



## **To our Valued Customers,**

As an essential service in communities across Canada, our top priority is to keep our customers, and our teammates safe. Using Public Health Canada standards and recommendations, we have put in place extensive preventative measures, drawing from highly qualified industry health and safety resources to safeguard our customers, our teammates and our communities. But, as an essential service, it is sadly probable that people in our stores will be affected.

We want you to be able to shop with peace of mind knowing that we're doing everything possible to keep our stores safe across Canada. We are prepared and we are ready. We are committed to full transparency and will keep you updated. Here is a list of our key protocols:

- We strictly enforce that teammates who feel sick do not come into work. If one of our teammates tests positive for COVID-19, we will follow the direction of public health every step of the way.
- We will deep-clean and close for the required time as directed by public health.
- We will work closely with public health officials to investigate the teammate's known points of contact and recent shifts. To keep stores safe, we will notify all teammates who require self-isolation for two weeks.
- We have created a new page on our website to keep all Canadians informed of our evolving response to this challenging situation. We will post up-to-date company and store specific information to <https://www.rachellebery.ca/>.

The wellbeing of our teammates and you — our customers — is critical at this time.

To practice social distancing, many of our customers have asked when our off-peak hours are. Right now, generally we are seeing our lowest traffic in the evenings on Monday to Wednesday and on Sunday, although these patterns might continue to change over time.

Transparency and action have never been more important. We are committed to doing everything we can to keep our communities safe. We are grateful to you for your trust in us, and to our dedicated teammates who work incredibly hard to serve you in this critical time.

Stay safe,

**Michael Medline**  
President & CEO

**Pierre St-Laurent**  
Executive Vice-President & Chief Operating Officer,  
Full Service