



49th Parallel

GROCERY

To: **Our valued customers**

Date: March 27, 2020

Re: **COVID-19 developments and instore experience – update #4**

We wanted to take this opportunity to briefly update you on some of the ongoing developments in your community grocery stores. We hope that you and your family's personal situations have settled down and some stability has been provided.

Our stores and delivery service continue to be very busy. Our entire team continue to work hard serving you to the best of our abilities. We have had to discontinue some of our normal offerings, such as bulk food and self-service items, and product returns, as well as limit ad items and other in-demand products. We appreciate your patience during this time.

We are working at providing the safest shopping environment possible. Some changes include: protective plexiglass at our checkouts, social-distancing signage and announcements throughout the store, and an expanded delivery service for our senior customers and those with underlying health issues. And we do limit the number of customers in the store whenever necessary. With these measures in mind, we need more help from you, the customer.

- In order to follow proper social distancing in our stores, we ask you to please minimize the number of shoppers from a single household at any one time. We all need to be mindful to limit any unnecessary interactions and socializing at this time.
- Please cover your mouth and nose with a tissue when you cough, sneeze into your arm and keep hands clean.
- If you do have symptoms, we ask that you do not visit the store but rather use our home delivery or pickup service.
- Please bag your own groceries whenever possible, particularly if you are using reusable bags. Please be careful to respect our cashier's space.
- If you are finding it too crowded at peak times, try visiting later in the day when our stores are generally quieter.
- We will be closing on Easter Sunday (April 12th) for a day of rest and renewal – please plan ahead.

We will strive to keep everyone up-to-date as more information becomes available and instore operations change. I'm proud of the community support we have received and ask that we all continue to thank our team on the front line during this unprecedented time. Thank you.

From the team at the 49th.