

16 Sept 2020

## COVID-19 Statement Update

Continuing from the week of Sept 16, Shop4Charity remains operational and continues its work from home policy and will be monitoring the recommended guidelines from public health authorities as restrictions on workplaces and other locations begin to ease. We will continue to make decisions accordingly and provide updates in this space.

While we will continue to monitor for best practice and prudent direction, Shop4Charity also relies on external partners to support our activities, including Canada Post.

For fulfillment of our sweepstakes products (mailing), we rely on Canada Post and other delivery companies that are experiencing the dual challenges of unusually high volumes and their health and safety requirements for disinfecting and distancing at distribution locations and other facilities.

We value and appreciate the essential work those companies and their employees do and ask for your patience and understanding with delivery delays. All sweepstakes' draw codes are valid and entered at time of purchase.

Email confirmations provide sweepstakes details until the calendar, or other products, are received.

Please see the link below for additional Canada Post information:

[https://www.canadapost.ca/cpc/en/our-company/news-and-media/corporate-news/news-release-detail.page?article=2020/04/23/christmas\\_level\\_parce&cattype=announcements&cat=newsreleases](https://www.canadapost.ca/cpc/en/our-company/news-and-media/corporate-news/news-release-detail.page?article=2020/04/23/christmas_level_parce&cattype=announcements&cat=newsreleases)

16 March 2020

## COVID-19 Statement

As of Monday, March 16, Shop4Charity has made the decision to implement a work from home policy for all team members in response to warnings and requests from government agencies in Canada.

The current remote working arrangement will continue until at least Monday, April 6th. During this period, our team will continue to monitor the situation and do our best to respond accordingly.

We are taking this unprecedented step in support of all Canadians, especially those most at risk and in following generally issued guidelines around social distancing.

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**How does this affect  
service?**

1) Calendar shipping – Shop4Charity is still able to ship products based on our printing partners' continuation of service, at this time.

Please anticipate potential delays and be assured that all sweepstakes draw codes associated with calendar products are active and entered from time of purchase.

2) Updating winner lists online – draws will continue to take place and be posted as quickly as possible. Please anticipate and excuse any potential delays.

3) Sweepstakes – the sweepstakes being promoted in April; supporting the Melanoma Network of Canada and in May; supporting Prostate Cancer Canada, will proceed as planned.

4) Prize distribution – as this requires in-office cheque writing and prize claim financial processing, this activity will be on a temporary hold until the team is back at work in the office.

As a social enterprise, Shop4Charity has as its objective to support causes and deliver impact, we are committed to supporting our community and demonstrate this by our decision to follow the urgings and recommendations of public health and government officials. It is another way we can help during this time.

Please let us know if you have any suggestions on how we can help by emailing us at [customerservice@shop4charity.com](mailto:customerservice@shop4charity.com)

Sincerely,

Bill Bayles

Chairman,  
Shop4Charity

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