

Our Safety Measures: How Yummy Market is Caring for Employees and Customers

January 14, 2021

To Our Valued Customers:

As the coronavirus COVID-19 affects our communities, our work as a community grocery store continues. We are vigilant and are ready to pivot in response to the hyper-dynamic situation to safeguard the health and safety of our team members and customers. To date, we have taken the following measures:

- **Continued Communication:** We closely monitor the situation, and regularly provide our stores with the most up-to-date safety guidance, as recommended by the Toronto Public Health and other health officials.
- **Prioritizing Good Hygiene Practices:** We provide continuous reminders about good hygiene practices and support our employees with necessary resources. For instance, we ensure every employee at the registers has the opportunity to regularly wash their hands.
- **Increased Routine Cleaning:** In line with our longstanding commitment to provide a safe and clean shopping environment, our stores have increased the frequency of cleanings, paying close attention to high-touch areas such as restrooms, register areas, grocery carts and hand baskets.
- **No Food and Beverage Sampling In-Store:** As this situation has evolved, we have taken increased precautions related to our food sampling in stores, including our decision to stop the practice until further notice.
- **Staffed Service Area for Bakery Items:** Our personnel now packs bulk bakery items, such as rolls and buns.
- **Elimination of Self-Service for Loose Products:** This applies to loose products such as dried fruits and nuts, pickles, pickled tomatoes, etc.
- **Returns Won't Be Accepted:** For everyone's health and safety, we do not accept returns on products until further notice.
- **No Reusable Bags:** Reusable bags are not allowed. But if customers pack their own groceries, reusable bags are accepted.
- **Only Take-out at our Yummy Café™:** Only take-out orders are accepted at our Yummy Café located at 1390 Major Mackenzie Dr. W. in Maple, Ont. No reusable coffee cups.
- **Social Distancing:** Floor decals, signage and in-store messages remind people to keep a safe distance of 2 metres from others at all times while inside the store.
- **Mask is a Must:** All customers are required to wear a face mask in order to enter the store. Children under the age of 2 are exempt.
- **Limited Store Capacity:** We limit the number of people allowed to shop at our stores at peak times.
- **Plexiglass Barriers:** To protect our team members and customers, we installed plexiglass barriers at the cash registers.



• **Priority Access for Health-Care Workers and First Responders:** Health-care workers (hospital employees with official ID) and first responders (EMTs, police officers, firefighters with official ID) are allowed to enter the store without waiting in line.

There is nothing more important to us than the health and safety of our customers and employees. We will continue to provide information about what steps we are taking to address this rapidly evolving situation.

Yummy Market