

March 24, 2020

Dear Valued Customers,

This is a difficult time for us all, and we are acting as quickly as we can to keep you safe, keep our staff safe, and provide you with food and necessary provisions that are safe. Effective from March 18 we have reduced our **Store Hours to 11am - 6pm and we are Closed Sundays**. These hours are temporary and are subject to change, as needed.

We have also just organised a volunteer initiative **Karma Drops**, to help deliver groceries to those who are most vulnerable. You can learn more about this on our website home page.

In addition to reducing store hours, we are also making some changes in how we provide our services in the store:

- Bulk foods are available as pre-packaged items only (no self-serve)
- All product demos have been cancelled and testers removed
- Additional product wrapping (on bread for example) will be implemented
- Diligent sanitation procedures such as disinfecting pin pads at the till and door handles to freezer regularly throughout the day continue to be in place
- Please do not come to the store if you feel unwell and please only touch products you intend to buy
- For health and safety no returns will be accepted for the duration of this pandemic- If you are using your own re-usable bags you will need to pack your own groceries in them
- To protect our staff, our preferred method of payment is debit card or credit card
- With social distancing top priority, please only come to the store on your own, not in groups
- Our distribution and freight partners are working hard on solutions to keep up with product demand. Until the strain on our supply chain improves we may set limits on particular products.

Thank you for patience, understanding and due diligence during this time. For more about practises for health and safety during COVID-19 please visit www.canada.ca and www.who.it

We will be in touch as the situation progresses with further updates through our email newsletter, please sign up using the website form to stay in the loop. Stay safe everyone, and stay home when you can.

Yours in health, Steve Stewart, Owner and General Manager

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