



At Instacart, the health and safety of our entire community is our top priority. Today we're sharing a number of updates with customers and shoppers about new health and safety guidelines related to COVID-19 as well as features available on the Instacart platform.

Safely Delivering Your Groceries & Household Essentials

We're working closely with national and local authorities as well as a panel of health and safety experts to actively monitor the situation and ensure we're operating safely with minimal disruption to service. We've also shared updated [Health & Safety Guidelines](#):

<https://medium.com/shopper-news/introducing-new-guidelines-and-policies-to-support-the-health-safety-of-the-shopper-community-df75892eb220>

with the shopper community to ensure they're taking the appropriate precautions to safely deliver your items.

Introducing "Leave at My Door Delivery"

Last week, we rolled out a new "Leave at My Door Delivery" feature to all customers, giving you more flexibility in how you want to receive your groceries. To use the new feature, simply select "Leave at My Door Delivery" as part of your delivery options at checkout. You'll receive a photo confirmation from your shopper once your groceries have been delivered.

Supporting the Shopper Community

Doing right by shoppers is important to us. This week, we introduced a number of guidelines, resources, and investments to further support the health and safety of all Instacart shoppers. These include updated health and safety guidelines, a new sick pay policy for all in-store shoppers nationwide, and additional extended pay for any Instacart shopper affected by COVID-19.

Saying Thank You to Your Shopper

Over the last few weeks, the Instacart shopper community has served as household heroes for families nationwide. When you order, please consider tipping above and beyond to reflect the extra effort of your shopper.

For the latest info on the precautions you can take, please visit the [CDC's website](#).

<https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

Thank you, as always, for being a valued part of the Instacart community.

The Instacart Team