



49th Parallel

GROCERY

To: Our valued customers
Date: March 20, 2020
Re: **COVID-19 developments and instore experience**

We are working hard to maintain a safe, clean and well-stocked store for our communities. The health and safety of our customers, team members and suppliers continue to be our top priority. As we respond to a daily influx of new information from the World Health Organization (WHO), Public Health Agency of Canada and other health and workplace safety advisors, we are proud to serve our community as an essential service.

You will notice several changes in your shopping experience during this time:

- Effective Sunday, March 22, 2020 – we are reducing our hours to 8AM – 8PM 7 days a week to allow for extra stocking, cleaning and rest.
- Our team members are taking extra time to clean and sanitize common areas, checkouts, carts, baskets, pinpads and other touch points more often.
- We will be closing our bulk foods department and prepackaging all items as soon as possible. Other bulk bakery and food items have already been removed.
- We have closed our café and seating areas and removed condiments, creamers, cutlery, etc from public access to eliminate unnecessary risks.
- We are modifying our service delis to move to more prepackaged items only.
- We are working on plexiglass protection for cashiers and will have this in place as soon as physically possible.
- We have eliminated any shopping bag fees and delivery shopping fees until further notice.
- We are following all protocols with our team members with respect to illness or travel restrictions.

We are asking for your help in the following areas:

- Please continue to follow good social distancing measures throughout the store and especially at customer service counters. Please cover your mouth and nose with a tissue when you cough, sneeze into your arm and keep hands clean. If necessary, we may limit the number of customers in the store at one-time to make it easier to shop comfortably.
- We have limited quantities on various items throughout the store to ensure everyone is able to purchase. Please follow these guidelines. We are receiving fresh stock daily.
- We are unable to offer rainchecks, product returns, bottle refunds, cash back, plastic bag recycling until further notice.
- Please pay with tap capable cards if possible to limit unnecessary contact.
- Please bag your own groceries whenever possible, particularly if you are using reusable bags.

We will strive to keep everyone up-to-date daily as more information becomes available and instore operations change. I'm proud of the community support we have received and ask that we all offer kudos to our team on the front line during this unprecedented time. Let's stick together