



FREQUENTLY ASKED QUESTIONS

What have you done to stop the spread of COVID-19?

In addition to our already high sanitation and cleanliness standards, we have instituted many precautionary measures across our business related to COVID-19. These changes include dedicating the first hour of the shopping day for at risk members of the community, modifying store hours, adding distance-based place markers and signage, store Guest traffic procedures, installing plexi-glass shields and suspending all sampling and self-serve open food programs. All Team Members have wellness screening at the beginning of every shift and all Team Members and Guests are required to wear masks or face coverings while in the store. We will continue to quickly execute any new best practices and learnings as the situation evolves.

There are some variables that are outside of our control so we are also asking our Guests for their support during these challenging times to help minimize the risk of COVID-19.

It is our collective duty to stop the spread of COVID-19.

- All Guests are required to wear masks or face coverings while shopping.
- Please do not shop in store if you have travelled outside Canada in the past 14 days, have been told for any reason to self-isolate or are not feeling well. Ask a friend or neighbour to pick up groceries for you or visit us online to order for delivery from Grocery Gateway.
- We continue to encourage our Guests to support a Community Wellbeing Hour during the first hour of the day for more at-risk members of our community to shop with less traffic and increased confidence.
- We are limiting the number of shoppers in our stores, however we also recommend you look with your eyes versus your hands and use contactless payment methods to reduce touching. We also ask that you leave your re-usable bags at home. There is no charge for plastic bags at this time.
- Please stay informed and knowledgeable with all of the World Health Organization recommendations including practicing regular hand washing, cough or sneeze into your elbow, stay home if you are feeling unwell, wearing a face covering and maintain social distancing.

What are you doing to maintain trust with Guests and with Team Members?

As a family business, the wellbeing of our Team Members and our Guests is our number one priority. We believe in being transparent about everything that goes on inside our stores because it impacts everyone. And we will take all steps required to protect our team and every Guest and we will communicate about those actions as they are initiated.

What is your protocol for communicating to Guests?

We will continue to communicate directly to our Guests through our loyalty program and website to notify them of any new positive cases that public health confirms as a risk of exposure.



What will you do if one of your store Team Members tests positive for COVID-19?

We will always do everything we can to keep our Team Members and Guests safe.

- We will deep-clean and disinfect as directed by public health.
- We will follow the direction of public health every step of the way. We strictly enforce that Team Members who feel sick do not come into work.
- We will work closely with public health officials to investigate the Team Member's known points of contact and recent shifts. To keep stores safe, we will immediately notify all Team Members who require self-isolation for two weeks. They will be compensated during this time.
- We will continue to update our COVID-19 website to be transparent with you where we have been notified of cases of COVID-19 in our stores that impact Guests. Out of respect for our Team Members and their confidentiality, we will not release personal information.

Has there been any COVID-19 cases in your stores?

Yes. For more information about individual stores, and our response to COVID-19 cases in our stores, please click on the "View COVID-19 Store Updates" link on our website. We will always notify and follow the guidance of public health.

Is Longo's doing anything to support local communities during COVID-19?

In addition to our already planned community giving initiatives, Longo's has committed to donating \$135,000 to directly support local hospitals with the management of COVID-19. We are also working closely with local Food Banks to provide them additional support during this challenging time.

What support are you providing your Team Members?

The health and well-being of our Team Members are vital to our culture at Longo's. Our Team Members are remarkable and we are so grateful and proud of how they continue to go above and beyond to take care of our Guests and keep everyone safe during this challenging time. In addition:

- We provide daily updates to Team Members on COVID-19 news and policy updates, as well as resources to support their health and safety, including their mental health.
 - We are providing hand sanitizer and gloves for Team Members and have added communications to reinforce the importance of following all public health protocols.
 - We have made plexi-face shields and masks available to our Team Members.
 - If any Team Member is required to self-isolated or enter quarantine, for any reason, they will be paid in full for the duration.
 - We have provided increased compensation for our hourly Team Members.
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Are Team Members allowed to wear face masks?

All Team Members are now wearing face coverings or shields.

Are Guests required to wear a face mask while shopping?

To help protect our community all Guests are required to wear a mask or face covering while in our stores. This requirement does not apply to children under the age of 2. Please bring a mask or face covering that covers your mouth and nose with you when you shop. Masks are also available for purchase in-store. If you are not able to wear a mask or face covering, please speak with a manager so we can accommodate you.

Why are you making masks a requirement in-store?

The wearing of a mask, when used with other actions like hand sanitizing and social distancing also implemented in our stores, is to help protect yourself and to protect those around you. We've implemented this requirement of masks or face coverings for the health and safety of our Team Members and Guests and based on the evolving recommendations of public health bodies in Canada. We hope you will work with us to help keep everyone safe.

Are Guests screened for illness before entering?

In addition to the wide range of safety measures already in place, in select stores Guests will be required to complete a Wellness Screening including contactless temperature check before entering the store. Face coverings for Guests are also mandatory. The Wellness screening process has been reviewed and approved by Public Health and independent medical professionals, including the selection of proper testing equipment and the implementation process.

We understand that these are significant changes to your shopping experience and we thank you for your support and patience as we work together to keep everyone safe.

Has your pricing changed?

We haven't changed any of our pricing practices nor have we raised a single price to take advantage of COVID-19. We've been building trust with the community for the last 65 years by treating everyone like family and today, that trust is more important than ever before. Please know that we are working tirelessly with our supplier partners to ensure you have access to fresh food and essentials at fair prices during this challenging time.
