

Subject: FW: COVID-19 Need To Know – March 17, 2020
Date: Tuesday, March 17, 2020 at 10:34:49 AM Mountain Daylight Time
From: Richelle Stewart
To: Larry Zima, Chris O'Halloran, Ricardo de Menezes, Mark Wells, Adeel Mulla, Michael Hughes
Attachments: image002.jpg

From: Roger J Bockstael (LCL) <Roger.Bockstael@Loblaw.CA>
Sent: Tuesday, March 17, 2020 10:33 AM
To: Richelle Stewart <rstewart@ufcw401.ab.ca>
Cc: Sean M McLennan (LCL) <Sean.McLennan@Loblaw.CA>; Alex Vazquez (LCL) <Alex.Vazquez@Loblaw.CA>
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Hi Richelle,

Just keeping you in the loop as this progresses.

Roger

From: ANNOUNCEMENTS/ANNONCES <hbserv@loblaw.ca>
Sent: Tuesday, March 17, 2020 8:50 AM
To: ANNOUNCEMENTS/ANNONCES <hbserv@loblaw.ca>
Subject: COVID-19 Need To Know – March 17, 2020

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COVID-19 Need To Know – March 17, 2020

Leaders: [please print](#) and distribute to colleagues or cover in huddles

Moving forward, we will be providing you with a daily update regarding our ongoing response to the COVID-19 pandemic. As you know, things are moving fast, but we want you to be aware of the steps we are taking to ensure customers have access to the goods and services they need. That means these updates might be incomplete or works-in-progress. Thanks for your understanding.

A quick note to kick-off today's message. Coming off a very challenging weekend, we were incredibly pleased to see positive customer feedback from both our LCL and SDM customers. This is a huge credit to our store and pharmacy teams. While there were a few comments about items being out of stock, customers understood why, and many had very specific praise for our store colleagues and their calm approach to the situation. Well done everyone!

Here's what we are doing in stores:

- **Hours dedicated to those who need extra service (seniors, individuals living with disabilities, etc.).**
Beginning this week, our stores will set aside dedicated shopping hours for some of our most vulnerable customers, specifically our seniors. This will look different by division, ranging from early openings to a dedicated first hour, and will be offered in alignment with any guidance provided to us by provincial governments or public health authorities.

- **Another message from Galen.** In light of the measures announced by the Federal Government on Monday, Galen sent another message to our PC Optimum members. [Click here to read this important note.](#)
- **Sanitization.** Our Food Safety team has developed a sanitizing solution that can be made in-house from items that are readily available on our shelves today. A Standard Operating Practice (SOP) has been created so that stores can make this product on site. This will be a big help if our stores and our vendors start to run low on our regular sanitizing products.
- **Bottle returns.** We will no longer accept bottle returns at any of our stores across Canada, until further notice, effective immediately.
- **Inventory and Firm Orders.** To better manage replenishment, a list of critical items has been placed on “FIRM.” This list has been posted on flip. When items are on FIRM, if you manually order over-and-above quantities, the system will remove your IPFR order and you will receive no stock. Please do not place orders for any items that are on FIRM.
- **Product sourcing.** Note that, at this time, we don’t expect to see any immediate impact to our sourcing efforts as a result of the Federal Government’s new border restrictions. The government has said it is committed to keeping important goods moving.
- **Supporting our stores.** If you are from Store Support, and you can make the time to work in our grocery stores, SDM locations or DCs, we’d love your help. [Click here](#) to express your interest.
- **Addressing your concerns as quickly as possible.** We understand that you may be worried about this situation. We are looking into every possible precaution that might keep you even safer and healthier. As we confirm solutions, we are communicating them to you as quickly as possible. The sanitization and bottle return elements noted above are two such examples, and we are working on several others (e.g. handling cash, reusable bags and bins, etc.).

Here’s what we’re doing for colleagues/employees:

- **Pay Protection Program.** As a reminder, if you have been put into quarantine by a public health official, or if you are returning from travel from anywhere outside of Canada, you **must** go into self-isolation for 14 days. That means stay home and help stop the spread of this virus. If you are told to self-quarantine – and as long as you booked international travel before the Government issued travel warnings – *we will protect your pay.* Visit [flip/ISW](#) for details on the Pay Protection Program.
- **Work from home.** If you are able to work from home, do so as much as possible. Visit [flip/ISW](#) and [Yammer](#) for tools and resources to help you be more productive at home.
- **Celebrate one another.** Take the time to recognize a fellow colleague for their hard work during this difficult time. Use the hashtag #forthecustomer so we can all follow along.

- **Webex/Conference Calls.** As you might expect, there is a much larger volume of people using remote working tools today than ever before, which is causing some issues with access. If you have issues with the 416- or 1-800- Webex numbers, please keep trying or try using the Webex app or their web version.
- **Virtual Private Network (VPN).** VPN is a means of securely connecting to the company network remotely for specific applications. Most colleagues do not require a VPN connection for their daily work. Tools like Office 365, Yammer and Workday all work without VPN. Visit flip/ISW for a full list of tools that do not require VPN connection, and if you don't need VPN, don't use it – this will help us reduce connectivity problems for those who do need to use it.
- **Contact Info.** With colleagues working remotely across the country, we need to be able to reach one another. Update your contact information in Workday and be sure to login to Skype daily.

As always, stay Informed. Keep an eye on [flip](#), [ISW](#) and [Yammer](#) for the latest information.

[#forthecustomer](#)

You are all doing incredible work, and we're asking you to recognize each other on Yammer using the #forthecustomer hashtag. Here's just one example of your success.



Andrew Woodley – 6 hours ago from iPhone

To Feed Everyone, Alec Hassan, Jonathan Carroll, Alex Bachoumis, Marc LaBranche, Jocyanne Bourdeau, James Lea, and Paul D Basha (LCL)

A huge thank you to Paul D Basha (LCL) for helping Oakville meat 🍖 department, who are down a manager and cutter due to travel quarantine. These are the leaders that keep Superstore going! Thank you Paul for your countless hours of support to ensure our customers are getting their meat 🍖🍖!!

Thanks everyone for your hard work.
Sarah

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