



April 26, 2020

To our Valued IGA Customer

It has been a little while since we've reached out to you.

Since the last time we connected, we've all had to come to terms with last weekend's unimaginable events in Nova Scotia. Our thoughts, hearts and prayers are with the families and friends of the victims and all Nova Scotians. This senseless act hurts everyone across Canada. We all mourn with Nova Scotia.

Since this pandemic began, we have learned how to care for one another from a distance — even while at the grocery store. We've had to learn how to show up for our communities while staying home, how to work together to overcome the darkest of days. It's our belief that we've adapted to this new normal because of our inherent Canadian values — our ability to handle challenge with compassion, optimism, courage and perseverance.

Our stores continue to improve and execute on our work to keep customers and teammates safe. We are committed to be vigilant and keep these standards in place. Our supply chain has been busy continually adapting as well. Our stores are now more full of food than at any time since late February when this crisis began. You will see us continue to innovate in our stores to keep everyone healthy.

Some local communities across the country have put up lawn signs that read "Thank you grocery store staff! Not all superheroes wear capes!" We couldn't agree more. Most importantly, we cannot tell you how much these simple gestures mean to our frontline heroes. Thank you so much.

While the world that we know now differs so much from the one we are accustomed to, we continue to keep the safety and wellbeing of our local communities our utmost priority. The road ahead might have more bumps. But nothing can take away how strong we have become together. We stand united as one resilient country. Solidarity is everything.

Sincerely,

Michael Medline
President & CEO

Pierre St-Laurent
Chief Operating Officer, Full Service