



October 27, 2020

**Re: COVID-19 status and management**

To our valued customers:

The Market Stores is advising our customers that we are closely monitoring the situation and ongoing development relating to COVID-19. Our management team is meeting daily to assess the situation and adjust direction and protocols to ensure our top priorities are met:

- The health and safety of our staff and families, our customers and the community.  
**"This is our time to be kind, to be calm, and to be safe." by Bonnie Henry, Provincial Health Officer for BC**
- Support government and health leaders across all initiatives to minimize the spread of the virus.  
**Effective immediately: It is now expected that British Columbians wear non-medical masks in public. Wearing a mask is an added layer of protection in areas where it's not always possible to physically distance.**

Our staff and customer safety is the most important concern that we are trying to maintain. We have put many measures in place to minimize potential risk of exposure, as well as the continuity of our business:

- Clear communication has been issued to all employees indicating that they must not come into work if they feel ill.
- Employees returning from international destinations have been advised to quarantine themselves for 14 days and do not come into work.
- Additional hand sanitation stations have been set up.
- We will provide disposable gloves for all customers if they wish them.
- We have installed signage to remind staff and customers to practice physical distancing.
- We have put tape on the floor 6 feet apart at the checkouts.
- We encourage staff to wear disposable gloves at all times while at work.
- We ask that all staff wash their hands every 15 minutes for 20 seconds at a time.
- We have increased sanitization of all common areas and high touch spots.
- We have propped open as many doors as we can, so that staff don't have to touch door handles.
- We have installed plexi-glass guards to protect staff at the checkouts.
- We have halted bottle returns.
- We have halted use of the coffee machine, and we have removed all our seating areas in both stores.
- We have ceased refunds so that product that has left the store is not coming back into the store.
- We have increased sanitation of the checkout till belts.
- We are sanitizing the checkout pin pads after every transaction.
- We have strongly encouraged customers to pay with credit or debit cards. We are still accepting cash if it is the only way a customer can pay. Some of our most marginalized people in Victoria can only pay with cash.
- We are sanitizing all buggy handles after each use.
- We have arranged to have all buggies and hand baskets power washed.
- We have limited the number of customers in the store at once to one person every 16 square meters. This notice is posted at the front of each store.
- We have put stickers throughout the store and on the floor to remind shoppers to keep their physical distance.
- We have put directional arrows on the floor to help keep traffic moving one way down the aisles.
- We have installed signs at the front and back of each aisle to help customers from entering aisles in the wrong direction.
- We make regular announcements asking our customers and staff to practice physical distancing and to remain 6 feet apart at all times.
- We have purchased face masks, and we have strongly encouraged staff to wear them.
- We have implemented contactless delivery for our delivery service.

Thank you

**The Market Stores Ownership Group**