

To UFCW Local 401

I want to first take this opportunity to let you know how very proud I am of my employees, your members, for rising to the occasion during these challenging times. I also wish to highlight for you the measures in place to ensure their continued protection in operating on the frontlines during this pandemic.

To recognize their hard work and sacrifices, I have implemented the hero pay program introduced by Sobeys retroactive to March 8<sup>th</sup>, 2020. I understand you are already familiar with the details of the hero pay program, but I want to explain what it looks like at my store. The Deli manager, Starbucks manager, Meat manager, Produce manager and Assistant Manager each receive an additional \$500 a week for each week they work. Employees working under 20 hours per week are receiving an additional \$50 a week and those working more than 20 hours per week receive the \$50 a week plus an extra \$2 an hour for work over 20 hours.

I can assure you we are following best practices to protect our employees. My health and safety representative speaks with employees regularly to ensure open communication about safety.

My store was one of the first stores to get the Plexiglas installed in front of cashiers. Today, a barrier was also installed behind the cashiers.

We have arrows on the ground to designate flow of traffic and places marked on the floor to show where a customer can wait for an open till. All markers are 6 feet apart to ensure social distancing as best we can by our customers. We also have more than enough cashiers working so that lines are minimized as much as possible.

Our coffee room only holds 3 people safely, so I have placed tables upstairs in other locations so that social distancing between employees is maintained during breaks to help facilitate rest and recovery.

At the door, customers are required to sanitize their hands before entering the store and I have a staff member positioned there to observe compliance and direct customers appropriately. There is signage advising customers about not entering the store if they feel ill, reminding them to keep social distancing within the store, and instructing customers not to touch all the produce before selecting one.

All cashiers are replaced every 15 minutes so that they may wash their hands. The cashiers also do not pack bags brought into the store by customers. Customers are being asked to bag their own reusable bags.

Cashiers are supplied with gloves and can choose to wear them or not (if doing so makes them uncomfortable). I allow cashiers to wear their own masks and I am actively taking steps to supply them to ensure access to masks for those employees that wish to wear them.

Store sanitization and cleaning is constant. For example, all black baskets and carts are cleaned after each use.

To address the concern you raised about abusive customers, I have never tolerated this type of behaviour at my store and will not. I take this issue very seriously and my employees come first. I have had a sign up at the front door of the store for a couple of years now letting customers know that we have zero tolerance for abusive behavior and I have no problem removing these customers.

I can report that no one has lost their job at my store, but unfortunately leaves of absence are being issued as the Town of Banff is only open to essential traffic. No tourism means a severe hit to store revenues. We have far less customer traffic and sales than we normally would at this time of year. I hope to have all employees return to work as soon as possible, when business recovers. I am making sure ROEs are being issued so that employees without hours can access the emergency response benefit immediately.

I trust this information is helpful. We will continue to work hard every day to do our part in responding to this crisis.

Sincerely,

Pauline Dionne  
Banff IGA  
5471