COVID-19 (2019 Novel Coronavirus) – Retail Update

March 17, 2020

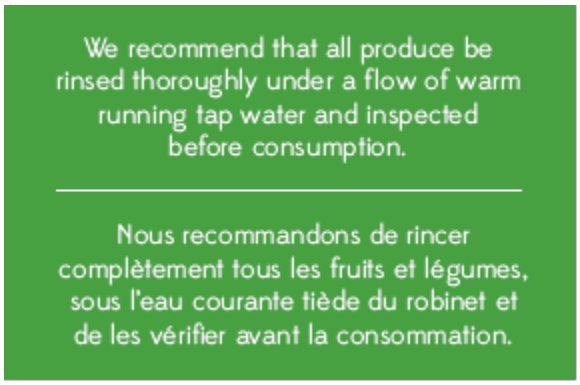
This update includes new procedures effective immediately for corporate employees. We strongly advise our Franchisees employees to do the same.

Leaders are encouraged to review these communications with their teams to ensure thorough understanding.

Retail Updates:

- **COVID-19 Self-Assessment Screening Tools:**
  - Employees are encouraged to refer to online and telephone provincial resources to access self assessment screening tools.
  - Reminder: Employees who are experiencing flu like symptoms, or who have been in contact with an individual with COVID-19, should immediately self quarantine and contact their local Public Health Authority.
- **Employees Exercising Their Right to Refuse Unsafe Work**
  - We understand that many people are feeling vulnerable right now and it is not our intent to be confrontational or heavy handed about work refusals. However, we are an essential service for Canadians and they are counting on us to provide for them.
  - We have taken all steps deemed appropriate to protect employee safety. It's been our first priority all through this crisis. There is a process for all of us to follow together to properly address employee concerns. In the event an employee has contacted you and is exercising their right to refuse unsafe work due to fears of exposure to Covid-19, please follow the process outlined in the attached documents.
    - Right to Refuse Unsafe Work_COVID-19
    - Work Refusal Process_COVID-19
  - Medically requested absences/work reassignments due to underlying health conditions will be treated as a request for accommodation and follow the existing workplace accommodation protocol.
- **CAO Update**
  - Due to the incredible sales increases stores are experiencing, it is necessary for stores to review the Sales Forecast Override in CAO daily for the next two weeks.
  - Please ensure a member of your store team is logging in daily to modify the forecasts for the next two days, taking into account your stores' current sales trends.
  - A quick reference guide has been included with step-by-step instructions to on how to complete the override.
- **Decisions Log**
  - As we continue to navigate these unprecedented times, decisions on operational procedures continue to evolve.
  - Moving forward, a COVID-19 Operational Decisions Log will be attached to each Retail Update to provide a recap of the decisions and guidelines that have been shared to-date.
- **Produce Signage**
  - As the business works through the current COVID-19 crisis questions have emerged regarding the safety of our produce in store.
  - At this time our applicable health authorities have advised that the risk of contracting COVID-19 from food items is very low. Nonetheless, we would like to remind our customers that washing produce prior to preparation and consumption is always the best practice.
  - We have created signs advising this and would like to ask that you place these signs in your bulk produce department in customer facing locations. Each store will receive 10 signs.

- Signs are being printed by RRD and will be shipped to your stores with your regular media support materials next week.



Changes/Operational Decisions:

- **Senior Shopping Hour**
  - It was announced today, both on the Market, Ready to Serve and Sobeys' social media accounts that we will be scaling our Senior Shopping Hour to be offered in many of our stores across our family of brands effective this Friday.
  - For Senior Shopping Hour, we will devote the first hour of operations at many of our stores to those most vulnerable and those who require extra attention, particularly seniors.
  - We have a team in place to help build the logistics and will share more information soon. Please stay tuned!
- **Self-Service Stations**
  - Hot/Cold Food Bars
    - All hot/cold food bars (including salad stations, bulk foods and olive bars) should only remain open if a designated employee remains stationed at the bar **at all times** to serve customers and clean all contact surfaces frequently.
    - Under no circumstances should customers be accessing self-serve hot/cold food bars.
    - If you cannot allocate a dedicated employee to service hot/cold food bars, these stations should be closed until further notice. Prepackaged options should be made available to customers.
  - In-House Bakery
    - All in-house bakery items must be pre-packaged.
    - Under no circumstances should bakery items be available in open cases for customer self-service.
  - Coffee Stations
    - All self-serve coffee station products, including milk, creamers, sugars and lids, should be placed behind the service counter and handled by employees only.
- **Focused Production of Product**
  - A number of our suppliers have started to focus their production to the top selling skus within the category in order to provide customers with product.
  - Details will continue to be provided via the News Express – please ensure you are reviewing daily to understand any changes.
- **Wifi Upgrade Project**
  - All stores that are scheduled to have upgrades next week will be postponed. We will reassess on a weekly basis.
- **Store Equipment Refresh Project**
  - All stores that are scheduled to have store equipment updated/refreshed next week will be postponed. We will reassess on a weekly basis.

Have a question?
Email questions@sobeys.com. Discuss any personal concerns with your direct manager.