



Dear customers,

Given the current situation relating to COVID-19, we would like to reiterate that the health and safety of our customers, employees and partners remains our main priority.

We are closely monitoring the evolution of the COVID-19 pandemic, and we are following the latest news from the WHO (World Health Organization), the Public Health Agency of Canada and the Government of Ontario to help us make the necessary decisions regarding changes to the procedures put in place in our establishments.

In these uncertain times, rest assured that we have adopted strict measures to comply with government directives to control the spread of COVID-19, as well as preventive measures to minimize the risk of contamination:

- We require more frequent hand washing and increased cleaning of surfaces (tables, doorknobs, cash desk, payment terminal and bathroom).
- We have imposed a systematic use of gloves or tongs to avoid direct contact with the products, with a reinforcement of what is already common practice.
- We follow government guidelines closely and ensure compliance with quarantine and isolation measures for our employees presenting signs or symptoms of illness.
- We have stopped in-store tastings.
- We have closed our dining rooms to allow reasonable distance between customers and to avoid the spread of the virus. Only takeout orders are now available.
- We have suspended the use of ceramic cups, ceramic dishes and cutlery (related to the closure of the dining rooms) and the use of reusable mugs and cups is halted.
- Our employees will encourage customers to pay by debit card, credit card, gift card and through our mobile application.

The situation is changing quickly, which is why we will continue to monitor it and keep you informed. Stay tuned for our updates and modified store hours on our website.

Thank you for your understanding, support and loyalty.

Pascale Closson-Duquette
CAO, Le Duff Canada