



## **To Our Valued IGA Customers in British Columbia:**

Please rest assured that we are not running out of food or essential supplies and that we are receiving orders daily. Our staff are working hard to re-stock our shelves as quickly as possible. There has been an unprecedented high demand but we are diligently working to ensure that our customers can find what they need.

We do not believe in raising prices during these trying times. The demand from suppliers and the Canadian dollar are putting pressure on our prices but we are doing our best to hold pricing. When you shop at your local IGA, you can shop with confidence, as we are still running our regular weekly flyer ads and monthly specials similar to what we always have.

At IGA Stores of B.C., we are doing everything possible to ensure we provide a safe work environment for our staff and a safe shopping environment for our customers. We have implemented certain practices such as an hourly cleaning regime and a designated Seniors' Shopping Hour to provide a clean and calm environment for those that are most vulnerable in our community. We will keep all our stores open at this time to support our community, but in order for our staff to recover and refill the shelves and ensure the stores are fully disinfected, we are now moving to new store hours 8am to 8pm every day, effective Sunday, March 22nd.

We understand that it can be frustrating to see some items missing from the shelves, but we ask for your support while our staff are working diligently. We commend the courage and empathy that our staff have shown in these times of uncertainty. Please show kindness to all, as a community, we will all get through this if we all support one another.

Sincerely,

**IGA Stores of British Columbia**



## **Caring for our Customers and Staff during the Coronavirus Outbreak**

### **To Our Valued IGA Customers in British Columbia:**

As the coronavirus, COVID-19 affects our communities, our work as your neighborhood grocery store continues. We are vigilant; heeding all federal, provincial and local health advisories; and where it makes sense, adjusting efforts to safeguard the health and safety of our staff and customers. To date, we have taken the following precautionary measures:

**Updated Communication:** We are closely monitoring the situation, and regularly providing all of our stores and staff with the most up-to-date safety guidance, as recommended by Health Canada, Provincial and local health officials.

**Prioritizing Good Hygiene Practices:** We are providing continuous reminders about good hygiene practices and supporting our staff with necessary resources.

**Increasing Routine Cleaning:** We have implemented vigorous cleaning rules for all high touch areas of the store. This is keeping in line with our commitment to provide a safe and clean shopping environment; stores have increased the frequency of cleanings, in areas such as restrooms, cash checkouts, service counters, grocery carts and hand baskets and bulk food dispensers.

**Suspending food sampling in store:** We have chosen to stop food-sampling in-store until further notice.

**Suspending Salad Bars, Olive Bars and Self-serve Soup operations immediately:** To ensure the safety of our customers we are immediately closing the salad, olive bars and soup bars at locations that offer this service. To offset this change we will offer a refrigerated version of these salads, olives and soups in our deli.

**Suspending the sale of bulk Bakery items:** To ensure the safety of our customers we are suspending the sale of bulk bakery items in our bakery departments. We are offering the same product packaged or purchased with the help of a counter staff member.

**Reusable Grocery Bags:** In keeping with customers' wishes to use reusable grocery bags at the front checkouts, we are asking that customers pack their own groceries to ensure that we protect IGA staff from cross contamination.

There is nothing more important to us than the health and safety of our customers and staff at IGA stores in British Columbia. We will continue to provide information as we move forward in this unprecedented situation.

With respect,

A handwritten signature in cursive script that reads "G. Sorenson".

Gary Sorenson

President & COO, Georgia Main Food Group and IGA Stores in BC