



## LETTERS FROM ANTHONY LONGO

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Update: **July 2, 2020**

I hope you had a great Canada Day celebrating the best country in the world. As restrictions begin to ease and we embrace the warmth of summer, I wanted to provide an update on what is happening in-store and let you know about some changes. As a family business, the wellbeing of our Team Members and Guests remains our number one priority. As the COVID-19 situation evolves, so do our policies and procedures, all in the interest of safely providing you with the best possible shopping experience.

Overall, I want to assure you that our stores and Team Members continue to operate under heightened preventative measures, in accordance with direction from public health, to protect against the spread of COVID-19. We are maintaining our elevated cleaning and sanitization procedures and social distancing measures, in addition to wellness screening for our Team Members and Guests. Everyone entering our stores is required to wear a face covering or mask and we encourage all our Guests to bring their own. We continue to offer single-use masks at the door, with net proceeds going to the local food bank, as well as stocking new lower priced bulk packs and re-usable masks. I appreciate your ongoing support as we work together to keep everyone safe.

It's been great to see our service areas safely re-opened allowing us to offer everything from freshly sliced deli meats to custom cut steaks to our wide selection of baked goods and personalized cakes. We've heard from many of our Guests about both their love of cooking and their need for a little help, so we continue to expand our Kitchen offering of freshly prepared meals. I'd recommend trying one of our Roman-style pizzas, the Grilled Vegetable is especially tasty!

In an effort to make your shop a little easier and more enjoyable, you are no longer required to shop alone, but please note that we are still limiting the total number of Guests in the store at any one time. We are now allowing the use of reusable bags, we ask that you keep them in your cart at all times and do not pack items into them while shopping. We also ask that you please bag your own groceries at checkout. There is temporarily no charge for plastic bags. Contactless payments are still encouraged, as well as digital e-receipts through our loyalty program, but we will now accept cash payments at all check outs.

And finally, we are back to accepting returns. So, if you are not completely satisfied with your purchase, simply return the item with your receipt to our Personal Touch Services Counter and we will gladly offer a refund or exchange within 14 days of purchase. Please note that we will not accept returns of more than 3 of the same items and don't accept returns for gift cards, baby formula, baby wipes, baby food, toilet paper, paper towels, and Lysol wipes.

I look forward to seeing you in our stores soon, where you'll find great new deals just for our Thank You Rewards members, our new Summer Magazine filled with mouthwatering recipes and hundreds of new Longo's branded products to explore.

Let's safely enjoy all that summer has to offer.

Sincerely,

**Anthony Longo**  
President & CEO



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Update: **May 15, 2020**

As a family business, our number one priority is the health and safety of our Team Members and Guests. As you've probably already experienced in our stores, all Team Members and **Guests are required to wear a face covering or mask**, as we work together to keep our communities safe. Health Canada has highlighted the benefits of face coverings to help stop the spread of COVID-19.

We encourage you to bring your own face covering and appreciate seeing all the different versions many of our Guests have made at home including scarves, bandanas and those made from t-shirts. Please ensure that your face covering covers your mouth and nose. If you don't have a face covering, we will be providing single-use masks at our entrances for \$1 starting on May 19th, payable at checkout, with net proceeds donated to the local food bank. The requirement to wear a face covering or mask does not apply to children under the age of 2. If you are not able to wear one, please speak with a manager so we can accommodate you and ensure you have a safe shopping experience.

We've also had lots of requests from our Guests about the ability to purchase additional masks and wanted to confirm that both re-usable face coverings and single use masks are now in-stock. Limits may apply as we do our best to ensure all Guests have access to these items.

Thank you for your support and patience as we work together to keep everyone safe. All the best for a great long-weekend and the warm weather ahead.

Sincerely,

**Anthony Longo**  
President & CEO

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Update: **May 1, 2020**

As a family business, our number one priority is the health and safety of our Team Members and Guests. To help protect our community, effective May 4th, 2020, **all Guests will be required to wear a mask or face covering while in our stores**. This requirement does not apply to children under the age of 2. If you are not able to wear a mask or face covering, please speak with a manager so we can accommodate you.

As you may know, our Team Members and Suppliers wear a face covering, and now our Guests are required to do the same. Please bring a mask or face covering that covers your mouth and nose with you when you shop. Masks are also available for purchase in-store. Should you require assistance please speak with a Team Member at the entrance.

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Thank you for your support and patience as we work together to keep everyone safe.

Sincerely,

**Anthony Longo**

President & CEO

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Update: **April 22, 2020**

I'd like to provide you with an update on our continued response to COVID-19. To start, I'd like to say thank you. Thank you to our Team Members and Suppliers, who are working tirelessly to ensure our communities continue to have access to food and essentials, and thank you to our Guests, for your patience, trust and gratitude as we navigate this challenging situation together.

We have continued to implement new safety procedures in our stores as more information has come available. We have additional Guest traffic procedures to support physical distancing, including limiting the number of Guests in store, one-way shopping aisles, and adding floor decals to show spacing requirements. We also ask that for now, you leave your re-usable bags at home. There is no charge for plastic bags at this time. To reduce touchpoints, we have temporarily transitioned our flyer to online only and have moved to cashless payments.

All Team Members are now wearing face coverings or shields and we are strongly encouraging Guests to wear their own mask or face covering while in the store. In addition, we are instituting elevated Team Member wellness screening protocols at the beginning of every shift including contactless temperature checks. This has started at our distribution centre and Grocery Gateway and is being rolled out across all store locations in the coming days.

We understand that these are significant changes to your shopping experience and we thank you for your support and patience as we work together to keep everyone safe. We will continue to quickly execute any new best practices and learnings as the situation evolves.

Lastly, we cannot stress enough the importance of keeping Team Members and Guests safe as we provide this essential service. We want to appeal to everyone across the industry and to all Guests and reinforce the message to please stay home, even if you have only mild symptoms. It is our collective duty to stop the spread of COVID-19.

Let's all work together to keep everyone safe.

Sincerely,

**Anthony Longo**

President & CEO

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Update: **April 5, 2020**

Dear Guests,

We'd like to provide you with an update to our Weston Road and Maple stores.

Longo's became aware of a Team Member testing positive for COVID-19 at our Weston Road store on March 26th. Under guidance from public health, all Team Members that had close contact with the individual were immediately placed in self-isolation and the Weston Road store went through a comprehensive deep clean and sanitization. Public Health cleared the store to reopen on Saturday, March 28th. Since that time, a number of the Team Members in self-isolation have tested positive for COVID-19, however, none of these Team Members have worked in the store since the deep cleaning and sanitization was completed on March 27th.

Public Health notified Longo's of a Maple store Team Member testing positive for COVID-19 on March 30th. Their investigation quickly confirmed that the affected Team Member's last shift was on March 13th, so they had not worked in the store for over 15 days. As a result, Public Health did not advise of any risk of exposure for Team Members or Guests and did not advise of any further action to be taken by Longo's.

This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind.

From our family to yours,

**Anthony Longo**

President & CEO

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Update: **March 21, 2020**

Dear Guests,

We'd like to provide you with an update on changes in-store as we respond to COVID-19.

**Healthy and Safety of Team Members and Guests:**

- As we continue to focus on the health and safety of our Team Members and Guests, we would like to provide the following updates:
  - We will no longer be packing Guest's groceries in reusable bags. Guests can pack their own reusable bags or use store plastic bags
  - Remember to follow social distancing guidelines while you shop by staying 2 meters or 6 feet apart from others
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- We are strongly encouraging cashless payment methods (i.e. debit or credit)
  - Installation of plexiglass shields at our checkouts is beginning across our stores

**We are asking all of our Guests for their support during these challenging times.**

- Please do not shop in store if you have travelled outside Canada in the past 14 days, have been told for any reason to self-isolate or are not feeling well. Ask a friend or neighbour to pick up groceries for you or visit us online to order for delivery from Grocery Gateway.
- We continue to encourage our Guests to support a Community Wellbeing Hour from 8-9am for more at-risk members of our community to shop with less traffic and increased confidence.
- Please stay informed and knowledgeable with all of the World Health Organization recommendations including practicing regular hand washing, cough or sneeze into your elbow, stay home if you are feeling unwell and maintain social distancing.
- Our top priority remains the health and safety of our Team Members and Guests. Our Team Members have been working incredibly hard and without them, we would not be able to remain open. Thank you for joining us in treating everyone like family by showing kindness and looking out for one another.

From our family to yours,

**Anthony Longo**

President & CEO

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Update: **March 20, 2020**

To our valued Guests,

We would like to take a moment to address product availability in stores and reports of price gouging in the market.

We are working tirelessly with our supplier partners to ensure you have access to fresh food and essentials at fair prices during this challenging time, with new inventory arriving at stores daily. As demand continues for some products, quantity limits per Guest may be imposed until we are able to restock. During your shop with us, we ask all Guests to be considerate and supportive of our community members.

Please know that we haven't changed any of our pricing practices nor have we raised a single price to take advantage of COVID-19. Longo's has been building trust with the community for the last 65 years by treating

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everyone like family and today, that trust is more important than ever before.

From our family to yours,

**Anthony Longo**

President & CEO

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Update: **March 17, 2020**

To our valued Guests,

In light of the increased traffic to our stores, all Longo's locations will offer a Community Wellbeing shopping hour from 8a.m. - 9a.m. every morning beginning March 18th until further notice. This hour is being prioritized for seniors and at-risk members of our community so they can shop with increased confidence. We ask all Guests to support this initiative to help protect our most vulnerable community members.

From our family to yours,

**Anthony Longo**

President & CEO

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Update: **March 17, 2020**

To our valued Guests,

Keeping our Guests and Team Members safe and healthy remains our highest priority. I wanted to update you on some additional steps we are taking to continue to best serve you and your family during these challenging times.

**Store Hours:**

As of March 17, 2020, we are temporarily adjusting our store hours in order to provide our Team Members more time to sanitize, restock stores and rest.

**Temporary Store Hours:**

Longo's Stores: Open 8:00 a.m. - 8:00 p.m.

Longo's Market Stores at First Canadian Place & Brookfield: Open 7:00 a.m. - 5:00 p.m.

**Seating Areas:**

We have temporarily closed our seating areas in all stores.

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**Loft & Corks Areas:**

Out of an abundance of caution, we have decided to temporarily close Corks and Loft services until further notice. For those with Loft classes booked prior to April 19, a full refund will be provided.

**Returns, Rainchecks, and Substitutions:**

We will not be accepting returns at Longo's or Grocery Gateway until further notice to minimize risk to our Guests and Team Members. Some items featured in our flyers may not be in stock and we are not providing rain checks or substitution at this time.

**Grocery Gateway:**

Increased Guest volume is currently affecting our site performance. We apologize for any delays and inconvenience this causes. Please know we are doing everything we can to serve as many Guests as possible.

Thank you for your understanding as we navigate this evolving situation. We will continue to provide you with regular updates. You have our full commitment to do the best we can every day to ensure your family has access to fresh food and essentials.

**Anthony Longo**

President & CEO

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Update: **March 13, 2020**

To our valued Guests,

At Longo's, our Guests and Team Members are part of the family, which means, like you, during the last few weeks we've been focussed on doing all the things we need to do to keep everyone safe and healthy. We wanted to provide an update on the proactive steps and measures that we have taken to give you peace of mind as you shop with us in light of the evolving Coronavirus (COVID-19) situation.

I wanted to personally emphasize that this issue has our full, undivided attention and we are reinforcing our already high cleanliness and sanitation standards by taking additional proactive actions. We will continue to assess the situation daily and remain committed to ensuring every family has access to fresh food and essentials, especially in times of uncertainty.

**For our In-Store Guests:**

- We've added staffing and hours dedicated to the cleaning and sanitization of our stores throughout the day. We are concentrating on high-use surfaces such as shopping carts, seating areas, counter tops, washrooms, checkout areas and credit card readers.
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- We will continue to provide sanitation wipes and hand sanitizer stations for you at our entrances and exits.
  - In an abundance of caution, we will be pausing all self-serve food counters and sampling, which includes all hot and cold counters and salad bars.

**For our Grocery Gateway Delivery Guests:**

- Our delivery Team Members have been provided with gloves as part of their uniform, as well as each truck is equipped with hand sanitizers and cleaning supplies.
- Until further notice, our delivery Team Members will refrain from entering into Guests homes. This means, attended deliveries will be left at the door.
- We will be transitioning to only accepting payment online, eliminating the need for the handling of payment terminals and Guest signatures on delivery.

**For Team Members:**

- We are providing hand sanitizer for Team Members in checkout areas and have added communications to reinforce the importance of following all public health protocols.
- We are encouraging our Team Members to closely monitor their health and well being and to stay home, if they, or someone in their household are sick. Team Member support programs are in place to ensure they do not feel the need to choose between their health and work.

We appreciate your understanding that, as a Guest, your Longo's or Grocery Gateway delivery experience may look different as we navigate through this time together. Your nearest Longo's store continues to operate at the usual hours of operation and Grocery Gateway will continue to operate in all current delivery areas.

As this issue evolves, we are committed to providing you regular updates on the steps we're taking to combat the spread of COVID-19. Doing the right thing is part of the very fabric of our company. As a local grocer, we live in the same neighbourhoods, shop the same stores and eat the same food. You have our full commitment to continue to do the best we can every day to ensure our Team Members and Guests are protected.

If you have any additional questions, please contact our Guest Care department at 1-800-956-6467 or by emailing [1800@longos.com](mailto:1800@longos.com).

From our family to yours,

**Anthony Longo**

President & CEO

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