



# 49th Parallel **GROCERY**

**To:** Our valued customers  
**Date:** March 11, 2022  
**Re:** An update for our communities

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Hello valued customers and communities,

It's been a while since we've had to announce operational changes. After many twists and turns throughout 2020 and 2021, we have arrived in 2022. Firstly, we want to take this opportunity to thank everyone for their support over the last two years. Our business has certainly seen some significant adjustments. However, here at the 49<sup>th</sup>, our primary focus has always been and will continue to be to provide a safe and friendly place for you to shop or order your groceries.

Now that instore operations are somewhat back to normal we want to let you know some of the things we are working on this year:

- Maintaining a safe and inclusive working environment for our team
- Providing a safe, clean and friendly environment for you to shop
- Providing the best value and selection possible
- Striving to ensure stock is on hand at all times
- Preserving all of our services – front end staff (no self-scan), grocery delivery, meat departments (fresh cuts and grinds daily), deli and bakery service counters, floral supply and delivery, and cafes with seating - just to name a few.

Masks will no longer be required instore and we have also discontinued our one-way aisles but we will keep queuing spots and most cleaning measures in place (carts will be cleaned regularly and sanitized each night; hand baskets, belts and high-touch surfaces throughout the day), we will also continue to offer hand sanitizer, sanitizing wipes and masks for anyone wishing to use them.

We continue to work hard at giving back in our communities, most recently with support going to our local food banks, Chemainus theatre, local Legions and schools, Ladysmith Family & Friends (LAFF), and kids sports. Our communities continue to be very generous by purchasing care packages prepared instore with products in need in each area. We are looking forward to being an active participant in community events returning this year.

We are truly blessed to live and work in this beautiful part of the world. We appreciate being part of a community that cares. We will continue to work hard for you at your local 49<sup>th</sup> - thank you from all of us

Peter, President

**5 locations to serve you - Ladysmith Duncan Chemainus Cedar**