



*Your Home Store*  
**A. L. THOMPSON'S**

## Covid-19 Update

23 May 2020

A. L. Thompson's assures everyone that the health and safety of our staff and community are our priorities. Health Services Authority screened A. L. Thompson's staff for Covid-19 on 14 May, five days before we reopened our George Town store to the public. Since then, we have been serving you with a reduced work force because we permitted no staff members to return to the store until they received their negative results from the HSA. We have learned the results of approximately 95% of the tests. Of the 187 people screened, 2 individuals have, unfortunately, tested positive for the virus. Both are asymptomatic, have not returned to work while awaiting their results, and have had **no contact with the public at the store**. These staff members are isolating at home and following the strict guidelines of the HSA. We fully support them, and they will receive full pay and benefits during their mandatory isolation.

As a retail business, A. L. Thompson's is doing everything possible to protect our staff and the community at our George Town store; that is:

1. We permit a limited number of customers inside the building and check IDs to ensure adherence to the letter-day system. We invite elderly, disabled, and pregnant customers to the front of waiting lines.
2. We sanitize all shopping carts and baskets between customer use, and we insist that everyone apply hand sanitizer before entering the building.
3. We insist that all staff and customers wear a face mask while they are inside the building.
4. We installed social-distancing floor markers outside, at all checkout stations, and in high-traffic areas throughout the store.
5. We installed Plexiglas barriers at all checkout stations for additional protection.
6. Our cashiers use disinfectant spray to clean their stations and high-contact areas like debit and credit card machines between customer use.
7. We installed 24 hand-sanitizer stations at strategic areas throughout the store with signage that encourages customers and staff to use them often.
8. Dean's Cleaning Services is our third-party janitorial provider. We have increased their presence to perform cleaning and extra sanitation measures of high-traffic areas and common points of contact.
9. The Security Centre is our security provider, and we have increased the number of guards at the store to ensure adherence to mandates, guidelines, and policies.
10. We performed additional sanitation cleaning including fogging the entire building and air-conditioning systems.
11. We permit no customers to enter our sales or administration offices.
12. We launched and are maintaining online shopping with contract-free curbside pickup and delivery services so that customers do not need to enter the building.
13. We ordered temperature-detection monitors for both entrances of our George Town store and our Savannah store. We anticipate receiving and installing them in early June.
14. All staff members who can work from home are doing so.
15. Our Savannah store remains closed until we complete extensive cleaning and implement social-distancing measures.

We are monitoring these protocols and making improvements whenever possible.

We thank you for your continued support as we maintain our strive for excellence in protecting our staff and our customers and in serving our community.