



May 11, 2020

Re: Business Doors re-open to public today.

On May 6, 2020 the Ontario government announced the reopening of several retail sectors:

- On Friday, May 8, 2020 at 12:01am, garden centres and nurseries will be able to conduct in-person sales
- On Saturday, May 9, 2020 at 12:01am, hardware stores and/or safety supply stores will be able to also open for in-person sales
- On Monday, May 11, 2020 at 12:01am, non-essential retail stores with a street entrance can begin offering curbside pickup and delivery.

Alf Curtis Home Improvements Inc falls under the second bullet in this list.

As you should all be aware, we are re-opening our store doors to the public today as well as continuing to provide a curb side pick up option for those customers who do not want to enter our retail locations and for those customers who prefer the curb side pick up option.

The safety of you our staff and the safety of our customers is first and foremost. The following precautions and safeguards have been implemented at all locations.

- Sneeze/cough guards at all sales terminal/counters in all stores.
- Physical separation distance markings on floors in congregating areas such as tills/checkouts. We have also ordered professionally made floor decals for this which hopefully will be here in the next week. They will be sent to all stores once we receive them.
- Physical separation distance signs posted throughout our stores in various locations.
- Directional arrow markings in store aisles to keep customer traffic flowing in one direction down our store aisles.
- Hand sanitizer stations at all entrances of our stores and in locations throughout the stores as well.
- Washing/sanitizing signs posted throughout the stores as well.
- Rubber gloves for staff to wear.
- Face masks for staff to wear.

The Government of Canada has ruled that we are not allowed to deny cash payments of any sort. They are concerned about the customer who does not have any other way to pay then cash therefore have made it mandatory that we accept cash.

In the case of a customer paying with cash it is mandatory that the staff person dealing with the customer either wear rubber gloves when receiving and handling the money, then after completing the transaction and before serving the next customer sanitize your work area/anything you touched. Keyboard, counter, till, cash drawer etc., also remove and dispose of rubber gloves.



If you prefer not to wear rubber gloves, then follow all of the sanitizing your work area steps above then use a hand sanitizer to clean your hands or go and wash your hands thoroughly before serving your next customer.

Please pay attention and try not to touch your face, eyes, mouth, nose at anytime but especially during the time of interacting with each other and with customers.

Regarding face masks, we have supplied each store with a supply of face masks. Currently, we are leaving the decision to wear or not to wear face masks up to each staff member. It is mandatory that staff always respect physical distancing regardless of if you are wearing a face mask or not.

Gatherings of more than 5 people in our store locations. If any staff member see's gatherings of more than 5 people in our store locations, you must kindly ask them to separate and keep moving.

During this COVID-19 Pandemic situation it is imperative that our staff do not hold up customers with un-necessary conversation or small talk so to speak. Because of social distancing rules our sales counters have a limited number of customer serving areas. Please do not hold up a customer with un-necessary small talk or conversation, deal with the customer transaction then once complete, please move on to the next customer. If the customer is trying to create small talk with you politely explain to the customer that there is another customer waiting behind them that you need to look after.

I understand that small talk is how we build customer relations and in normal times of doing business I want us to promote this and build those relationships with our customers. However, with the current restrictions we are not in normal times and we need to work as efficiently as we possibly can to help serve all our customers. Further to this, small talk will also possibly cause a gathering of people which is what we are not supposed to do or have happen. So please be polite but keep our customers moving.

Chase will be sending out some further guidelines in respect to when customers place special orders etc. to help limit gatherings and un-necessary time as well.

If you have any questions about any of this, please speak with your manager.

I also want to take this moment to say Thank You to our staff who worked throughout this Pandemic. Your commitment and dedication to your job and Alf Curtis Home Improvements Inc. does not go unnoticed. From myself, Larry, Chris and Chase we Thank You.

Sincerely,

Brent Perry  
President