



Dear valued Urban Fare customer,

The health and safety of our team members and our customers is always our top priority. As the **Coronavirus (Covid-19)** continues to be a growing concern in Canada and around the world, we are receiving increasing numbers of inquiries regarding the steps that Urban Fare is taking when it comes to business preparedness and team member and customer safety.

We want to assure our customers that we have developed a comprehensive plan to address the current situation as well as the possible consequences should the situation escalate. We have a task force in place, led by the health professionals in our pharmacy division, that continues to draw upon a variety of internal and external resources including the World Health Organization (WHO), the Canadian Centre for Disease Control (CDC), and local, Provincial and Federal Government so that we have protocols in place to best protect our team members and our customers.

You can trust that Urban Fare will do the right thing and will always put the health & safety of our team members and our customers first.

If you have any questions, please see your store manager.

A handwritten signature in black ink that reads "Darrell Jones". The signature is written in a cursive, flowing style.

Darrell Jones
President

