

To our Valued Members and Guests;

At South Country Co-op we understand the vital role we play in the community. We believe our role of serving our members, guests and employees during this time is a critical one, and we want to ensure that we are providing members with the items they need, when they need them. The health and well-being of our employees and guests is our top priority. As the situation around Coronavirus (COVID-19) continues to evolve, I want to take a moment and share an update.

We continue to closely monitor the impact of COVID-19 and the guidance being provided by the World Health Organization (WHO), Alberta Health Services, the Alberta Government and Provincial Governments in the jurisdictions in which we operate, and the Public Health Agency of Canada (PHAC).

Utilizing this guidance, we are taking precautions to protect our team members and guests. Our COVID-19 Pandemic response plan is multi-layered and fluid, so we can adapt our strategy accordingly as new information is released.

In order to ensure and maintain a safe environment to serve our valued members and guests we are currently:

- Taking proactive steps to review and refresh general safety procedures.
- Intensifying preventative measures such as implementing enhanced sanitation and hygiene practices at all our locations.
- Monitoring the situation within our business through our dedicated Pandemic Committee who are carefully monitoring the situation hour by hour.
- Working closely to assess and modify customer-facing services in order to provide a safe and comfortable environment.

Our grocery stores and pharmacies are critically important at this moment, and we're doing everything we can to ensure they stay open and accessible to the public. We want to ensure that anyone who visits a South Country Co-op location feels "at home here".

In addition to these steps taken at locations we serve; we also remain committed to taking care of our team. We are diligently providing Team members with up-to-the-moment guidance and information so they can keep themselves and their families safe. We are requiring team members who feel unwell to stay home and have mandated that all employee who have recently travelled to self-isolate for the recommended fourteen-day period.

We understand many of you may be feeling isolated as public health officials encourage us to distance ourselves from others. I encourage you to continue to find ways to connect with your loved ones during this time. Emotional wellness is just as important as physical well-being.

To our front-line Team Members who are replenishing shelves, helping guests, and continuing to ensure South Country Co-op remains operational: THANK YOU. We are so grateful to our front-line Team Members for their dedication, positive attitudes, and exceptional guest service during this unparalleled time.

We will keep you updated on any news or information as it arises. Thank you for supporting South Country Co-op; we strive to provide the same superb products and services you've come to expect from us at the highest level we can.

Thank you,
Paul Haynes, CEO
South Country Co-op Limited

