May 9, 2020

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

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

No matter where people live in the world, we want our Associates and customers to feel confident when they come back to work or shop in our stores. In light of the pandemic, we have been highly focused on making changes to help provide a healthier store environment going forward. For our Associates, we are following newly established health protocols, including required use of face masks while working and implementing social distancing work practices. In our stores, we have installed protective shields at cash registers, added social distancing markers in our queue lines, implemented new processes for handling merchandise returns, and instituted new cleaning regimens, including enhanced cleaning of high-touch surfaces throughout the day. We care deeply about the health and well-being of our valued Associates and customers, and for this reason, expect all customers who shop in our stores to wear a face covering. As Associates return to our distribution centers and offices, we are also implementing new safety protocols designed to help protect their health as well.

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

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

Sincerely,

Ernie Herrman
Chief Executive Officer & President

Click here to read our message from April 7, 2020.

Click here to read our message from March 19, 2020.