



A division of Save-On-Foods Limited Partnership, a Jim Pattison business

August 14, 2020

Kim Novak
UFCW Local 1518
Via email knovak@ufcw1518.com

Dear Kim,

I am responding to your letter to Save-On-Foods' President, Darrell Jones dated August 12, 2020.

First, I want to acknowledge, as we have in the past, that we have never been more proud of our 22,000 team members, 13,000 of which are UFCW Local 1518 members. Our team is doing an absolutely fantastic job at serving our more than 100 communities while minimizing the spread of the COVID-19 virus.

As always, our first priority is the health and safety of our teams, and since the onset of this pandemic, we have increased our already high sanitation protocols and will continue to evolve them as required.

We continue to see frequent changes in regulations when it comes to health and safety protocols, which as you know differ depending on the Province or Territory, and also by City. We take our direction from the health authorities and our respective governments and as you can imagine, forcing masks where the legislation has not yet been established places a significant burden on our team members to enforce rules with customers. This is not their responsibility, and as you well know, today's workplace, amid the pandemic, is challenging for our teams, without having the weight of mandating non-legislated protocols on their shoulders. Our governments rely on medical experts to guide them in their decisions regarding safety protocols, and we will continue to comply with all protocols and orders in this respect.

Today, we require our team members to wear masks where mandated, and where masks are not mandated, our team members are required to wear masks if they are unable to social distance. You note you have concerns about the inconsistency of our protocols; as we've said many times in the past, team member safety is our number one priority, and we ask that moving forward, that you share concerns directly with me so that we can ensure they are immediately addressed. Our COVID-19 safety protocols are not asks; they are policy, and they are strictly enforced.

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With respect to your comment about 'zero tolerance of abuse on workers', the parties have a long-standing joint policy in place which outlines our commitment to providing our team members with a workplace that promotes respect and that is free from harassment and discrimination. We absolutely have zero tolerance for abuse against our team members, and this position will never change.

Thank you for sharing your concerns with us and as always, we remain open to meeting with the Union. We recognize we are very much in this together.

Sincerely,

