EMPLOYEE COMMUNICATION

COVID-19 UPDATE

RECAP OF EVENTS TO DATE

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March 25, 2020

WHAT WE ARE DOING FOR EMPLOYEES…

- **Sanitation Practices (Hand Sanitation & High Touch Surfaces)** *(issued March 20, 2020)*
    - Frequent, thorough hand washing remains the best way to protect our teams and our customers.
        - All cashiers must wash their hands every 15 minutes. Red Sanitizer Buckets can be set up at checkstands for hand scrubbing.
        - Cashiers should also wash their hands any time they step away from their check stand.
        - Always follow proper hand wash techniques, including washing hands with soap for 20 seconds and scrubbing between fingers, thumbs, back of hands, turning off taps with paper towel.
        - Please refer to the Hand Sanitation SOP for more information.
        - **Note**: Should employees chose to wear gloves, all hand sanitation procedures must still be upheld. Treat gloves as you would bare hands.

    - During this period of heightened risk, stores must emphasize sanitation of High-Touch Surfaces that are frequently handled by Staff and Customers.
        - Front of House, Food Departments/Breakrooms and Restrooms all need special attention.
        - Please refer to the High-Touch Surface Disinfection & Sanitation checklists SOP for more information.

- **Social Distancing** *(issued March 19, 2020)*
    - It's important that we practice social distancing while serving our communities. Lets ensure we keep each other safe while acting as role models for our customers. Ensure you are keeping a 2 meter distance from staff members.

    - To improve social distancing in our stores, we are immediately introducing floor markers to help identify safe distances at checkout. Floor markers are in production and will be shipped to stores as quickly as possible. If your location has not received/installed floor markers, please use duct tape in the interim.

- **Additional Safety Measures**
  - We are working around the clock to install plexiglass shields at checkstands and pharmacy counters, with a goal to have installations complete within approximately three weeks.
  - We are asking (where possible) that all customers pay by credit or debit, not cash.
  - We are asking all teammates to not personally handle customer Air Miles cards or gift cards. If available, cashiers should use hand scanners for processing. If there is no hand scanner available, please allow customers to scan own Air Miles Card and Gift Cards at the POS.
  - Effective immediately, stores are to temporarily stop issuing/accepting rain checks and stop accepting returns. Signage has been provided to print and post at front end.
  - We are temporarily suspending bottle returns.
  - We have closed our Customer Seating Areas.

WHAT WE ARE DOING FOR CUSTOMERS…

- Our new hand sanitizing, high touch surface cleaning, and sanitation checklists are for the benefit of our employees and our customers. Customers have told us just how much they appreciate these extra measures in our commitment to creating a safe shopping experience.

- **Sanitizing Carts** *(issued March 22, 2020)*
  - Stores are highly encouraged to have a dedicated employee in the front vestibule sanitizing cart handles and providing sanitized carts to customers as they enter the store.

- **Temporary Store Operating and Shopping Hours** *(March 19, 2020)*
  - Store Operating Hours will be 8:00AM – 8:00PM daily
  - Seniors Shopping Hours will be one hour prior to store opening, 7:00AM – 8:00AM

FOR YOUR COMMUNITY…

- **Community Investment Program** *(issued March 20, 2020)*
  - Sobeys launched a Community Action Fund to support our communities.
  - Stores will receive a budget to allocate to important community needs