

October 7, 2020

To: Kelly Caruso, CEO, Shipt
From: Human Rights Watch

Dear Ms. Caruso,

We are writing to follow up on our letter dated September 16, 2020. As we mentioned in our previous letter, we have been conducting research for publication on the impact of Shipt's policies and practices on the rights of Shipt shoppers and delivery workers ("Shipt workers") classified as independent contractors in California and other parts of the country. We are writing to clarify your company's policies and practices concerning the distribution of Personal Protective Equipment ("PPE") to Shipt workers.

In a [Q&A dated April 9, 2020](#), you stated that, "[i]n coordination with public health guidance, we will be supplying every shopper with gloves and masks through pickup at their local Target store... Throughout the pandemic, all shoppers can replenish their protective gear at Target stores." In an April 2020 survey conducted by the advocacy group, Shipt Shoppers, 82% of 336 Shipt workers surveyed said that they were not given the option to order PPE such as masks, gloves, and hand sanitizer, or had ordered PPE but had not received anything as of mid-April. We have also received reports from shoppers that PPE is frequently unavailable at their local Target store.

So that we can accurately reflect your views in our reporting, we would appreciate your response to the issues described in this e-mail as well as our September 16 letter by **October 9, 2020**. Again, we would be happy to discuss these issues with you or your staff. If you have any questions or would like to schedule a remote meeting, please contact Namratha Somayajula at somayan@hrw.org.

We thank you in advance for your attention to this matter.

Sincerely,

Amos Toh and Lena Simet