

Good Earth

COFFEEHOUSE™

To our community,

Thank you for your emails, posts, and support. We appreciate hearing from you, appreciate your perspectives, and understand your concerns about the well-being of folks at Good Earth Coffeehouses – staff and customers alike.

These are stressful times, with conditions and information changing every hour. We continue to make changes in how Good Earth Coffeehouses are operating, made in consultation with our franchisees, landlords, staff, suppliers, and food service experts. All of this is in the most important context of all - what our local, provincial, and federal health authorities are communicating.

We began making changes the week of March 2 – initially with an aggressive heightening of sanitizing procedures, staff hygiene, travel mug bans, and closure of self-serve areas (see previous announcements). We continue to update policies daily. Some of our coffeehouses have closed. Others have reduced hours. You will find this information updated at www.goodearthcoffeehouse.com/locations.

We have discontinued use of dishware and utensils in all coffeehouses. All food and drink are now served in single-use disposable packaging.

We are encouraging customers to order through a variety of methods that reduce contact.

Our Good Earth Rewards app identifies locations that accept **mobile order and pay**, thereby reducing the need to conduct a transaction in the café.

We are making **curbside order pick-up** available at many locations, for orders placed through the mobile app, by phone call, and our online catering order form.

Good Earth Coffeehouse food and beverages are available through Skip the Dishes at many of our locations.

We encourage social distancing, maintaining at least one-meter distance from others. You will notice seating has been moved to help make this happen.

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We remain vigilant for the well-being of staff working in cafes. We are communicating that people who don't feel well do not come to work and people who do not want to be at work can be taken off the schedule. This enables people to access the income supports available to them as quickly as possible.

We are working together to maintain a respectful and cooperative effort throughout our cafes based upon the clear direction from our health authorities.

And as always, we are grateful for your support, your caring, and your feedback.

Let's get through this together.

With clean hands and open hearts,

Nan and Michael, Founders

20 March 2020