



## STORE UPDATES

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As a family business, the wellbeing of our Team Members and Guests is our number one priority, which is why we are providing the most up-to-date information on our stores and policies.

We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with direction from public health to protect against the spread of COVID-19.

We continue to have wellness screening for our Team Members and Guests and everyone is required to wear a face covering or mask while in store. Please talk to one of our Team Members if you have any challenges, and we'll find a way to accommodate you to ensure you have a safe shopping experience. We thank you for your support and patience as we all work together to keep everyone safe.

Our Team Members are remarkable and we are so grateful and proud of how they continue to go above and beyond to take care of our Guests and keep everyone safe during this challenging time. In support of our commitment to full transparency, for both Guests and Team Members, you can rely on this webpage for the most up-to-date and accurate information about our stores and policies. **All positive COVID-19 cases for Guest-facing Team Members will be posted below for 14 days after their initial reporting date, unless new information is received from Public Health.**

This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind. Thank you for your understanding as we navigate this evolving situation. Let's all work together to keep everyone safe.

Sincerely,

Anthony Longo  
President & CEO

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## POSITIVE COVID-19 CASES

COMMUNICATION DATE	LOCATION	LAST DAY WORKED	COMMENTS
September 19th	Applewood	September 14th	

*While we make every effort to ensure the accuracy of the information in this document, the situation and information being provided to us are rapidly evolving. This information is subject to immediate correction as new facts become available to us. Cases will be posted for 14 days after their initial reporting date, unless new information is received from Public Health.*

## FREQUENTLY ASKED QUESTIONS

### **When was the Team Member's last shift?**

Please refer to the chart above to note the last shift of any affected Team Member.

Our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19. Public health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

### **What about Team Members that may have been in contact with them?**

All Team Members that have been in close contact with the Team Member with COVID-19 have been instructed to stay home and self-monitor their health. We will pay them in full during this time.

### **Do I need to self-isolate if I shopped at one of these stores recently?**

Public health officials assure us that the risk of grocery shopping remains low and we continue to partner with them to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.



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### **Did you close any of these stores?**

All stores go through a deep clean and sanitization as needed, based on the public health protocols.

### **What have you done to stop the spread of COVID-19?**

In addition to our already high sanitation and cleanliness standards, we have instituted many precautionary measures across our business related to COVID-19. These changes include dedicating the first hour of the shopping day for at risk members of the community, modifying store hours, adding distance-based place markers and signage, store Guest traffic procedures, installing plexi-glass shields and suspending all sampling and self-serve open food programs. All Team Members and Guest have wellness screening and are required to wear masks or face coverings while in the store. We will continue to quickly execute any new best practices and learnings as the situation evolves.

There are some variables that are outside of our control so **we are also asking our Guests for their support during these challenging times to help minimize the risk of COVID-19.** It is our collective duty to stop the spread of COVID-19.

- All Guests over 5 years of age are required to wear a face covering or mask while shopping.
- 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 during the first hour of the day for more at-risk members of our community to shop with less traffic and increased confidence.
- We are limiting the number of shoppers in our stores, however we also recommend you look with your eyes versus your hands and use contactless payment methods to reduce touching. There is no charge for plastic bags at this time.
- 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, wearing a face covering and maintain social distancing.

### **What are you doing to maintain trust with Guests and with Team Members?**

As a family business, the wellbeing of our Team Members and our Guests is our number one priority. We believe in being transparent about everything that goes on inside our stores because it impacts everyone. And we will take all steps required to protect our team and every Guest and we will communicate about those actions as they are initiated.

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