaders learn basic language skills for daily communication and relationship-building, while ESL classes are for Spanish-speaking employees. Due to high interest, additional classes are being considered.
- The Virginia/North Carolina division has been offering ESL classes since 2006. The program has grown to include both on-campus and online options, making it available to employees across divisions. Wegmans pays tuition and registration, and participants get support through check-ins and end-of-semester celebrations. In 2023, 85 employees participated in classes, showing a strong commitment to self-improvement.
- Wegmans offers other resources as well, such as free memberships to language applications like SignSchool for American Sign Language and Mango for learning over 70 languages.

our operations

Water Lilies

We partner with minority-owned businesses to offer products inclusive and reflective of the communities we serve. Our long-standing partnership with Water Lilies is just one example of the relationships we have with suppliers.



WATER LILIES
INSPIRED ASIAN CUISINE

Water Lilies provides many of our Wegmans Brand products, such as frozen Asian appetizers, tofu, noodles, and sauces. We have partnered with Water Lilies for over 20 years to offer these items in our grocery, frozen foods, prepared foods, and deli departments.

Water Lilies started by supplying our prepared foods departments with egg rolls. Now they make almost 60 items for Wegmans. Wegmans merchants and chefs collaborate closely with the Water Lilies research and development team to develop recipes and ensure new products meet our standards.

As our product line has grown, Water Lilies has expanded, moving to bigger and bigger facilities over the years. They are now in a 400,000 square-foot facility in Bay Shore, Long Island. The Water Lilies team has also increased significantly; in 2004 they had only 15 employees and now employ nearly 450 people.





our people

We believe the best way to serve the needs of our customers is to first fulfill the needs of our people. Every one of our 53,000 employees is a unique individual with their own set of talents and skills, needs and wants, and beliefs and experiences. We are committed to helping each of them succeed and grow at Wegmans.

our 2023 impact

Opportunities to Learn and Grow

We prioritize education and growth within the company and provide multiple training opportunities for employees, regardless of their roles. In 2023, a total of 1,079 employees participated in our various store operations training programs:

- 340 management trainees
- 492 team leader trainees
- 247 management interns

In addition to supporting the growth of our store employees, in 2023, we focused on building and strengthening our Corporate/Supply Chain Development programs, designed to reinforce career paths. We hosted trainees in our IT, merchandising, accounting/finance, and supply chain areas, giving participants the opportunity to engage in meaningful rotations and gain exposure to various department functions and leadership. Many of the participants completed the program with positions in their area of interest.

“Here at Wegmans, we’re able to try different things, immerse ourselves in different parts of the business, and grow a passion we maybe didn’t know we had.”

– Meriah Evans,
Merchandising/Marketing Trainee



Our emphasis on training in 2023 continued with our focus on rolling out priority learning courses – all centered around our values, diversity and inclusion, and incredible customer service – to all employees. We also completely reimagined and began rolling out training for 19 store departments. With this new approach, meaningful on-the-job training provides an engaging onboarding experience for all new employees. During their first weeks in a role, employees learn from their trainer using a highly interactive digital guide, and experience practice in key skills to set them up for success. We completed the rollout to nine departments in 2023 and are excited to roll out to the remaining areas in 2024.

Our focus on developing and growing our people goes beyond formal training programs. Every year, 25% of our employees receive a new development opportunity, whether it's taking on a new role, moving to a different store, or receiving a promotion.

by the numbers

The Wegmans Scholarship Program encourages all employees to pursue their educational goals and build a foundation for their future.

In 2023, we had more than **5,000** active scholarship recipients, including **1,200** new recipients.

Since 1984, we have awarded over **\$140 million** in scholarships to more than **45,000 employees**.

Best Employee Experience

In 2023, we emphasized creating the best employee experience for all employees, regardless of full- or part-time status, job role and level, length of service, or any other factors. To achieve this, we focused our efforts on helping employees achieve a positive work-life balance and through active listening.

Through listening sessions, surveys, and focus groups, we heard loud and clear from full-time store employees their desire to have a predictable, consistent day off each week, allowing them to attend to needs outside of work. By April, managers completed one-on-one conversations with all full-time store employees to offer a consistent day off.

We understand flexibility is just as important for our part-time employees. With our multitude of positions and hours of operation, part-time employees provide their availability, telling us when and how often they want to work. Employees can update their availability as needed, and when something unexpected happens, we work with them to ensure their schedule achieves the right balance.

Actively listening to and seeking information from our employees is a crucial part of fulfilling their needs. We provide a variety of listening channels for employees to comfortably share what's on their minds, whether it's in-person with a manager or employee advocate, digitally through our online Q&A submission program, through focus groups and open-door days, or participating in our employee survey.

Each year, thousands of employees have the opportunity to participate in an anonymous survey conducted by Great Place to Work as part of our qualification for the Fortune's 100 Best Companies to Work for List. In 2023, we also conducted a companywide survey, inviting all 53,000 employees to participate. Their feedback has directly shaped our company priorities in 2024 as we strive to better serve our customers and be a great place to work.

Our employee-first philosophy and our focused efforts throughout 2023 have helped us increase our retention in 2023, bringing it back to pre-pandemic levels, and double that of the industry average.

living our values

Kendra and Emily

Kendra and Emily heard about a customer who was recovering from surgery and having trouble getting her groceries. Working with their store manager, they gathered and delivered a variety of items to surprise her.



Thomas

When Thomas isn't behind the wheel of one of our trucks, he spends his own personal time greeting customers in stores. Countless people have told us over the years how much they appreciate Thomas' smile and warm hello.

"This gentleman has a smile that could light up the world," one happy customer said. "He is kind, caring, and truly someone that should be praised! I smile so much bigger when he is there!"



Matt

Matt is on a mission to raise awareness of epilepsy. It is the fourth most common neurological disorder, but not a lot of people understand what it is or how it impacts people. Matt's been a strong advocate for educating people throughout his life. Part of raising awareness and increasing understanding includes the volunteer work Matt has done in partnership with his Wegmans colleagues. With his guidance and participation, the King of Prussia store has supported numerous events and activities for the Epilepsy Foundation.

"When my store manager and service area manager found out I was going to be one of three speakers at the national walk in Washington, D.C. this past spring, they reached out to the Wisconsin Ave. Wegmans in D.C. to ask for support," he says. "They became one of the sponsors for the event and donated water, snacks, and gift cards for catering at the after-party."



Habitat for Humanity – Rochester, New York

At our company's headquarters in Rochester, New York, 250 employees from our corporate office, and Rochester and Southern Tier divisions came together for a Framing Frenzy in partnership with the Greater Rochester Habitat for Humanity. Over the course of the day, the team worked together to build the frames of two separate houses and load them onto a truck for delivery.

"Within hours, the downstairs frame was completely built, then the next group came in and the second floor was completely built," said Tom Honan, service area operations manager for our Rochester and Southern Tier divisions. "It's an amazing experience to see it literally go from nothing to a house in a matter of hours."



United Way Day of Caring – Companywide

In 2023, more than 1,000 employees participated in the annual Day of Caring, an event that brings together volunteers to help local nonprofit organizations with projects at their facilities.

In our Syracuse, New York, division, over 150 employees from seven of our Syracuse-area stores spent the day traveling around the city to complete projects at 15 Syracuse City School District sites.

To the West in our Buffalo, New York, division, 100 employees split up into teams to work at four separate Boys and Girls Clubs located throughout the city.

Further south in Erie, Pennsylvania, employees volunteered at McKinley Elementary in the City of Erie. McKinley Elementary is part of the United Way’s community school initiative, which provides students and their families with a wide range of resources directly at their school, removing barriers to learning so children can be successful in school and life.





feel your best

We believe feeling your best starts with what and how you eat. Optimal health is about physical and emotional wellness, and what you eat affects how well you sleep, manage stress and health conditions, and move through life. By providing balanced meal and nutrition support, offering tips and products that support special diets, helping create healthy habits, and providing in-store pharmacies at many locations, we are helping people live healthier, better lives through exceptional food.

our 2023 impact

Supporting and Learning from Our People

Our nutrition team is committed to supporting the health and well-being of our employees. In 2023, the team continued to test nutrition and health content with small employee groups. The goal is to provide resources and education to help our people discover an approach to eating that helps them feel their best. These opportunities are also an important touchpoint for our team; the engagement and feedback help them to keep a pulse on what matters most to our employees and customers, which directly impacts their creation and delivery of meaningful nutrition education to the communities we serve.

“ I was so impressed with everything we learned from you all. Thank you for all your support and hard work! ”

– Wegmans Employee



Building a Spectrum of Nutrition Education

In 2023, our nutritionists continued to enhance and expand Feel Your Best online resources to help our customers navigate nutrition and healthy eating topics.

A topic that continues to be of interest is sports nutrition, and we uphold our commitment to providing healthy eating guidance for athletes of all kinds through partnerships with sports teams such as the Buffalo Bills and Rochester Americans. We have found new ways to share our “Eat Like a Pro” messages (such as fueling for activity and hydration) in short videos featuring players, coaches, sports dietitians, and Wegmans nutritionists.

Other exciting additions to our resource library include:

- Kids at the Table – Easy tips for decreasing stress and increasing joy at family mealtime
- Anti-inflammatory Eating – Overview of how food can play a role in reducing the risk or effects of chronic inflammation
- On-demand Webinars – Topics for 2023 included Heart Health, Living Gluten Free, Boost Your Brain Health, Demystifying Meals for Type 2 Diabetes, and more

“The nutritionist had a lot of good tips, and I liked the positive focus on what foods should be included in a heart healthy diet rather than focusing on foods to avoid or eliminate.”

– Heart Health Webinar Attendee



Collaborating with Community Partners

Having a shared passion for inspiring healthy eating habits offered unique opportunities for our nutritionists to collaborate with community partners. Short videos featuring Wegmans nutritionists were created for members of the Boys and Girls Club of Greater Washington, as well as for the Rochester Red Wings, Rochester, New York's, minor league baseball team, and aired during games. Topics included tips for staying hydrated, choosing nourishing snacks, and eating mindfully.



“At Rochester Community Baseball we try to be more than just a baseball team,” explains Dan Mason, general manager, Rochester Red Wings. “One of the finest examples is the Intentional Walk, a week-long celebration of health and wellness that raises awareness and funding for area nonprofits. The Red Wings and Wegmans partner on videos starring Wegmans nutritionists to reinforce Feel your Best messaging, inspiring fans with tips to feel their best through healthy eating habits.”

Our nutritionists also identified seasonal Wegmans recipes and product solutions that aligned with specific nutrient targets for clients of Food & Friends, a community-based organization in the D.C. region that provides home-delivered medically tailored meals and nutrition therapy to individuals living with serious illnesses.

food safety and quality assurance

At Wegmans, a strong food safety culture and commitment to quality is embedded in everything we do. For more than 25 years, the Wegman family has taken a leadership role in advancing food safety within our company and across the industry. Along the way, they've inspired employees throughout our stores, manufacturing operations, and corporate offices to always keep our customers' best interests top of mind, and build on the quality, trust, and transparency they've come to expect from us.

Our food safety and quality assurance team works closely with a variety of private and nonprofit organizations and government agencies to ensure we stay at the forefront of food and non-food safety issues, research, and legislation, while also helping to raise the bar across the industry. From our internal manufacturing operations, to our Wegmans brand suppliers and growers, to our health and wellness offerings, and everything in between, our food safety and quality assurance team is committed to doing what's right for consumers.

"As a team, we live and breathe food safety every day as we continue to evolve and stay at the forefront of the industry, but just as importantly, we focus on inspiring a strong food-safety culture throughout our stores, restaurants, and manufacturing facilities," says Brian Olney, Wegmans vice president of food safety, quality assurance, and manufacturing. "Providing safe, high-quality food for our customers takes a commitment from everyone, and it is our goal to provide our people with all the tools and resources they need, making it easy for them to always do the right thing."



industry partnerships

Through strategic industry partnerships, we take an active role in advancing food and non-food safety at Wegmans and across the industry.



Global Food Safety Initiative and Wegmans Manufacturing

The Global Food Safety Initiative (GFSI) was launched in 2000, bringing together retailers, manufacturers, food safety experts, academia, and government officials from around the world to synchronize food safety standards.

Wegmans recognized GFSI as a best practice early on and in 2008, started requiring Wegmans brand suppliers to be certified against one of GFSI's recognized standards. Understanding the need to hold ourselves accountable to that same standard, we started down the path of getting our internal manufacturing facilities Safe Quality Food (SQF) certified, a GFSI-recognized program. The SQF certification requires companies to put a comprehensive food safety management system into place that includes preventative and corrective actions, internal audits, equipment and facility requirements, document control, allergen programs and training, and Good Manufacturing Practices (GMPs). Once a facility is SQF certified, annual audits are conducted in each facility to maintain the certification.

Wegmans' Culinary Innovation Center, Bakeshop, and Cheese Caves have all achieved Safe Quality Food certification. Each facility is also staffed by a team of quality assurance specialists trained in Good Manufacturing Practices (GMPs), Hazard Analysis Critical Control Points (HACCP), and Food Allergen Controls.



Center for Produce Safety

The Center for Produce safety (CPS), a 501(c)(3) nonprofit, is a collaborative partnership that leverages the combined expertise of industry, government, and the scientific and academic communities to focus on providing research needed to continually enhance food safety. Through this level of collaboration, CPS fills the knowledge gaps on produce food safety and addresses both research priorities and immediate industry needs.



Since CPS got its start in 2007, Wegmans has actively volunteered with and financially supported the organization. As a substantial source of produce-specific research and a repository of knowledge, CPS plays a significant role in helping us understand the most pressing produce safety issues throughout the industry.

STOP Foodborne Illness

As the voice of people affected by foodborne illness, STOP Foodborne Illness, a 501(c)(3) nonprofit, collaborates with partners in academia, the food industry, and government to prevent foodborne illness. They advocate for effective food safety policy and facilitate culture change to increase food safety.

Wegmans has been a member of STOP for a number of years, and most recently, increased our involvement as a member of the Alliance to Stop Foodborne Illness. As a member, we join other retailers, consumer goods brands, and industry associations to focus on awareness and improvements that industry partners can work together to achieve, develop tools and research, and ensure relationships are being built with regulators.



In addition to our membership in the Alliance, our Food Scientist and Regulatory Affairs Director Kathleen O'Donnell-Cahill participates on the recall modernization group, which is focused on improving the recall process in the United States with a focus on becoming faster to react to information, eliminating roadblocks, and raising the overall awareness of the necessity for a food safety culture.

Global Retailer and Manufacturer Alliance

In 2018, Wegmans became a founding architect of the Global Retailer and Manufacturer Alliance (GRMA), a nonprofit organization developed in collaboration with other retailers, manufacturers, certification bodies, and associations in the health and wellness category to create a good manufacturing process that everyone would accept.

“The founding GRMA members recognized the need for organizational structure within the health and wellness product categories and set out to create a standard that parallels what we see in the food industry,” says Betsy Crater, Wegmans non-food quality assurance manager, and a founding and current member of the GRMA board.

In that first year, GRMA and NSF, an independent, global public health and safety organization, put together consensus standards for good manufacturing practices (GMP) using the newly updated NSF/ANSI 455-2 and 455-3 for dietary supplements and cosmetics/personal care products, respectively.

Fast forward to 2020, and the GRMA GMP Certification became the foundation of our Verified with Confidence Program, which requires all brands doing business with Wegmans in the dietary supplements, non-food CBD, herbals, and probiotics space to be certified for GMPs and have their products tested to verify that what is on the label is what’s actually in the bottle. Today, every product on our shelves – Wegmans and national brands – in these categories has gone through and passed the rigorous standards of our Verified with Confidence program.

Wegmans is committed to growing the Verified with Confidence program, with active and adult nutrition products currently going through the certification process.





Supplier Quality Assurance Program

We partner with Wegmans brand suppliers we trust and who share similar values. Before we do business with a grower or supplier, whenever possible, we visit their fields or facilities to verify the steps taken to assure food safety and quality.

Fresh Produce

Wegmans requires all fresh produce suppliers (large and small) to have implemented Good Agricultural Practices (GAPs) in their operations and to provide certification showing they have been audited to verify that those practices are being used.

GAPs are practices designed to minimize the potential for fresh produce to become contaminated with pathogens. These practices cover things like water quality, worker health and hygiene, animal intrusion, and harvesting practices and were developed initially by the FDA in 1998.

Since 2005, Wegmans has partnered with experts at Cornell, Rutgers, Penn State, Virginia Tech, University of Maryland, North Carolina State, University of Massachusetts, the USDA GAPs program, and states' Departments of Agriculture and Markets to provide GAPs training to local growers in areas where we have stores.

Wegmans Brand Products

All Wegmans brand food suppliers must be certified by a Global Food Safety Initiative (GFSI) recognized certification program (or Harmonized GAP Plus+, Produce only).

In addition to GFSI certification, Wegmans merchandising and supplier quality assurance teams may collaboratively decide to visit a Wegmans brand supplier for an on-site assessment (driven by a shift in GFSI score, product complaints, new supplier sites, etc.). First shipments of new Wegmans brand products are checked by our QA team against product specifications and food safety requirements. Sampling or testing is then done periodically, sometimes prompted by customer or employee feedback.



Wegmans

CARING • HIGH STANDARDS • MAKING A DIFFERENCE • RESPECT • EMPOWER