

Covid19

Safety Plan Version 12

Revised – June 15, 2021

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Buy-Low Foods – Nesters Market – AG Foods – Meinhardt Fine Foods

Safety Plan – COVID 19

The purpose of this document is to provide you with the appropriate information and procedures to prevent and reduce the spread of COVID-19 in the workplace. We have put these measures into place to create a safe workplace for our employees and for our customers. This is intended to be a daily guide to ensure that you and your co-workers are adhering to procedures and demonstrate that you have been following the Standard Operating Procedures (SOP) that have been provided to your location. Please speak with the store manager if you have any questions or concerns.

Symptoms of COVID-19

Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold. Symptoms of COVID-19 include fever, cough, sneezing, and sore throat. If you are displaying any of these symptoms, please speak with your manager.

More severe symptoms may include difficulty breathing, body aches, and fatigue. If you are experiencing any of these symptoms, please call 8-1-1 or go directly to your nearest emergency department.

Please refer to BC COVID-19 symptom self-assessment for most current guidance on self-isolation protocol based on symptoms: <https://bc.thrive.health/covid19>

Spread of COVID-19

Coronaviruses are most commonly spread from an infected person through:

- Respiratory droplets when you cough or sneeze.
- Close personal contact, such as touching or shaking hands.
- Touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands.

Prevention of COVID-19

The best way to prevent the spread of infection is to:

- Wear a mask in all indoor public spaces and work environments.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose or mouth, especially with unwashed hands.
- Avoid close contact with people.
- When coughing or sneezing:
 - Cover your mouth and nose with your arm or tissues to reduce the spread of germs.
 - Immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

- Clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs.
- Stay home if you are sick to avoid spreading illness to others.

Communications

Communications to team members with respect to the prevention of Covid-19 transmission are posted on the Health and Safety communications bulletin board in each store location and at Head Office. Workers are responsible to read and understand such communications.

From time to time, through daily huddles and department meetings, supervisors and managers are to communicate to team members and remind them of the safety protocols put in place to prevent the transmission of Covid-19. Any such meetings must be arranged to ensure the appropriate 2 metre physical distancing.

In the event that the company is notified of a positive case of Covid-19 by a team member, customer, supplier or other person that has been in the workplace, all team members potentially affected by that notification will be provided with appropriate information and directions according to the guidance of the local Health Authority. In all cases, the company will comply with all privacy Laws and will provide information to the best of its ability, in compliance with the directions of the Health Authority and respecting all applicable Privacy Laws.

The Health and Safety Committee has a responsibility to review and advise the employer and workers on safety plans, protocols and measures relating to the safety of the workplace and is consulted on and contributes to the Covid-19 Safety Plan, which may be revised or updated from time to time as necessary.

Hand Hygiene

Employees must wash or sanitize their hands on a regular basis, or at least every 60 minutes, for a minimum of 20 seconds. Cashiers must sanitize hands or gloves after each transaction. Hand sanitizer stations have been placed around the store for employee and customer use.

Hand washing signs have been placed in washrooms and lunchrooms for employee and customer reference.

Sick Policy

Employees are required to stay home if they are feeling ill, with COVID-19 related symptoms or nonrelated illnesses, in accordance with the BCCDC and Public Health Authority.

Self Assessment

All team members are required to self assess the possibility that they may have Covid-19 before commencing work. All staff are required to complete a Self Assessment Log as evidence that they have completed the self assessment and are not prohibited from working by any of the exclusions listed on the Self Assessment document. See Self Assessment poster where applicable.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Training

Employees have been provided with communication and training surrounding safe work practices during COVID-19. Our employees are aware of the policies and procedures outlined in this document and are encouraged to ask questions and provide feedback to managers.

First Aid

During the COVID-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of infection, we have modified our standard protocols for first aid treatment to reduce potential for transmission. Where possible, an initial assessment will be completed to determine circumstances, whether critical intervention is required, and if there are obvious signs of COVID-19. If no critical intervention is required, further assessment for potential COVID-19 will be conducted. When possible, the OFAA will direct and guide the patient to self-treat. If the patient can't self-treat, the OFAA will don appropriate PPE prior to assisting the patient.

Physical Distancing

In general, the task requirements of work in Retail Operations does not require team members to work in close proximity to each other and a natural measure of physical distancing (workers spaced at least 2 metres apart) is inherent in the work.

Activities which may cause the inherent physical distancing to be reduced are:

- a. Clocking in and out at the beginning or end of shifts or when taking breaks.**
 - i. Team Members are instructed not to gather or stand within 2 metres of each other at the time clock.
 - ii. Markings have been placed on the floor to visually guide team members on the maintaining of 2 metres distance from one another.
- b. Receiving instructions or direction from Supervisors or Management.**
 - i. Team Members, Supervisors and Managers are instructed to ensure that they stand at least 2 metres apart when giving or receiving instructions, guidance, or information during the normal course of the work.
 - ii. Where it is necessary to exchange documents, papers or other materials as part of the process, team members, supervisors and managers are to place such materials on a desk or other surface such that the other party can pick up the items after the necessary physical distancing has been re-established;
 - iii. Where it is not possible to maintain 2 metres distance in any activity, it is recommended that the team members, supervisors, and managers wear an appropriate face mask – see Guidance on the Wearing of Masks.
- c. Rest or meal break periods in the designated break room(s).**

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

- i. To the extent possible, rest or meal break periods will be staggered to reduce the number of team members in the designated break room(s) at any one time.
- ii. The number of chairs at tables are reduced to allow for and promote 2 metre physical distancing.
- iii. Workers are instructed to maintain 2 metre distancing at coffee machines, refrigerators, counters, sinks, tables, etc. etc.
- iv. Additional designated break room(s) are provided

d. Interacting with customers or other team members on the Sales Floor

- i. Team Members are instructed to ensure that they stand at least 2 metres apart when interacting with customers or other team members while loading or unloading vehicles, aid customers or other workers or any other activity involving other people.
- ii. Where it is necessary to exchange documents, papers or other materials as part of the process, team members are to place such materials on a desk or other surface such that the other party can pick up the items after the necessary physical distancing has been re-established;
- iii. Where it is not possible to maintain 2 metres distance in any activity, it is recommended that the team members and other people wear an appropriate face mask – see Guidance on the Wearing of Mask, Plexiglass Barriers - Plexiglass barriers have been installed at cash, order, and pharmacy areas, where applicable, where physical distancing cannot be maintained. Customers will always be asked to remain behind plexiglass barriers during the interaction with team members.
- iv. Directional Arrows - Arrows will be placed on the floor throughout the store to aid in directing the flow of movement throughout the store. Arrows may restrict one-way flow into and out of aisles to promote physical distancing. We also include items such as Spot the Dot and tape markets to increase the messaging about physical distancing

Arrows and Spot the Dots markers may be placed in the following areas:

Entrance Aisle

Back Aisle

Far aisle opposite the entrance aisle

Every second aisle show direction

Should a team member need to pass a customer or another team member in an aisle or backroom where physical distancing cannot be maintained, employees will turn to face away from the individual and pass quickly, without pause.

e. Checkouts

- I. When line control is determined to be needed, enact “store opening line management protocol” with no more than 50 max in central lineup for checkout.
- II. At the checkout, the customer should load products and proceed end of till. Cashiers maintain distance from customer throughout. Customer must remain behind plexiglass where physical distancing cannot be maintained.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

- III. Have all cashiers place the customers money on the counter to avoid contact.
- IV. When cashier tills are beside each other and where a 2-metre separation cannot be achieved between people, consider leaving every second cash empty to allow cashiers to self-distance from customers when they pay or pack bags. If not practicable, install plexiglass between tills or require appropriate PPE, such as masks, to be worn when physical distancing cannot be maintained.

f. Back Office

- I. In our back areas, we will ensure that workplace rest areas have adequate space to have 6ft of space between each other. This may require staggering breaktimes to limit the number of people in the staffroom.

g. Assisting Health Inspection, WCB Inspection or any other government Inspectors.

See Guidance: from those Inspection Authorities

h. Receiving, putting-away, selecting and returning products when other team members are performing similar tasks in the same relative area

- v. Team Members are instructed to ensure that they stand at least 2 metres apart when putting-away, selecting and shipping products when other team members are performing similar tasks in the same relative area.
- vi. Where it is necessary to exchange documents, papers or other materials as part of the process, team members are to place such materials on a desk or other surface such that the other party can pick up the items after the necessary physical distancing has been re-established;
- vii. Where it is not possible to maintain 2 metres distance in any activity, it is recommended that the team members and other people wear an appropriate face mask – see Guidance on the Wearing of Masks.

I. Reporting to the Receiving or Customer Service Area in the workplace

- II. All persons reporting to the Receiving or Customer Service Area are to maintain 2 metre physical distancing from the Receiving or Customer service Team Member.

2. Hand Washing/Sanitizing

- a. Team Members are to wash or sanitize their hands frequently during the day, recommended at least 1x per hour while working, and in particular: before commencing work; before and after using the restroom, and; before and after a rest or meal break;
- b. Restroom facilities are located throughout the building and an adequate supply of soap, warm water or sanitizer is provided in every restroom.
- c. Posters and information sheets have been posted in all restrooms with instructions and examples of proper hand washing procedures.
- d. Hand sanitizer dispensers are provided at the Time Clock and workers must sanitize their hands after using the Time Clock to clock in or out.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

- e. Team Members may wear gloves while performing the work, however, gloves do not minimize the risk of transmission of Covid-19 and workers should sanitize gloves each time they are put on or taken off and must wash or sanitize their hands each time gloves are taken off.

3. Face Masks

- a. By Order of the Public Health Officer in British Columbia, Alberta and Saskatchewan, Masks are now required for everyone in all public indoor settings and workplaces. People who cannot wear a mask or who cannot put on or remove a mask on their own are exempt. Employers are expected to enforce the mandatory mask policy with both employees and customers. We do not place Team Members in a position of having to police customers that refuse, or claim not to be able, to wear a mask.
- b. All Retail stores will have to have a reasonable supply of the disposable masks available at the door to offer to customers that do not have one. We are simply offering a mask to those that are not wearing one when they enter the store.
- c. Some Team Members may not be able to wear face masks due to respiratory issues or other conditions specific to the worker and no team member should be harassed, disciplined, or discriminated against for refusal to wear a face mask.
- d. Non-medical face masks do not protect the worker from Covid-19 and additional precautions must be taken, including physical distancing, frequent handwashing, etc. The wearing of a face mask can reduce the spread of Covid-19 by restraining the respiratory droplets of the team member wearing the mask.
- e. Team members wearing a face mask must refer to the Guidance on the Wearing of Masks.

4. Cleaning and Disinfecting the Workplace – High Contact Items

- a. A routine program of cleaning and disinfecting the workplace has been developed.
- b. High contact surfaces are to be cleaned and disinfected on a specified schedule.
- c. See Guidance on Cleaning and Disinfecting the Workplace/High Contact Surfaces.

5. Workers displaying symptoms of illness

- a. Returning travellers from anywhere outside of Canada must follow current quarantine and public health laws upon returning to Canada and may not report for work until such requirements have been met.
- b. All team members are required to Self Assess the possibility that they may have Covid-19 before commencing work and in specified regions may be required to complete a Self-Assessment log as evidence that they have completed the Self Assessment and are not prohibited from working by any of the exclusions listed on the Self Assessment document. See Self Assessment Poster where applicable.
- c. Team Members must be educated on the symptoms and signs of Covid-19, which are:
 - i. Most Common Symptoms:
 - 1. Fever
 - 2. Dry Cough
 - 3. Tiredness or fatigue.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

ii. Less Common Symptoms:

1. Aches and pains.
2. Sore throat.
3. Diarrhea.
4. Headache.
5. Loss of taste or smell.
6. Rash on skin or discolouration of fingers or toes.
7. Conjunctivitis (pink eye or inflammation of the eyelid or white part of the eyeball).

iii. Serious Symptoms:

1. Difficulty breathing.
2. Chest pain or pressure.
3. Loss of speech or movement.

- d. Team Members who are sick or displaying any of the symptoms of Covid-19 must not report for work, or if at work must be sent home. Team members must advise their supervisor or manager before leaving work or before the start of their scheduled shift if they will not be reporting for work.
- e. Team Members have a right to privacy, however, it is in the interests of all team members that an individual worker advise the Human Resources department in the event that the worker has reason to believe that they have symptoms of Covid-19, are residing with or caring for a person that may have Covid-19 or have been told that they have come in to close contact with a person that has or is suspected to have Covid-19.
- f. As with team members, customers, suppliers, delivery persons and visitors are prohibited from entering the workplace if they are sick or are displaying symptoms of Covid-19.
- g. Signage is placed at all potential entrances to the workplace advising persons not to enter the premises if they are sick, displaying symptoms of Covid-19, are residing with or caring for a person that may have Covid-19 or have been told that they have come in to close contact with a person that has or is suspected to have Covid-19.

6. Communications

- a. Communications to team members with respect to the prevention of Covid-19 transmission is posted on the Health and Safety communications bulleting board(s) in the workplace and workers are responsible to read and understand such communications.
- b. From time to time, through daily huddles and department meetings, supervisors and managers are to communicate to team members and remind them of the safety protocols put in place to prevent the transmission of Covid-19. Any such “Town Hall” meetings must be arranged to ensure the appropriate 2 metre physical distancing.
- c. In the event that the company is notified of a Positive case of Covid-19 by a team member, customer, supplier or other person that has been in the workplace, all team members potentially affected by that notification will be provided with appropriate information and directions according to the guidance of the local Health Authority. In all cases, the company will comply with all Privacy Laws and will provide information to the best of its ability, in

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

compliance with the directions of the Health Authority and respecting all applicable Privacy Laws.

- d. The Health and Safety Committee has a responsibility to review and advise the employer and workers on safety plans, protocols and measures relating to the safety of the workplace and is consulted on and contributes to the Covid-19 Safety Plan, which may be revised or updated from time to time as necessary.

7. Right to Refuse Unsafe Work

- a. If a team member has reasonable cause to believe that to carry out any work process would create an undue hazard to the health and safety of any person, he/she has the right to refuse such action.
- b. The team member must immediately report the circumstances of the unsafe condition or matter to the supervisor or employer. The supervisor or employer receiving the report must investigate the concern and:
 - i. Ensure that any unsafe condition is remedied, or.
 - ii. If in the supervisor or employer's reasonable opinion it is determined that the report of unsafe conditions is not valid, inform the worker that made the report.
- c. If this does not resolve the matter and the team members continues to refuse to carry out a work process, the supervisor or employer must further investigate the matter. The investigation must be carried out in the presence of the worker that made the report and:
 - i. A team member representative of the Health and Safety Committee, or.
 - ii. Any other reasonably available worker selected by the worker who made the report.
- d. If this still does not resolve the matter, and the team member continues to refuse to carry out the work process, both the supervisor or the employer and team member must immediately notify a WorkSafeBC officer, who will investigate the matter and take whatever actions are necessary.
- e. No team member is to be disciplined for acting in compliance with these steps. Temporary assignment to alternative work at no loss in pay to the worker until the matter is resolved is not considered to be disciplinary action.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Appendix # 1 – Guidance: Social Distancing (CONSUMERS)

This document is intended to provide general guidelines on social distancing in a grocery store during the COVID-19 crisis.

This document should be used in conjunction with any guidance that may have been provided by your provincial Ministry of Health and/or Regulatory body.

Objective

- To ensure we protect our team members and our customers and ensure everyone maintain proper social distancing.

Action Required

- **Communicate to all team members** on requirement around social distancing and put below setup in place
- **Remind customers to practice social distancing**
- **Review attached communication** from (applicable) Health Authority
- **Stores that have a Security Guard at the entrance**, please request that they remind customers of the need for social distancing as they enter the store.
- **Install Floor Stickers and Distance Markings** as described below
- **Add one-way arrows** to the floor or shelving of aisles, so that customers move in one direction down aisles. This minimizes the need for customers to pass each other in aisles and makes it easier for customers to physically distance.

Social Distancing means: We should keep 2 meters (6 feet) away from each other

For Team Members: Ensure to maintain social distance for each other and customers

Setup:

- **Self Scan (where applicable)** – assess for social distance. If needed, consider shutting some self scan to maintain distance.
- **Front Tills** – Post signage for appropriate social distancing when in line to help customers understand what a 6-foot distance looks like.
- **Social Distance Guidance Posters** – Please post attach poster near entrances and around checkout.
- **Health Authority Community Guidance Poster** – Please post near front entrance and other common areas (i.e. washrooms)
- **In-Store Intercom Messaging** - deploy DPI/store announcement messaging to remind customers to practice social distancing
- **Till Screens** - ensure Social Distancing messaging is active on all till screens, including pharmacy.
- **Floor Markings** – consider markings on the floor to indicate what 6 feet of separation looks like, especially where the checkout line ups would be expected. See attached store diagram example.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

- **Floor Stickers** – 15 Stickers will be provided to all locations. Stickers should be placed approximately as shown in the attached store diagram example. Stickers are designed to be installed in sets of two, 6 feet apart, measured edge to edge. Stickers in front of checkouts should be 6 feet from the edge of the checkout belt. You may need to move existing tape markings on the floor. As a guideline place sticker in the following areas.
 - Entrance - 2
 - Produce -2
 - Meat -2
 - Bakery / Deli -2
 - Checkout Area – 6
 - Pharmacy if applicable, otherwise Customer Service - 1
- **Floor Arrows** – 20 to 30 floor arrows will be provided to all locations. On the sales floor place arrows as outlined on the attached revised diagram separation. A guideline to place arrows on the floor in the following areas:
 - Entrance Aisle – 4
 - Back Aisle – 4
 - Far aisle opposite the entrance aisle – 4
 - Every second aisle show direction -8
 - Larger stores will be providing 10 additional arrows.

Ongoing Procedures

Remind Customers

- Inform all customers that in the interest of safety they should allow 2 shopping buggies (as a visual cue) distance (approximately 6 ft) between themselves and the next customer.
- Where possible to stand beside other patrons in an aisle, please encourage customers to move 6 ft past the next person.

Store

- **Recognizing that the volume of customers flowing in and out of the building changes moment, when necessary,** reduce the capacity of customers that enter the establishment.
- If necessary, setup lineup protocol per below.
 - o Assess how many customers based on store size (Store sq. ft/100)
 - *NOTE THAT: accounting for fixtures and fixed displays, an example would be 25,000 sq. ft/125 = approximately 200 customers in store*
 - *The table below sets out the recommended limit on people in the store for each location we operate in the province of in British Columbia, Alberta and Saskatchewan (Sask effective Dec 25th)*

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Buy-Low Foods LP					June 10th		
Maximum Occupancy @ Retail					Revert to 1/3 of fire code		
Updated June 10th					Use column F to calculate the numbes		Use column F to calculate the numbes
BLF	Location	Square Footage	Net Area for Distancing	Original Max Occupancy Including Staff	City Number	Alberta Max Occupancy Excluding Staff 33.3%	Revised Sask - Max Occupancy including staff 25%
BL	Athabasca	28,906	21,680	220		120	
NM	Banff	13,585	10,189	100		55	
NM	Banff C Store	1,552	1,164	10		5	
NM	Banff Liquor Store	880	660	10		5	
BL	Boyle	8,000	6,000	60		35	
BL	Blackfalds	25,000	18,750	190	493 / 123	105	
BL	Burnaby - Parkcrest	11,418	8,564	90	90		
BL	Burnaby - Royal Oak	9,981	7,486	70	70		
BL	Clearwater	24,713	18,535	190	190		
BL	Didsbury	26,000	19,500	200	439 / 110	110	
NM	Dollarton	8,448	6,336	60	60		
NM	Fraser Heights	13,771	10,328	100	100		
NM	Gabriola	14,456	10,842	110	110		
BL	Grand Forks	11,976	8,982	90	90		
MFF	Granville - MFF	6,480	4,860	50	50		
BL	Hope	7,800	5,850	60	60		
BL	Houston	18,279	13,709	140	140		
NM	Jasper	9,041	6,781	70		40	
NM	Kelowna Airport	13,557	10,168	100	100		
NM	Kelowna Lakeview	13,089	9,817	100	100		
BL	Keremeos - Valu-Plus	15,086	11,315	110	110		
BL	Kindersley	29,775	22,331	220			124
BL	Kings Crossing	23,734	17,801	180	180		
BL	Langdon	24,373	18,280	180		100	
BL	Langley (Brookwood)	11,218	8,414	80	80		
BL	Lillooet	18,532	13,899	140	140		
NM	Main & 28th	11,295	8,471	80	80		
BL	Nanaimo	21,468	16,101	160	160		
BL	Okanagan Landing	12,951	9,713	100	100		
BL	Oliver	23,900	17,925	180	180		
BL	Osoyoos	19,267	14,450	140	140		
AG	Osoyoos AG Foods	19,000	14,250	140	140		
MFF	Pacific Centre - MFF	3,204	2,403	20	20		
BL	Port Alberni	22,834	17,126	170	170		
NM	SFU	23,195	17,396	170	170		
NM	Squamish	22,654	16,991	170	170		
NM	Summerland	12,036	9,027	90	90		
NM	Surrey - Gateway	19,140	14,355	140	140		
BL	Surrey - Riverside	20,681	15,511	160	150		
BL	Tisdale	26,356	19,767	200			110
NM	Vancouver - Broadway	29,819	22,364	220	220		
BL	Vancouver (45th & Fraser)	9,558	7,169	70	70		
BL	Vancouver (Kingsgate)	28,067	21,050	210	210		
BL	Warman	26,050	19,538	200			109
AG	Westerose	19,036	14,277	140		80	
NM	Whistler	14,996	11,247	110	110		
NM	Woodwards	17,883	13,412	130	130		
NM	Yaletown	10,100	7,575	80	80		

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

- Only one entrance to store
- Have Team Member/Guard at door to gate keep- or visibility use a click counter to monitor numbers to be able to temporarily delay entry if needed.
- **If crowding occurs and social distancing is a challenge**, consider reducing the number of people allowed in the store.

Checkouts

- When line control is determined to be needed, enact “store opening line management protocol” with no more than 50 maxes in central lineup for checkout.
- At the checkout, the customer should load products and proceed end of till. Cashiers maintain distance from customer throughout.
- Have all cashiers place the customers money on the counter to avoid contact.
- **When cashier tills are beside each other and where a 2-metre separation cannot be achieved between people**, consider leaving every second cash empty to allow cashiers to self-distance from customers when they pay or pack bags.

Back Office

Ensure that workplace rest areas have adequate space to have 6ft of space between each other. This may require staggering breaktimes to limit the number of people in the staffroom.

Appendix 2 – Guidance: Mask Use



REFERENCE FOR DISPOSAL SURGICAL TYPE MASKS



Importance of proper mask use:

Improper donning and removal of a face mask creates greater risk of infection.

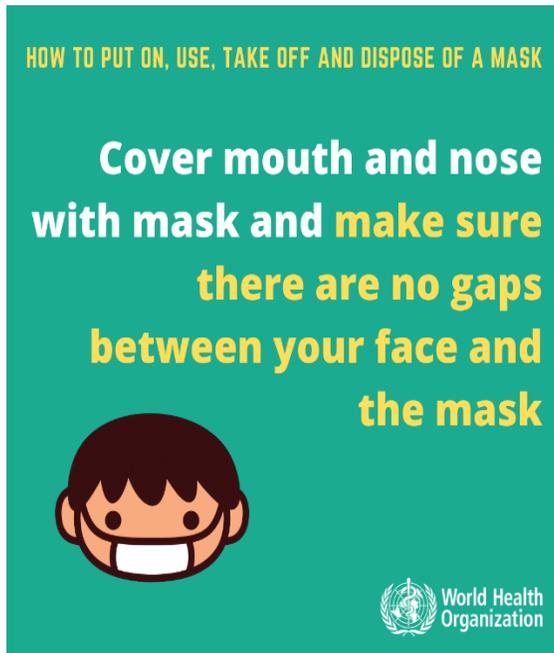
If you are going to wear a mask, it is critical that you follow these instructions for proper donning, removal, and disposal of your face mask.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

How to put on and remove a face mask

Disposable face masks should be used once and then thrown in the trash. You should also remove and replace masks when they become moist.

Always follow product instructions on use and storage of the mask, and procedures for how to put on and remove a mask. If instructions for putting on and removing the mask are not available, then follow the steps below.



How to put on a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask or any other part of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.



Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

5. Follow the instructions below for the type of mask you are using.

- *Face Mask with Ear loops:* Hold the mask by the ear loops. Place a loop around each ear.
- *Face Mask with Ties:* Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
- *Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.



6. Mold or pinch the stiff edge to the shape of your nose.

7. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.

8. Pull the bottom of the mask over your mouth and chin.

9. Once the mask is secured to your face DO NOT TOUCH YOUR FACE OR ADJUST THE MASK! If you do, you MUST wash your hands for 20 seconds with soap and water before touching anything else.

How to remove a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask may be contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

2. Before removing the mask or touching ear loops/ties/bands, bend forward slightly at the waist so the mask is away from your body and clothing.

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water



3. *Face Mask with Ear loops:* Hold both ear loops and gently lift and remove the mask.
4. *Face Mask with Ties:* Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
5. *Face Mask with Bands:* Lift the bottom strap over your head first then pull the top strap over your head.
6. **DO NOT SHAKE THE MASK.** Any Covid-19 particles on the mask may be distributed into the air, on to your clothes or other hard surfaces and may become a source of contamination.
7. Place the mask in a plastic bag, double bag in a second plastic bag and then throw the double

bagged mask in the trash. **DO NOT TOUCH YOUR FACE** until you clean your hands with soap and water or hand sanitizer.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Appendix #3 – Guidance: Cleaning and Disinfecting during Covid-19 Pandemic

As an essential service during the COVID-19 pandemic and as our part of our role in keeping our customers and team members healthy and safe, routine cleaning and disinfecting is of great importance. This recommendation document is intended to provide guidance for routine cleaning and disinfecting, highlight the difference between the meaning of cleaning and the meaning of disinfecting, and reinforce the need for appropriate protective wear while cleaning and disinfecting.

We continue to monitor events closely, following all government advisories, and adopting new procedures as needed to keep our workplaces safe and these protocols may be amended or updated over time. Please ensure you are referencing the most current version of this document.

Frequency of Cleaning and Disinfecting Required:

Cleaning and Disinfecting of all high contact areas is required at least once per hour during business hours using gloves provided by authorized suppliers.

Provide disinfecting wipes for customers to use on carts and hands (if possible and available).

Provide hand sanitizer for customers at the entrance and checkout area to use (if possible and available).

During Business hours –

Use VIROX RTU (Ready to Use) - with 1 litre pre-diluted concentration.

Use Oxivir – (Ready to Use) – premix

Use Chemfax – (Dilution required) - 1 part to 50 parts

These products listed above s are on the approved list of hard-surface disinfectants and meets Health Canada's requirements for emerging viral pathogens. The product can be used on carts, handles, conveyors, and any hard surface where contact is prevalent.

This product is available through Enterprise paper, please note there is also a 4-litre concentrated product that requires dilution to a 16:1 water to concentrate mix ratio. A complete clean of the store should be conducted at the **end of the day** with frequently touched surfaces cleaned and disinfected. Disinfect with 1-part bleach and 9-part water solution

List of disinfecting agents and their working concentrations known to be effective against coronaviruses 1 & 2: Agent and concentration

1:100 dilution Chlorine:

Bleach – sodium hypochlorite (5.25%)

500 ppm solution

10 ml bleach to 990 ml water

Uses

Used for disinfecting surfaces and common touch surfaces equipment (e.g. counters, doorknobs,

Allow surface to air dry naturally

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

A 'High Touch' Cleaning and Disinfecting checklist has been created for documenting and tracking that cleaning and disinfecting is performed hourly.

High contact areas on the checklist include:

- all door handles, including all entrance, exit cooler, freezer and container handles, throughout the premises, as well as swing door surfaces
- all deli or bistro surfaces, including the service counter and prep areas
- reach in bunker ledges
- PIN pads, which should be cleaned after each customer, cheque stands, tops of cash lanes, checkout belts, scanners, till keyboards, and all surfaces at cash areas
- all shopping cart and basket handles
- computer keyboards, mice, and areas surrounding workstation surfaces
- all phones
- all time clocks and Avanti touch terminals
- communication book areas
- all washroom surfaces
- all staff room surfaces
- trash receptacle touch points
- garbage Compactor Controls
- cardboard Compactor Controls
- loading dock controls
- all touch points on bulk water dispensers.

In British Columbian - All Self- Service Station on your premises including Bulk Food Bins, Bakery Pastry and Bun Showcases, Salad Bars, Hot Food Bars, Water Machines, you must provide the following;

1. Provide hand washing facilities or alcohol-based sanitizers within easy reach of the station;
2. Post signs reminding patrons to wash or sanitize their hands before touching self service food or other items and to maintain a two-metre distance from one another; and
3. Frequently clean and sanitize high touch surfaces at the station and utensils that are used for self-service.

In Alberta and Saskatchewan – At all gravity fed Bulk Food Bins and Water Machines, you must provide the following;

1. Provide hand washing facilities or alcohol-based sanitizers within easy reach of the station;
2. Post signs reminding patrons to wash or sanitize their hands before touching self service food or other items and to maintain a two-metre distance from one another; and

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

3. Frequently clean and sanitize high touch surfaces at the station and utensils that are used for self-service.

In Alberta and Saskatchewan – All products from the Bakery Pastry and Bun Cases, Salad Bars, Hot Food Bars and Coffee / Hot Water must be served by the employee

Water Dispensing Units - bottled water dispensers in stores are allowable subject to the following:

- Staff must not fill a customer's returned container; customers should fill their own containers.
- Signage must be available to describe requirements for physical distancing during water bottling and indicate that hygienic practices are required during dispensing of water at these sites.
- Hand sanitizer and/or disinfectant wipes, and a refuse container must be available for customers. Customers must be advised to use hand sanitizer and/or disinfectant wipes prior to dispensing water.
- High touch surfaces on the water filling machine are disinfected as frequently as specified in the store's enhanced sanitation program.
- If store management has written approval from the local EHO bottle exteriors may be disinfected onsite prior to refilling for the same customer that brought them in.

Premises with self-service stations must;

- Provide hand washing or hand sanitizing near the station
- Post signs about hand hygiene and physical distancing measures
- Implement a frequent cleaning and sanitizing of the station and utensils used at the station
- Implement physical distancing to reduce opportunities for interactions among large groups that would have prolonged close contact. Practically this might mean limiting the number of patrons who enter your business and discontinuing service in areas where physical distancing cannot be practiced (for e.g., counter service).

Bulk Foods - For bulk items (e.g., muffins, baking supplies, or candy) that customers can dispense themselves, including self-service beverage stations (soda, coffee, slushies) while there is no documented spread of COVID-19 through food, there is a theoretical risk that a person infected with COVID-19 could spread the virus to others when touching shared equipment and utensils, for example, handles of coffee pots or bulk scoops.

Premises that choose to allow self-dispensed foods and beverages must:

- Provide hand washing or hand sanitizing near the station.
- Post signs about hand hygiene and physical distancing measures.
- Implement a frequent cleaning and sanitizing of the station and utensils used at the station.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Your premises may have additional areas not considered in the list above. Be sure to include these additional areas in your cleaning and disinfecting processes.

Cleaning Products:

Cleaning products are products that remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Hard surfaces should be cleaned using regular surface cleaning products or soap and water prior to disinfection.

Read and follow manufacturer's instructions for safe use of cleaning products. It is mandatory to wear gloves while cleaning and to wash hands with soap and water for a minimum of 20 seconds immediately on glove removal.

Disinfecting Products:

Disinfecting products (store-bought disinfectant solutions and/or sprays) kill germs on surfaces using chemicals. Read and follow manufacturer's instructions for safe use of disinfection products (e.g. use in well-ventilated area, allow enough contact time for disinfectant to kill germs based on the product being used). It is mandatory to wear gloves while disinfecting and to wash hands with soap and water for a minimum of 20 seconds immediately on glove removal.

When bleach and water are mixed together to create a cleaning or disinfecting solution, the solution is only good for 24 hours. The temperature of the water does not affect the cleaning or disinfecting abilities of the solution. In order to preserve and have the product be effective, only make enough solution to last for 24 hours.

Larger mix in the departments; To clean hard surfaces such as plates and counter tops, mix 1 cup (240 milliliters) of bleach with 5 gallons (18.9 liters) of water.

In the spray bottle for the till area and the front end; To make a 1:10 solution to disinfect Our Stores that may you'll need 1part bleach for every 9 parts water.

See chart below.

**FOR YOUR SAFETY
DO NOT MIX:**

-  **Bleach + Vinegar = Toxic Chlorine Gas**
-Coughing, Breathing Problems, Burning & Watery Eyes
-  **Bleach + Ammonia = Toxic Chloramine Vapours**
-Shortness of Breath & Chest Pains
-  **Bleach + Rubbing Alcohol = Chloroform**
-Highly Toxic, Breathing Problems & Respiratory Failure
-  **Hydrogen Peroxide + Vinegar = Paracetic Acid**
-Highly Corrosive, Eye Damage, Burns & Breathing Problems

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Appendix # 4 - COVID-19 GUIDANCE: REUSABLE BAGS

This document is intended to provide general guidelines on reusable bags in a grocery store during COVID-19.

This document should be used in conjunction with any guidance that may have been provided by your provincial Ministry of Health and/or Regulatory body.

Effective June 15, 2021, the Province of BC is once again allowing the use of reusable bags in a grocery store and therefore the pre-Covid-19 health & safety considerations regarding the acceptance of reusable bags are now in place.

Action Required

- **Communicate to all team members that customers may once again use reusable bags and totes**
- **Remind staff that reusable bags should be in appropriate condition, i.e. not damaged such that there is risk of products falling through the bag and injuring anyone and appropriately clean and free from foreign substances that may contaminate work surfaces**
- **Instruct staff that appropriate cleaning of surfaces on which a customer's own reusable bag has been placed remains an ongoing appropriate procedure even when there is not a current pandemic.**
-

Reusable Bags includes backpacks, reusable shopping bags, cloth bags, totes, boxes

For Team Members: maintain a safe practice when consumers use recycle bags and totes.

Setup:

- Store policy will now allow the use of reusable shopping bags/ totes.
- Reusable bags may be placed on the end of the checkout in bagging area . In addition or as an alternative, a large shopping cart or a flat deck dolly can be placed at the end of each till to accommodate the customer packing their own bags.
- Please maintain store policy for sanitization of high touch surfaces at check out between each customer.
- Please sanitize and disinfect each shopping cart or flat deck cart after each use or any other touch point that may have been in contact with the reusable grocery bags/totes.
- Dolly Carts – the cart must be clean and free of obvious dirt or contaminants. Carts may be wheeled around in-store or placed in a large shopping cart while the customers do their shopping. Customers must pack their own purchases into the cart to avoid concerns of interference with the customer's possessions.
- Back Packs/Totes – the bag packs or totes must be clean and free from obvious dirt or contaminants. Customers must pack their own purchases into the backpack to avoid concerns of interference with the customer's possessions.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

- Back Packs must always be worn by the customer and must not be placed on any part of the checkouts.
- If a team member handles or packs groceries into a reusable bag or totes, they are expected to practice frequent hand washing and proper sanitation processes.
- Team members are reminded that gloves are not a replacement for good and frequent hand washing and hand sanitizing.

Ongoing Procedures

- **Employees that have concerns about the handling reusable bags should notify their Store Manager to discuss a suitable solution.**

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Appendix # 5 - Guidance: OPENING DELI SEATING AREAS / CAFÉ'S & PATIO'S

Effective June 15, 2021, under the Public Health Office Covid Step 2 plan inside seating in the bistro area of the stores are permitted to open under physical distancing guidelines currently in place.

Any outside seating areas including patio's controlled by the store or the municipalities we operate are following the guidelines set below:

Physical Distancing & Sanitization - Open Seating Areas

Under Phase 2 of the B.C. Government's restart plan June 15th, our Delis are allowed to open limited seating areas for food and beverage consumption. However, for us to be able to operate, we will have to follow the set of guidelines listed below to ensure safety of both employees and customers, physical distancing requirements are being met and all disinfecting and hygiene protocols are maintained:

This document should be used in conjunction with any guidance that may have been provided by your provincial Ministry of Health and/or Regulatory body.

1. Maintaining physical distance / barriers

- a. One-way arrows and 2 metre spots should be placed in front of Deli to ensure directional flow and physical distancing. Make sure you have 2 metre circle spots for customers to stay at a safe distance from one another, including at the Deli till area.
- b. Maintain at least 2 metres between employees working in the Deli by keeping employees in "designated stations/stops" as much as possible. For example, one employee will be designated to take orders at the case, and one employee will be designated as dishwasher, if applicable. Should employees switch stations, appliances and work surfaces must be cleaned prior to use. Masks are mandatory for all employees.

2. Seating requirements

- a. Moveable tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than one metre apart.
- b. Tables should be 2 metres apart, four chairs per table maximum.
- c. There should be a 30-minute seating limit.

3. Cleaning & Hygiene:

- a. Washing hands and changing gloves must be done at regular intervals. We have mandated all Deli employees to wash their hands at least every 20 minutes and whenever gloves are changed.
- b. Make sure to have separate cleaning supplies for food prep areas and customer seating area.
- c. Tables and chairs will need to be cleaned and disinfected after EVERY customer.
- d. Hand sanitizer is available to both customers and employees at the Deli counter. Hand sanitizer is provided for customers when entering and exiting the seating area.

4. Mask Use:

- a. Face mask must be worn at all times except when consuming food or beverage while seated at a table in a designated dining area. When food or beverage is not being consumed, a face mask must be worn.

5. Food preparation and serving:

- a. All orders will be prepped and plated in the Deli prep area and placed on the counter for customers to pick up after the Deli employee has stepped back from the counter.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

- b. Due to COVID-19, we will be using take-out packaging, plastic cutlery, and take out coffee cups to maintain everyone’s safety.
 - c. Coffee / tea will be poured and placed on the counter for the customer to pick up. Supplies of cream and sugar, pre-portioned creamers and sugar packets may be made available in the same manner as pre-Covid. Lids must be placed on all containers prior to placing orders on the counter.
 - d. Condiments may be made available to customers in the same manner as pre-Covid.
 - e. No salt and pepper shakers are to be on the table.
 - f. Staff must be wearing masks in addition to already wearing gloves while serving customers. Customers are not required to wear a mask while eating or drinking at a table.
 - g. Separate utensils for all plates and bowls. Stores may need more serving utensils.
 - h. Washing hands and changing gloves / increased hygiene measures as per COVID-19 protocols.
 - i. We will have a designated dishwasher as we cannot mix between food prep and dishes.
 - j. In the event that a team member clears tables, they must wash their hands or use hand sanitizer before resuming their normal duties.
- 6. For all self-service stations on our premises, including Bulk Food Bins, Bakery Pastry and Bun Showcases, Salad Bars, Hot Food Bars, Water Machines and Consumer Facing Coffee Grinders, we provide the following:**
- a. Provide hand washing facilities or alcohol-based sanitizers within easy reach of the station.
 - b. Signs reminding patrons to wash or sanitize their hands before touching self-service food or other items, and to maintain a 2-metre distance from one another.
 - c. Frequently clean and sanitize high touch surfaces at the station as well as utensils that are used for self-service.

7. Self-Serve Food and Beverage Stations

1. Self-service items in the deli, bakeries, grocery stores, etc. include food and beverage items like muffins, coffee, tea and common use condiment containers.

9. Premises with self-service stations must:

- a. Provide hand washing or hand sanitizing near the station.
- b. Post signs about hand hygiene and physical distancing measures.
- c. Implement a frequent cleaning and sanitizing of the station and utensils used at the station.
- d. Implement physical distancing to reduce opportunities for interactions among large groups that would have prolonged close contact. This might mean limiting the number of patrons who enter your business and discontinuing service in areas where physical distancing cannot be practiced (for e.g. counter service).

10. Bulk Foods & Beverage Station that customers can dispense themselves, including self-service beverage stations (coffee and tea) – while there is no documented spread of COVID-19 through food, there is a theoretical risk that a person infected with COVID-19 could spread the virus to others when touching shared equipment and utensils, for example, handles of coffee pots or bulk scoops.

Premises that choose to allow self-dispensed foods and beverages must:

- a. Provide hand washing or hand sanitizing near the station.
- b. Post signs about hand hygiene and physical distancing measures.
- c. Implement a frequent cleaning and sanitizing of the station and utensils used at the station.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Employees that have concerns with current requirements for deli seating areas, cafes, and patios should notify their Store Manager to discuss a suitable solution.

The guidance is subject to change as further guidance from the PHO and WorkSafe is provided.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Appendix # 6 – Safety Plan – All British Columbia, Alberta, and Saskatchewan Locations

Manager Protocol for Team Member DAILY COVID-19 Self Screening for all distribution centres, stores, offices, and facilities in all Health Regions British Columbia, Alberta, and Saskatchewan.

Purpose: daily self-screening is required to minimize the spread of COVID-19 in our workplaces.

Self-Screening Station(s):

Use this checklist below to set up your Station. It MUST be setup and maintained as per the instructions below

- Determine the best area to have your self-screening area.
- We suggest avoiding high traffic areas to reduce to potential exposure if a team member is symptomatic and comes to work.
- Some locations may require more than one self-screening area.
- Print the attached Team Member DAILY COVID-19 Self Screening poster in colour on 11x17” paper.
- PEN CONTAINERS**
 - Affix two open containers for pens (cups work great).
 - Mark one "sanitized" and one "dirty"
 - Add an ample supply of pens in the "sanitized" container
 - Dirty pens should be sanitized during the day and then replaced in the sanitized container
- Put an ample supply of Self Screening Sign Off Log sheets near poster
- Place hand sanitizer at Self Screening Station

Daily Responsibilities:

- Acquire a 3" or 4" binder and label it "Team Member DAILY COVID-19 Self Screening"
- Keep this binder in a secure place in your location
- Print a set of log sheets daily and place them at the Self Screening Station(s) each morning before team members arrive
- You will be responsible to remove the previous days control sheets and place them in the binder
- Gloves must be worn when handling control sheets.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Appendix # 7 – Safety Plan –

Guidance to all provincial mandated mask order.

Issued – June 15, 2021

All Store Management Teams:

To ensure that we effectively and safely implement the provincial mandated mask order, we have prepared the following guidelines for our team members.

1. All stores must have the updated safety plan readily available for all staff or any member of the public that asks for reference.
2. The mandatory face mask signs must be posted in their designated areas.

Entrance / Exit doors	Staff & Public washrooms
Receiving docks and doors	Customer Service Desk
Staff rooms	Every second wing display side

3. In the event the greeter/ door person engages a customer that is not wearing a mask, they will inform them of the following:
 - The provincial government has issued a mandatory mask policy effective immediately in the province of BC
 - We ask that you please wear a mask or face covering as mandated by the provincial government
 - If the customer does not have a mask, offer them a disposable mask, and mention that we do sell masks in the store for their future shopping with us.
 - If a customer states that they are exempt from the mask policy, the customer will be allowed to continue to enter the store without a mask and without question. It is not our responsibility to verify that the customer has a valid exemption. For information only, the following are the exemption criteria:
 - * Have a medical condition that prevents them from wearing a mask
 - * Physically cannot put on or remove a mask on their own.
 - * Are Children under the age of twelve (12).
 - At no time will the employee engage in any conflict (verbal or physical) with the customer, we will ask the customer to respect the requirements and state that that in the absence of a legitimate exemption they may be subject to a fine for not wearing a mask.

At no time will any employee engage in any type of argument or physical confrontation with a customer or ban the customer from the location.

We ask that all employees remain calm and in the event a situation escalates, the employee is to remove themselves from the immediate situation and call the on-duty manager or supervisor. The

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

on-duty manager or supervisor should use all reasonable efforts to deescalate the situation and if unable to calm the customer determine whether to call police.

If additional guidance on a situation is needed, please call Dereck Hein or Sam Corea.

Please ensure that you contact your supervisor in the event you require clarification or assistance on this policy.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Appendix # 8 – Safety Plan – Guidance to provincial mandated mask order.

Issued - November 22, 2020

All Store Management Teams:

Q. As a store manager, what should I do when a team member raises a concern due to a customer not wearing a mask?

A.

- Team members should gently remind customers that masks are available at the entrance of your store.
- If the team member is concerned, the team member should call the on-duty manager for support.
- When you speak with customer, offer them a mask and they will make their own decision.
- We need to be very cognisant that further to the November 19 briefing from our Provincial Health Officer Dr. Bonnie Henry, we don't know if the customer has a condition that prevents them from wearing a mask. Dr Henry stated on November 19th, "*We know that there are people with certain conditions and disabilities that, in some ways, would make mask-wearing challenging,*" she said. "*And we need to be aware that some people's disabilities or inability to wear a mask may not be readily apparent.*" In other words, we cannot make assumptions about our customers.
- If the customer becomes irritated/aggressive about mask wearing:
 - Remain calm and remain kind.
 - Treat them like you would any other hostile customer and attempt to de-escalate the situation.
 - Remind them that your number one priority is the safety of your team and your customers.
 - As a last resort, if they continue to be hostile, remove them from the store, like you would any hostile customer.

Q. As a store manager, what should I do when a team member refuses to serve a customer who is not wearing a mask?

A.

- If the team member is concerned, the team member should call the on-duty manager for support and the manager on duty may have to proceed with the customer order.
- On-duty manger to ensure our customer receives service
- We need to be very cognisant that further to the November 19 briefing form our Provincial Health Officer Bonnie Henry, we don't know if the customer has a condition that prevents them from wearing a mask. Dr Henry stated on November 19th, "*We know that there are people with certain conditions and disabilities that, in some ways, would make mask-wearing challenging,*" she said. "*And we need to be aware that some people's disabilities or*

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

inability to wear a mask may not be readily apparent." In other words, we cannot make assumptions about our customers.

Q. If asked by a customer or team member what our position is on enforcing masks, what is my answer?

A.

- Remind them that your number one priority is the safety of your team and your customers.
- We expect our customers to wear masks.
- We have posted signage to reflect this expectation
- We have masks available at the entrance to the store with the greeter.

Our team members know that any concerns must be escalated to store management.

Q. What if a customer says to me, "I see a few customers without masks, what are going to do about it?"

A.

- Thank the customer for bringing their concerns to you.
- Remind them that your number one priority is the safety of your team and your customers.
- We expect our customers to wear masks.
- Dr Henry stated on November 19th, "*We know that there are people with certain conditions and disabilities that, in some ways, would make mask-wearing challenging,*" she said. "*And we need to be aware that some people's disabilities or inability to wear a mask may not be readily apparent.*" So, we are very careful to not make assumptions about our customers.

Q. Are team members required to police my customers? Some of them still don't wear masks.

A.

- No – it is not the job of our team members to police the wearing of masks. We will ensure the communication in our stores is very clear- that masks are required. We will make masks available if someone has forgotten and/or can't afford one. We need to be kind, calm and respectful
- Dr Henry stated on November 19th, "*We know that there are people with certain conditions and disabilities that, in some ways, would make mask-wearing challenging,*" she said. "*And we need to be aware that some people's disabilities or inability to wear a mask may not be readily apparent.*" So, we are very careful to not make assumptions about our customers.

Q. Are team member masks mandatory?

A. Yes – all team members must wear masks at all times while working or shopping in our stores.

Covid-19 Safety Plan for Retail Operations – Buy-Low Foods Group

Q. What happens if a masked customer approaches me and asks me to enforce an unmasked customer to wear a mask?

A. It is not the job of our team members to reinforce the mask mandate. Team members should refer the customers to the manager on duty.

Q. Will we be supplying customers with masks?

A. We will have masks available at the entrance of the store with a greeter for any customer needing one.