



# 49th Parallel

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# GROCERY

**Date:** March 19, 2020

**Re:** COVID -19 Issue #2

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Dear Customers,

This is our second instalment addressing the current situation. The health, safety and well-being of our employees and customers will remain the 49<sup>th</sup>'s top priority and we will continue to monitor this situation closely and follow the lead of Canada's public health authorities.

### New company procedures and updates

- As of March 17, 2020, we have stopped accepting bottle returns and plastic bag returns for recycling until further notice.
- We will continue to limit quantities of certain items as necessary in order for our supplies to be available for as many customers as possible. We do receive deliveries six days a week and will continue to work hard at restocking. Please follow the guidance posted around the store.
- We continue to offer our senior delivery service six days a week at all of our stores. We will do our best to fill all orders.
- We have waived delivery shopping fees until further notice. However, we do charge a \$2 fuel surcharge on all deliveries.
- We are removing condiments, creamers, cutlery etc from public access and instead offering individual service wherever possible.
- We have closed our café as we are unable to meet social distancing guidelines.
- We ask wherever possible you pay with tap capable cards in order to limit unnecessary contact. We also will not be able to offer cash back at this time.
- We will continue to payout Lottery winnings up to \$200. All other winners must contact BC Lottery at 1-866-815-0222
- We are asking customers to please bag their own groceries whenever possible particularly if using reusable bags and to follow good social distancing guidelines as much as possible while in the store.
- We hope to maintain full operations as normal. If this changes in any way, we will communicate this in as many ways possible (emails, flyers, posters, social media, etc).

Sincerely, The team at the 49th