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To our Union partners,

Our team is on the front line of the current Covid-19 crisis — performing a public service as important to Canadian families as the other essential services they need. We take the key role we play in our communities very seriously, and we take our obligations to each and every member of our team and to the public very seriously as well.

One of our key obligations is to keep our stores safe for our team and the public

We will follow best practices in everything we do, and we will work closely with our employees, our peers in the industry, customers, and with governments to continuously improve how we do this. Specifically, in recent days, we have announced several critical new initiatives we have undertaken to protect our employees including;

- Installation of plexi-glass shields at all check outs and pharmacies.
- Social distancing floor markers to facilitate a greater distance between customers,
- Hand hygiene protocols including having cashiers relieved so that they can wash their hands every 15 minutes.
- Reducing store hours to support additional sanitation protocols, additional time for replenishment and additional time for our employees to rest and recover.
- We are also actively working to ensure that those employees who wish to wear gloves and masks while at work will have access to them.

In a time of crisis and unprecedented pressures and challenges, we will do everything we can to keep our team members and customers safe, secure, and fully up to date. We have, and will continue to, listen carefully to the advice we receive, including the advice you have provided to us.



We are committed to keeping you up to date with relevant bulletins and worksite direction for details as we work on these key safety priorities.

We join the rest of our industry in urging governments to support us in our work, and to help and support our team members, as the essential services workers they are.

We will face many challenges and pressures in the weeks to months to come, as we work to ensure every family that relies on our stores for their food and medicine have everything they need.

The closest possible partnership is required with governments. We are talking to them every day. We know that during this pandemic, our stores will be some of the most-visited places still open in many of the communities we serve. We're going to need help from all levels of governments to ensure we have everything we need to keep those stores safe, including essential safety and cleaning supplies and equipment. You can help us by communicating with government to underline how important this is.

We support public initiatives that will help Canadians with their family's income security and child care, especially if they have to remain at home for health reasons or to look after their families. As shown in communications to you last week pertaining to EI top ups for a variety of leave types, Our Company will do its part.

Thank you again for writing. Our teams are strong and we are working hard every day to do our share to meet this crisis. Our employees, your members, are stepping up and we appreciate your leadership, flexibility and responsiveness as together we navigate this crisis.

A handwritten signature in black ink, appearing to read "A. Smith", with a large, stylized initial "A" and a series of vertical lines for the surname.