Multi-factor Authentication Talking Points

1. Direct2HR and Empower are applications that give Albertsons Companies employees' access to their schedule, payroll information, benefit selections and more, at work and away from work.

2. These apps are available for employees on in-store/location computers, but may also be accessed by personal computers, tablets and smartphones.

3. These apps contain Company and personal employee information that needs to be protected.

4. Today, multi-factor authentication, or MFA, is the best process available to protect sensitive data.

5. MFA is a two-step verification method of validation that adds a critical second layer of security to user sign-ins and transactions.

6. Albertsons Companies uses the following two factors when employees access certain apps, such as Direct2HR and Empower, from computers, tablets and smartphones while not connected to the Company network.

   - Factor 1: User name or employee identification number and password

- Factor 2: Numeric code received on an employee's mobile device
7. Most office employees have used MFA when accessing Company applications outside the company network using a home computer, tablet or a mobile device.
8. Beginning September 4, MFA will be required for all exempt and non-exempt employees, including store/location employees, who wish to access Direct2HR and Empower while not connect to the Company network.
9. I just want to reiterate something. MFA is **not required** for any employee accessing this information from Albertsons Companies computers located in our offices or store/locations.
10. However, the Company recognizes that employees today appreciate the convenience of accessing schedules, payroll information and more from their phones when they choose to do so.
11. That is why the Company is requiring MFA beginning September 4 for use on non-Company networks.
12. However, employees can and should go ahead and register now for MFA.
13. Employees have three choices to receive that second factor when they register.
a. They can download the Microsoft Authenticator app.

b. They can ask to receive a 6-digit authentication code via text message.

c. Or three, receive a verification phone call.

14. We have developed Quick Reference Guides for all three choices.

15. These Quick reference guides can be found on the Company portal along with instructional videos and all the communication materials needed to introduce and implement MFA, under the Links and Resources tab under the Information Technology header.

16. It is also available on the Direct2HR app, so you can see it on a mobile device.

17. We have attached a Team Talk that store/location leadership can use in huddles to discuss MFA.

18. We have also put together a blog post to place on our portal that links to the same internet site.

19. We ask that store/location leadership share the information with store/location employees and give them the Quick Reference Guides, so they can choose their method of authentication.

20. One thing I need to stress is that employees can voluntarily access the Direct 2HR and Empower apps on their personal mobile device if they prefer the convenience of a personal phone.

21. It is not a requirement.

22. Employees who voluntarily choose to use a personal device should only do so on Company Wi-Fi to avoid incurring potential text or cell charges.

23. Because employees have other options when accessing Direct2HR and Empower, they will not receive reimbursement if they choose to use a personal device. Hourly employees can access their work schedules and payroll information on their own time. However, they are not permitted to access their email or other Company database for work related reasons while off-the-clock.

24. If any store/location employee needs help registering for MFA, please have them contact the Albertsons Companies Information Technology Service Desk at (877) 286-3200.

25. Please ask them to be prepared to share their employee ID and store/location number when they call.

26. Thank you.