



STORE UPDATES

As a family business, there is nothing more important to us than the health and safety of our Guests and Team Members. We continue to work with our Teams, as well as public health, to update our policies and take additional steps to continue to best serve you and your family.

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 support of our commitment to full transparency, for both Guests and Team Members, you can rely on this webpage for the most up-to-date and accurate information about our stores and policies.

Thank you for your understanding as we navigate this evolving situation. Let's all work together to keep everyone safe.

– Anthony Longo

SECTIONS

LONGO'S MAPLE LEAF SQUARE

LONGO'S WESTON ROAD

LONGO'S LEASIDE

THE MARKET BY LONGO'S, HUDSON'S BAY CENTRE

LONGO'S WINSTON CHURCHILL

LONGO'S BATHURST

LONGO'S MAPLE

LONGO'S GUELPH



LONGO'S WESTON ROAD

Update **April 23, 2020**

Our Weston store is re-opening on Friday, April 24th, restocked and ready to serve you!

As a family business sharing this community with you, there is nothing more important to us than the wellbeing of our Team Members and Guests. That's why we closed the store for 14 days, and under the guidance of Public Health completed a full deep clean and disinfection. We also had all Team Members stay home and self-monitor their health during this time while being fully paid. All Team Members returning to work have been screened in advance to ensure they are coming to work free of any symptoms. Additional signs and procedures have been implemented in-store to support physical distancing, including new plexiglass barriers between checkouts, and in our deli, bakery and bread kiosk areas. These measures allow us to reopen with full confidence for the safety of our Team Members and Guests.

As well, you'll notice additional heightened safety measures we've made in our Weston Road, Rutherford and Maple stores in light of what's been happening in our community. Starting Friday, April 24th, all Team Members, Guests and Suppliers will complete a wellness screening including a contactless temperature check before entering the store and will need to wear face coverings while in the store. We understand that these are significant changes to your shopping experience and we thank you for your support and patience.

Let's work together to keep everyone safe. We look forward to seeing you soon.

Sincerely,

Anthony Longo

Update **April 20, 2020**

As part of our continued commitment to transparency, we are updating the community about our Team Members from our Weston Road store. We have learned that three additional Team Members have tested positive for COVID-19. These Team Members last shifts were on March 20th, April 7th and April 9th, all both prior to the 14-day closure announced on April 10th. We remain in contact with these Team Members and wish them a full recovery.

We made the decision to close the Weston store for 14 days to be absolute and comprehensive in our commitment to the health and safety of our Team Members and Guests. As a reminder, all Team Members who have worked in the store since March 28th have been directed to stay at home and self-monitor their health for 14 days. These Team Members will be paid in full during this time.



We look forward to reopening the Weston store with full confidence on Friday, April 24th. Thank you for your continued support.

Sincerely,

Anthony Longo

Update **April 10, 2020**

We have since learned that the Team Member has tested positive for COVID-19. Having instructed the affected Team Member to remain at home under self-isolation, we are certain that they have not been in the store since the full deep cleaning and sanitization we completed on April 7th. Our Team Member remains on leave from work with full pay. We remain in contact with them and wish them a full recovery.

The news of an additional positive Team Member in combination with other cases in the neighbourhood, have led us to take a decisive and robust step to close our Weston Road store for 14 days, reopening on Friday, April 24th. We are doing so out of deep respect for the health and safety of both our Team Member and Guest community. As a family business sharing this community with you, there is nothing more important to us than the wellbeing of our Team Members and Guests. We are taking the additional step of asking our Team Members who have worked in the store since March 28th to stay at home and self-monitor their health for the next 14 days. These Team Members will be paid in full during this time. We are taking this approach to be as comprehensive as possible to help limit further community spread within the area and to enable us to reopen with full confidence for the safety of our Team Members and Guests.

This was not an easy decision as we know that you depend on us for access to food and essentials for your family. As we have all found, these are unprecedented and unpredictable times, yet we believe this decision is in the best interest of our Team Members, Guests and Community. Since the beginning of this crisis, we have made every effort to reduce the risk of COVID-19, and this closure is no different.

We appreciate your patience and encourage you to consider our other nearby store locations for your household needs:

Longo's Maple (Jane & Major MacKenzie)

Longo's Rutherford (Rutherford & Clarence)

Longo's Bathurst (Bathurst & Rutherford)

We will continue to follow-up with any relevant updates. Local councilors and community officials are also receiving this update and we appreciate their support and concern for all as well.

Sincerely,

Anthony Longo



FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When was the Weston Road Team Member's last shift?

The Team Member's last shift was April 5th.

Our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19. Public health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

What about Team Members that may have been in contact with them?

All Team Members that have been in close contact with the Team Member who tested positive for COVID-19 have been asked to stay at home and self-monitor until they receive further direction from Public Health. We are also taking the additional step of asking all Team Members who have worked in the store since March 28th to stay at home and self-monitor their health for the next 14 days. All Team Members will be paid in full during this time. We are taking this approach to be as comprehensive as possible to help limit further community spread within the area and to enable us to reopen with full confidence for the safety of our Team Members and Guests.

Do I need to self-isolate if I shopped there between March 23 and April 6?

Public Health officials assure us that the risk of grocery shopping remains low and we continue to partner with them to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

Is the store closed?

The news of an additional positive Team Member in combination with other cases in the neighbourhood, have led us to take a decisive and robust step to close our Weston Road store for 14 days, reopening on Friday, April 24th. We are doing so out of deep respect for the health and safety of both our Team Member and Guest community. As a family business sharing this community with you, there is nothing more important to us than the wellbeing of our Team Members and Guests. Since the beginning of this crisis, we have made every effort to reduce the risk of COVID-19, and this closure is no different.



Did Public Health ask you to close the store?

No, Public Health did not ask us to close the store. As a family business living in this community, there is nothing more important to us than the wellbeing of our Team Members and Guests. We are taking this approach to be as comprehensive as possible to help limit further community spread within the area and to enable us to reopen with full confidence for the safety of our Team Members and Guests.

Are you cleaning the store? When will it be safe to reopen?

We have taken the decisive and robust step to close our Weston Road store for 14 days, reopening on Friday, April 24th. During this time our Weston store will undergo another full deep clean and sanitization. We are taking the additional step of asking our Team Members who have worked in the store since March 28th to stay at home and self-monitor their health for the next 14 days. These Team Members will be paid in full during this time. We are taking this approach to be as comprehensive as possible to help limit further community spread within the area and to enable us to reopen with full confidence for the safety of our Team Members and Guests.

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

Since the beginning of this crisis, we have made every effort to reduce the risk of COVID-19, and this closure is no different. 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, reducing 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. We have also made plexi-face shields and masks available to our store teams. 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.

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 from 7am-8am for more at-risk members of our community to shop with less traffic and increased confidence.

Please shop alone, look with your eyes versus your hands and use contactless payment methods to reduce touching.



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 and maintain social distancing.

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

As a family business living in this community, there is nothing more important to us than the wellbeing of our Team Members and Guests. 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 who walks through our store and we will communicate about those actions as they are initiated.

Update **April 9, 2020**

Today we learned that our Team Member has tested positive for COVID-19. This Team Member has not been in the store since the full deep cleaning and sanitization were completed on April 7th and is currently on leave from work with full pay. We are in close communications with our Team Member and wish them a speedy recovery.

All Team Members who had been in close contact with the affected Team Member have been asked to stay at home and self-monitor until they receive further direction from Public Health. These Team Members will also be compensated during this time.

The safety of our Team Members and Guests remains our highest priority and we will continue to work closely with Public Health and follow their guidance to reduce the risk of COVID-19. Let's all work together to keep everyone safe.

Sincerely,

Anthony Longo

Update **April 7, 2020**

Important Announcement

As a family business, the wellbeing of our Team Members and our Guests is our number one priority. One of our Team Members at our Weston location has been tested for COVID-19. Although we are **still awaiting the test results**, in an abundance of caution, we are treating this case as a presumptive positive. The Team Member's last shift was on April 5th.



At this time, we are taking immediate actions in the best interests of our Team Members and Guests while ensuring that the Team Member who was tested has the support they need while self-isolating.

The store is undergoing a full deep cleaning and sanitization, above and beyond our already elevated sanitation and cleaning protocols and will reopen at 7am on Wednesday, April 8th. All Team Members that have had close personal contact with this Team Member are being placed in self-isolation and will be paid in full during this time. We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with direction from public health to protect against the spread of COVID-19.

This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind. We are committed to being open and transparent on developments as they happen and an update will be posted to this page once we receive the Team Member's test results.

Sincerely,

Anthony Longo

FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When was the Weston Road Team Member's last shift?

The Team Member's last shift was April 5th.

Our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19. Public health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

What about Team Members that may have been in contact with them?

All Team Members that have been in close contact with the Team Member who was tested for COVID-19 have been asked to stay at home and self-monitor until they receive further direction from Public Health. These Team Members will be paid in full.



Do I need to self-isolate if I shopped there between March 23 and April 6?

Public health officials assure us that the risk of grocery shopping remains low and we continue to partner with them to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

Is the store closed?

In an abundance of caution, the store is going through a deep clean and sanitization based on the public health protocols. It will be re-opening at 7am on Wednesday, April 8th.

Update: April 5, 2020

Longo's became aware of a Team Member testing positive for COVID-19 on March 26th. Under guidance from public health, all Team Members that had close contact with the individual were immediately placed in self-isolation and the store went through a comprehensive deep clean and sanitization. Public Health cleared the store to reopen on Saturday, March 28th. Since that time, a number of the Team Members in self-isolation have tested positive for COVID-19, however, none of these Team Members have worked in the store since the deep cleaning and sanitization was completed on March 27th.

Update: March 28, 2020

Public Health has completed its investigation at our Weston Rd store and officially cleared the store to re-open on Friday evening. They have advised us that the Team Member did not have prolonged close personal contact with any Guest. We continue to partner with public health to do everything possible to limit the risk to Team Members and Guests. Please review the information on this page for details on the many precautionary measures initiated across our business related to COVID-19.

Update: March 26, 2020

IMPORTANT ANNOUNCEMENT

As a family business, the wellbeing of our Team Members and our Guests is our number one priority. In support of our commitment to full transparency, we wanted to let you know that this evening we received confirmation



that a Team Member at our Weston Road location in Woodbridge, tested positive for COVID-19. This is the first confirmed case in one of our stores.

We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19.

At this time, we are taking immediate actions in the best interests of our Team Members and Guests while ensuring the Team Member who tested positive has the support they need for a healthy recovery.

In an abundance of caution, we will be temporarily closing our Weston Road location until Saturday morning to further investigate the situation and implement appropriate measures above and beyond our already elevated sanitation and cleaning protocols.

The actions we are taking include:

- Executing a comprehensive deep cleaning and sanitization of the Weston Road location.
- Updating all Longo's Team Members and store Guests.
- Working closely with public health officials to investigate the Team Member's known points of contact and recent shifts.
- Partnering with public health to identify and support any other Team Members who may need to self-isolate and immediately instructing them to stay home. These Team Members will continue to be compensated during this time.
- Continually optimizing and heightening all cleaning schedules, frequencies, and overall processes.

This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind. Health authorities continue to reinforce that the risk of grocery shopping remains low. Let's all work together to keep everyone safe.

Sincerely,

Anthony Longo

**FOR MORE ABOUT OUR RESPONSE TO COVID-19,
WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:**

When was the Team Member's last shift?

The Team Member's last shift was Friday, March 20, 2020.

We want to assure you that our stores and Team Members have been operating under heightened



preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19. Public health officials continue to assure us that the risk of grocery shopping remains low. They have also advised that us that the Team Member did not have prolonged close personal contact with any Guest.

What about Team Members that may have been in contact with them?

We are working with public health authorities to investigate the Team Member's recent shifts and direct contacts. To keep our stores safe, we will work in accordance with public health to identify and support any Team Member who should self-isolate. They are instructed to stay home and we will pay them in full. We continue to partner with public health to do everything possible to limit the risk to Team Members and Guests.

I've heard there have been multiple Team Members that have tested positive in the Weston Location? What is your protocol for communicating additional cases to Guests?

Longo's became aware of a Team Member testing positive for COVID-19 on March 26th. Under guidance from public health, all Team Members that had close contact with the individual were immediately placed in self-isolation and the store went through a comprehensive deep clean and sanitization. Public Health cleared the store to reopen on Saturday, March 28th. Since that time, a number of the Team Members in self-isolation have tested positive for COVID-19, however, none of these Team Members have worked in the store since the deep cleaning and sanitization was completed on March 27th. 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.

Do I need to self-isolate if I shopped there between March 6-26th?

Public health officials continue to assure us that the risk of grocery shopping remains low. They have also advised that us that the Team Member did not have prolonged close personal contact with any Guest. We continue to partner with public health to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

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, reducing store hours, adding distance-based place markers and signage, installing plexi-glass shields and suspending all sampling and self-serve open food



programs. 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.

- 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 from 7am-8am for more at-risk members of our community to shop with less traffic and increased confidence.
- 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 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 who walks through our store and we will communicate about those actions as they are initiated.



LONGO'S LEASIDE

Update **April 20, 2020**

In response to additional questions we have received, we wanted to share the following update. Since the onset of COVID-19, we have repeatedly and consistently communicated all Longo's Team Members that if they are not feeling well or are experiencing any symptoms that they are to remain home and that they will be fully compensated during that time. This has been a focal point of our communication since the outset of COVID-19.

In this instance, the part-time Team Member did not disclose that they had undergone testing. Had we been made aware, they would have been asked to stay home immediately for the safety of our Team Members and Guests.

As soon as we were made aware, the Team Member and any of their direct contacts were sent home with their full pay and a deep cleaning of the store commenced. We continue to reinforce with all Team Members the necessary and proactive measures required to limit the spread of COVID-19.

Lastly, we cannot stress enough the importance of keeping Team Members and Guests safe as we provide this essential service. We want to appeal to everyone across the industry and to all Guests and reinforce the message to please stay home, even if you have only mild symptoms. It is our collective duty to stop the spread of COVID-19.

Sincerely,

Anthony Longo

Update: **April 19, 2020**

As a family business, the wellbeing of our Team Members and Guests is our number one priority. One of our Team Members at our Leaside location has tested positive for COVID-19. The Team Member's last shift was on April 19th. We remain in contact with our Team Member and wish them a full recovery.

We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with direction from public health to protect against the spread of COVID-19.

At this time, we are taking immediate actions in the best interests of our Team Members and Guests. We are executing additional deep cleaning in-store, above and beyond our already elevated sanitation and cleaning protocols. All Team Members that have had close personal contact with this Team Member have been asked to stay home and self-monitor their health. They will be paid in full during this time.



This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind.

Let's all work together to keep everyone safe.

Sincerely,

Anthony Longo

FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When was the Leaside Team Member's last shift?

The Team Member's last shift was April 19th.

Our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19. Public health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

Do you allow Team Members to continue to work if they are waiting for COVID-19 Test results?

Since the onset of COVID-19, we have repeatedly and consistently communicated to all Longo's Team Members that if they are not feeling well or are experiencing any symptoms that they are to remain home and that they will be fully compensated during that time. This has been a focal point of our communication since the outset of COVID-19.

In this instance, the part-time Team Member did not disclose that they had undergone testing. Had we been made aware, they would have been asked to stay home immediately for the safety of our Team Members and Guests.

Why was the Team Member working in the store on the same day that they received their test results?

In this instance, the part-time Team Member did not disclose that they had undergone testing. Had we been made aware, they would have been asked to stay home immediately for the safety of our Team Members and Guests.

Since the onset of COVID-19, we have repeatedly and consistently communicated all Longo's Team Members that if they are not feeling well or are experiencing any symptoms that they are to remain home and that they will be fully compensated during that time



When did Longo's become aware of the Team Member being tested?

Longo's was made aware of the Team Member's health status, testing and positive results on April 19. We took immediate action by sending the Team Member home and contacting Public Health. Under the direction of Public Health all close contacts of the Team Member were advised and sent home to self-isolate.

What about Team Members that may have been in contact with them?

All Team Members that have been in close contact with the Team Member that tested positive for COVID-19 have been instructed to stay home and self-monitor their health. We will pay them in full during this time.

Do I need to self-isolate if I shopped there between April 6-19th?

Public health officials assure us that the risk of grocery shopping remains low and we continue to partner with them to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

Is the store closed?

The store is going through a deep clean and sanitization based on the public health protocols. It will be re-opening at 8am on Monday, April 20th.

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, reducing 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. We have also made plexi-face shields and all store Team Members have been provided masks. 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.

We continue to encourage our Guests to support a Community Wellbeing Hour from 7am-8am for more at-risk members of our community to shop with less traffic and increased confidence.

Please shop alone when possible, 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, 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.



THE MARKET BY LONGO'S, HUDSON'S BAY CENTRE

Update: **April 14, 2020**

As a family business, the wellbeing of our Team Members and Guests is our number one priority. Today we were notified that a Team Member at our Hudson's Bay Centre location has tested positive for COVID-19. The Team Member's last shift was on March 30th and they have not worked in the store for over 15 days. We remain in close communication and wish them a full recovery.

At this time, we are taking immediate actions in the best interests of our Team Members and Guests while ensuring that the Team Member who tested positive has the support they need while self-isolating.

Out of an abundance of caution, the store is undergoing a full deep cleaning and sanitization, above and beyond our already elevated sanitation and cleaning protocols and will reopen at 8am on Wednesday, April 15th. Any Team Members that have had close personal contact with this Team Member will be asked to stay home from work and self-monitor and will be paid in full during this time. We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with direction from public health to protect against the spread of COVID-19.

This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind. We are committed to being open and transparent on developments as they happen. Let's all work together to keep everyone safe.

Sincerely,

Anthony Longo

FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When was the Longo's Hudson's Bay Centre Team Member's last shift?

The team member's last shift was March 30th. This Team Member had not worked in the store for over 15 days. We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19. Public health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.



What about Team Members that may have been in contact with them?

Any Team Members that have had close personal contact with this Team Member will be asked to stay home from work and self-monitor and will be paid in full during this time. We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with direction from public health to protect against the spread of COVID-19.

Do I need to self-isolate if I shopped there?

No. This Team Member had not worked in the store for over 15 days. Public health officials continue to assure us that the risk of grocery shopping remains low. We continue to partner with public health to do everything possible to limit the risk to Team Members and Guests.

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, reducing 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. Plexi face guards and masks are also available to our store teams. 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:

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 from 7am-8am for more at-risk members of our community to shop with less traffic and increased confidence.

Please shop alone, look with your eyes versus your hands and use contactless payment methods to reduce touching.

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, maintain social distancing and wear a face covering or mask.



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 who walks through our store and we will communicate about those actions as they are initiated.



LONGO'S WINSTON CHURCHILL

Update **April 8, 2020**

Today we learned that our Team Member has tested positive for COVID-19. Another Team Member from this store has also tested positive today, this Team Member's last shift was April 6th. These Team Members have not been in the store since the full deep cleaning and sanitization were completed on April 7th and they are currently on leave from work with full pay.

All Team Members who had been in close contact with the affected Team Members have been asked to stay at home and self-monitor until they receive further direction from Public Health. These Team Members will also be compensated during this time.

The safety of our Team Members and Guests remains our highest priority and we will continue to work closely with Public Health and follow their guidance to reduce the risk of COVID-19. Let's all work together to keep everyone safe.

Sincerely,
Anthony Longo

Update April 7, 2020

As a family business, the wellbeing of our Team Members and our Guests is our number one priority. One of our Team Members at our Winston Churchill location has been tested for COVID-19. Although we are still awaiting the test results, in an abundance of caution, we are treating this case as a presumptive positive. The affected Team Member's last shift was on April 2nd.

At this time, we are taking immediate actions in the best interests of our Team Members and Guests while ensuring that the Team Member who was tested has the support they need.

The store is undergoing a full deep cleaning and sanitization, above and beyond our already elevated sanitation and cleaning protocols and will reopen at 7am on Wednesday, April 8th. All Team Members that have had close personal contact with this Team Member are being placed in self-isolation and will be paid in full during this time. We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with direction from public health to protect against the spread of COVID-19.



This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind. We are committed to being open and transparent on developments as they happen and an update with the results of the test will be posted to this page.

Let's all work together to keep everyone safe.

Sincerely,
Anthony Longo

FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When were the Winston Churchill Team Members last shifts?

One Team Member's last shift was April 2nd, the other Team Member's last shift was April 6th. These Team Members have not been in the store since the full deep cleaning and sanitization were completed on April 7th and they are currently on leave from work with full pay.

Our stores and Team Member's have been operating under heightened preventative measures and in accordance with recommendations from Public Health to protect against the spread of COVID-19. Public Health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

What about Team Members that may have been in contact with them

All Team Members who had been in close contact with the affected Team Members have been asked to stay at home and self-monitor until they receive further direction from Public Health. These Team Members will also be compensated during this time.

Do I need to self-isolate if I shopped there between March 20 and April 6?

Public health officials assure us that the risk of grocery shopping remains low and we continue to partner with them to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.



Is the store closed?

In an abundance of caution, the store went through a deep clean and sanitization based on the public health protocols. It re-opened at 7am on Wednesday, April 8th.

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, reducing 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. We have also made plexi-face shields and masks available to our store teams. 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.

- 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 from 7am-8am for more at-risk members of our community to shop with less traffic and increased confidence.
- Please shop alone, look with your eyes versus your hands and use contactless payment methods to reduce touching.
- 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 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 who walks through our store and we will communicate about those actions as they are initiated.



LONGO'S BATHURST

Update **April 7, 2020**

Today we were provided the update that the Bathurst store Team Member has **tested negative** for COVID-19. **This confirms that the Team Member does not have COVID-19 and there is no risk of Team Member or Guest exposure.**

Out of an abundance of caution, the store underwent a full deep cleaning and sanitization last night, above and beyond our already elevated sanitation and cleaning protocols, and reopened this morning at 8am. All Team Members who had close personal contact with this Team Member were placed in self-isolation as a precaution. We will continue to partner with public health to ensure we are doing everything possible to keep our Team Members and Guests safe.

Let's all work together to keep everyone safe.

Sincerely,

Anthony Longo

Update: **April 6, 2020**

Important Announcement

As a family business, the wellbeing of our Team Members and our Guests is our number one priority. One of our Team Members at our Bathurst location has been tested for COVID-19. Although we are **still awaiting the test results**, in an abundance of caution, we are treating this case as a presumptive positive. The Team Member's last shift was on April 2nd.

At this time, we are taking immediate actions in the best interests of our Team Members and Guests while ensuring that the Team Member who was tested has the support they need while self-isolating.

The store is undergoing a full deep cleaning and sanitization, above and beyond our already elevated sanitation and cleaning protocols. All Team Members that have had close personal contact with this Team Member are being placed in self-isolation and will be paid in full during this time. We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19.

We will continue to partner with public health to ensure we are doing everything possible to keep our Team Members and Guests safe.

This issue has our full attention and we are moving forward with the health and safety of every Team Member



and Guest in mind. We are committed to being open and transparent on developments as they happen. Health authorities continue to reinforce that the risk of grocery shopping remains low. Let's all work together to keep everyone safe.

Sincerely,

Anthony Longo

FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When was the Longo's Bathurst Team Member's last shift?

The Team Member's last shift was April 2nd. On April 7th, it was confirmed that the Bathurst store Team Member we learned that the Team Member has tested negative for COVID-19. This confirms that the Team Member does not have COVID-19 and there is no risk of Guest exposure. In an abundance of caution, this Team Member remains in self-isolation.

What about Team Members that may have been in contact with them?

In an abundance of caution, all Team Members that have been in close contact with this Team Member also remain in self-isolation. These Team Members are instructed to stay home and we will pay them in full.

Do I need to self-isolate if I shopped there between March 20 and April 5?

As this Team Member's test confirmed that they did not have COVID-19, there is no risk of exposure. Public health officials assure us that the risk of grocery shopping remains low and we continue to partner with them to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

Is the store closed?

In an abundance of caution, the store went through a deep clean and sanitization based on the public health protocols and re-opened at 7am on Tuesday, April 7th.

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, reducing 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. We have also made plexi-face shields and masks available to our store teams. We are also in the process of making plexi face guards and masks available to our store teams. 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.

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 from 7am-8am for more at-risk members of our community to shop with less traffic and increased confidence.

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 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 who walks through our store and we will communicate about those actions as they are initiated.



LONGO'S MAPLE

Update: **April 5, 2020**

As a family business, the wellbeing of our Team Members and our Guests is our number one priority. Public Health notified Longo's of a Maple store Team Member testing positive for COVID-19 on March 30th.

Their investigation quickly confirmed that the affected Team Member's last shift was on March 13th, so they had not worked in the store for over 15 days. As a result, Public Health did not advise of any risk of exposure for Team Members or Guests and did not advise of any further action to be taken by Longo's. We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19.

This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind. Health authorities continue to reinforce that the risk of grocery shopping remains low. Let's all work together to keep everyone safe.

Sincerely,

Anthony Longo

FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When was the Longo's Maple Team Member's last shift?

Public Health notified Longo's of the Maple store Team Member testing positive for COVID-19 on March 30th. Their investigation quickly confirmed that the affected Team Member's last shift was on March 13th, so they had not worked in the store for over 15 days. As a result, Public Health did not advise of any risk of exposure for Team Members or Guests and did not advise of any further action to be taken by Longo's.

We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19. Public health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

What about Team Members that may have been in contact with them?

Public Health completed its investigation at our Maple store and did not advise of any risk of exposure for



Team Members as the Team Member had not worked in the store in the previous 15 days. We continue to partner with public health to do everything possible to limit the risk to Team Members and Guests.

Why didn't you close the store and notify Guests?

It was quickly identified that the Team Member had not worked in the Longo's Maple store for 15 days before testing positive for COVID-19. As a result, Public Health did not advise of any risk of exposure for Team Members or Guests and did not advise of any further action to be taken by Longo's.

As a family business, there is nothing we care more about than the wellbeing of our Team Members and Guests. We are making our decisions under the guidance of public health and will continue to act immediately on their direction and protocols. This includes not hesitating to close a store when their direction suggests that as the best course of action. 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 is the result of the investigation with Public Health?

Public Health notified Longo's of the Maple store Team Member testing positive for COVID-19 on March 30th. Their investigation quickly confirmed that the affected Team Member's last shift was on March 13th, so they had not worked in the store for over 15 days. As a result, Public Health did not advise of any risk of exposure for Team Members or Guests and did not advise of any further action to be taken by Longo's.



LONGO'S GUELPH

Update: **March 29, 2020**

As a family business, the wellbeing of our Team Members and our Guests is our number one priority. Today, we received confirmation that one of our Team Members at our Guelph location, has tested positive for COVID-19.

The affected team member's last shift was on March 24th. We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19.

At this time, we are taking immediate actions in the best interests of our Team Members and Guests while ensuring that the Team Member who tested positive has the support they need for a healthy recovery.

Under the guidance of public health, we are executing additional deep cleaning in-store, above and beyond our already elevated sanitation and cleaning protocols. We will continue to partner with public health to identify and support any other Team Members who may need to self-isolate and immediately instruct them to stay home. These Team Members will continue to be compensated during this time.

This issue has our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind. We are committed to being open and transparent on developments as they happen. Health authorities continue to reinforce that the risk of grocery shopping remains low. Let's all work together to keep everyone safe.

Sincerely,
Anthony Longo

FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When was the Guelph Team Member's last shift?

The Team Member's last shift was Tuesday, March 24, 2020.

We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from public health to protect against the spread of COVID-19. Public health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.



What about Team Members that may have been in contact with them?

We are working with public health authorities to investigate the Team Member's recent shifts and direct contacts. To keep our stores safe, we will work in accordance with public health to identify and support any Team Member who should self-isolate. They are instructed to stay home and we will pay them in full. We continue to partner with public health to do everything possible to limit the risk to Team Members and Guests.

Do I need to self-isolate if I shopped there between March 10-24th?

Public health officials assure us that the risk of grocery shopping remains low and we continue to partner with them to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

Why aren't you closing the store?

As a family business, there is nothing we care more about than the wellbeing of our Team Members and Guests. We are making our decisions under the guidance of public health and will continue to act immediately on their direction and protocols. This includes not hesitating to close a store when their direction suggests that as the best course of action.

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, reducing store hours, adding distance-based place markers and signage, installing plexi-glass shields and suspending all sampling and self-serve open food programs. 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.

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 from 7am-8am for more at-risk members of our community to shop with less traffic and increased confidence.

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 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 who walks through our store and we will communicate about those actions as they are initiated.





LONGO'S MAPLE LEAF SQUARE

Update: **April 26, 2020**

As a family business, the wellbeing of our Team Members and Guests is our number one priority, which is why we are reaching out to you. One of our Non-Guest facing Team Members at our Maple Leaf Square location has tested positive for COVID-19. This Team Member did not have any interaction with Guests and their last shift was on April 22nd.

We want to assure you that our stores and Team Members have been operating under heightened preventative measures and in accordance with direction from Public Health to protect against the spread of COVID-19.

At this time, out of an abundance of caution, we will be executing additional deep cleaning in-store, above and beyond our already elevated sanitation and cleaning protocols. Any Team Members who have had close personal contact with this Team Member will stay home and self-monitor their health. They will be paid in full during this time.

This issue continues to have our full attention and we are moving forward with the health and safety of every Team Member and Guest in mind. We are committed to being open and transparent on developments as they happen.

Let's all work together to keep everyone safe.

Sincerely,
Anthony Longo

FOR MORE ABOUT OUR RESPONSE TO COVID-19, WE'VE ANSWERED YOUR MOST FREQUENTLY ASKED QUESTIONS BELOW:

When was the Maple Leaf Square Team Member's last shift?

The Team Member's last shift was April 22nd. This Team Member worked Back-of-House and did not have any interaction with Guests.

Our stores and Team Members have been operating under heightened preventative measures and in accordance with recommendations from Public Health to protect against the spread of COVID-19. Public Health officials continue to assure us that the risk of grocery shopping remains low. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.



What about Team Members that may have been in contact with them?

All Team Members that have been in close contact with the Team Member that tested positive for COVID-19 have been instructed to stay home and self-monitor their health. We will pay them in full during this time.

Do I need to self-isolate if I shopped there in the last 14 days?

No, this Team Member worked Back-of-House and did not have interaction with Guests. Public Health officials assure us that the risk of grocery shopping remains low and we continue to partner with them to do everything possible to limit the risk to Team Members and Guests. If you are concerned about your health, please contact your family doctor or visit the Ontario Ministry of Health's novel-coronavirus website at <https://www.ontario.ca/page/2019-novel-coronavirus> for more information.

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, reducing 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. We have also made plexi-face shields and all store Team Members now wear masks or face coverings and gloves. 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.

- 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 from 7am-8am for more at-risk members of our community to shop with less traffic and increased confidence.
 - Please shop alone when possible, 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, and maintain social distancing.
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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.