

# EMPLOYEE COMMUNICATION

# COVID-19 UPDATE

## RECENT HEADLINES

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April 1, 2020

### WHAT WE ARE DOING FOR EMPLOYEES:

#### Previously Purchased Reusable Bags – Process Change

- We will temporarily ask all customers who bring a previously purchased reusable bags 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 per normal procedures.
- At this time, we will continue to charge for reusable, paper and plastic bags (where available).
- While there is no specific risk related to reusable bags, good practices are required to keep everyone safe. It may not always be possible to wash hands between every customer. We want to minimize the handling of previously purchased bags
- **Please review the Previously Purchased Reusable Bag SOP and FAQ**

#### Employee Break & Break Room Guidelines

- Maintaining physical distancing throughout all areas of the store is critical to help teammates stay safe. This applies both on and off the sales floor.
- 4 Employee Break Room Guidelines:
  1. Ensure you are maintaining the physical distancing best practice of staying 2 meters apart from each other.
  2. Clean the microwave (inside and outside) after each use
  3. Clean the fridge daily. Wash the handle of the fridge after each use
  4. Clean all furniture in the break room after each use

#### Supervisor Overriding

- Effective immediately, until further notice, cashiers will be temporarily allowed to complete supervisor overrides. The goal is to reduce the number of times we need to touch the Dynaframe.
- Note that Loss Prevention will be heavily monitoring the use of the temporary override numbers.

## Customer Tipping

- We're so proud of our incredible store heroes that continue to provide outstanding customer service during these very challenging times. Not only do we appreciate your commitment, but our customers do too.
- Customers may be offering financial tips to frontline employees to recognize their hard work. While these very kind gestures are greatly appreciated, it is against our retail policy to accept cash tips from customers.
- Should a customer offer you a tip, please refer to the following messaging when politely declining:
  - We're always committed to providing the same level of great service, regardless of the circumstances at hand.
  - We're proud to continue serving our community, and although very appreciated, tips are not necessary.

## WHAT WE ARE DOING FOR CUSTOMERS:

### New Tap Limit

- The card tap limit will be increasing to **\$250.00** in order to help reduce the number of times a customer needs to touch the PIN pads.
- Please note that individual tap limits can be established by the bank. If a customer cannot tap their card it maybe due to their personal tap limit being lower than \$250.00.
- This tap increase will be applicable to all cards, except American Express.

### Physical Distancing: Limiting the Number of People in Store and Managing Store Flows

- We do our very best to encourage social distancing in our stores, and we've installed floor markers to help our guests easily follow these guidelines. We recognize that at times, this isn't enough. This is why we're actively working on additional procedures to safely control the number of guests in our store.
- We will begin to limit the number of customers that are shopping in the store to ensure adherence to physical distancing recommendations. Store Managers have be given direction on how to determine the max number of customers for your store.



**Have questions?** Please visit your banner's closed Facebook Group, or sign up to be a member to submit your questions through the Survey Monkey link – we will do our best to get the answers back to you promptly!!