

# EMPLOYEE COMMUNICATION

# COVID-19 UPDATE

## RECENT HEADLINES

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April 3, 2020

### WHAT WE ARE DOING FOR EMPLOYEES:

#### UPDATED: Personal Protective Equipment – Masks

- While Public Health is firm in their direction that the best way to protect ourselves and others is through frequent hand washing, physical distancing and avoiding touching your face, we know some frontline employees would feel more comfortable with masks. Surgical masks are on their way to stores and will soon be available to store staff.
- **Please review the How to Use Surgical Masks SOP** for guidance on how to properly use, remove, store and dispose of surgical masks.

#### Lottery Sales & Redemption Services

- Effective immediately, we will temporarily suspend both Lotto sales and redemption services at all Full Service, Community and Liquor location in all provinces.
- Designated signage will be posted at the customer service desk to advise customers of this change.

### WHAT WE ARE DOING FOR CUSTOMERS:

#### Cash Register Belt Dividers

- With the introduction of new physical distancing procedures, there is no longer a need for cash register belt dividers as only one customer should use the grocery belt at a time. Please temporarily remove the cash register divider belts and store in a safe place.



**Have questions? We want to hear from you!**

Please visit your banner's closed Facebook group to submit your questions.

We will do our best to offer you the answers that you're looking for.

## **FREQUENTLY ASKED QUESTIONS**

We're committed to providing you with the information needed to help keep our teammates and our customers safe. See below for additional information on the questions most frequently received from out frontline teams:

### **Will we stop accepting cash?**

- At this time, we will continue to accept cash. We remind all teammates to follow the hand sanitation SOP and high-touch surface disinfection & sanitation check list.

### **Will we stop selling Lotto products?**

- Yes, we have temporarily suspended both Lotto sales and redemption at all Full Service, Community and Liquor location in all provinces.

### **Are we going to limit the number of customers allowed in the store at one time?**

- Yes, we will limit the number of customers in our stores to ensure adherence to physical distancing recommendations. Store Managers have been provided direction to determine the maximum number of customers for your store. Customer signage will be displayed in stores to support this new procedure.

### **Are we going to continue to bag groceries when customers bring their reusable bags from home?**

- We will temporarily ask all customers who bring a previously purchased reusable bag to pack their own groceries. If a customer purchases a new reusable bag, paper or plastic bag (where available), we will continue to bag their purchases as normal. Should a customer require special assistance with bagging, we will always offer additional support. While there is no specific risk related to reusable bags, please remember that thorough hand washing practices are always required to help keep everyone safe.

### **How can seniors get their prescriptions when pharmacies are not open for senior shopping hour?**

- We understand that new operating hours may generate questions from some senior/vulnerable customers. Please encourage these customers to contact the pharmacy directly to discuss alternate options for getting their medications. Pharmacy staff have a number of options available for patients that they can discuss and decide what works best for their unique situation.

### **Will public washrooms be closed now that we don't offer in-store dining?**

- At this time, public washrooms will remain open. For stores that have more than one washroom, please dedicate one washroom for employees and another washroom for customers.
- Please ensure that all washrooms are cleaned and sanitized multiple times throughout the day.
- Signage indicating a customer washroom should be posted on the washroom door.

### **Where do we get customer-facing signage to announce changes to store services?**

- Over the past few weeks, Store Communications has shared a number of COVID-19 signage pieces to print and post in store. We have completed a thorough review of all signage pieces and made helpful revisions to consolidate messages and create permanent pieces that will be shipped to stores soon.
- New signage will be created as unique needs arise and communicated to Store Leaders through the daily retail updates.

### **What do I do if I can't wash my uniform after every shift? What about my hat and tie?**

- For uniform items that cannot be laundered daily, such as hats and ties, please speak to your manager for confirmation on alternatives.
- If an employee is unable to wash their uniform before their following shift and does not have a spare uniform item to wear, they are asked to wear the most similar, appropriate clothing item that they own.

### **What happens if a teammate has a confirmed case of COVID-19?**

- The health and wellbeing of our teammates is our top priority, and we are doing everything in our power to help protect them. Should such a situation arise, we have a detailed plan in place and will work closely with our Public Health Agencies to follow all recommended protocol.

### **What should I do if a customer tells me they may be at risk of having COVID-19?**

- All stores have signage posted advising customers of the self-isolating requirements, requesting that they not to enter our stores if they have symptoms. If you become aware that a customer has not followed public health guidelines, please excuse yourself from the customer, page your manager, step away and respectfully explain the situation to your Manager. Your Manager will request that the customer leaves the store and returns once safe to do so, following all Public Health guidelines.