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# Customer Update

## Online shopping to pause effective July 2, 2023

What started as a single store in Qualicum Beach in 1982 has grown to 13 locations on Vancouver Island and one store in Powell River with plans to expand beyond Vancouver Island. In 2021, Quality Foods became part of The Pattison Food Group (PFG), a network of Western Canadian Grocers that united under one entity to better serve the needs of their diverse customer base.

As Quality Foods begins the information technology upgrades required to grow it will need to pause online shopping, including curbside pickup effective on July 2, 2023, and intends to bring back in 2024 with greater capacity. Being a customer first company for over 41 years we want to take care of YOU, the customer, so we would like to help you transition on to the Save-On- Foods online shopping site if you are unable to come into our Quality Foods stores. The best experience Quality Foods can offer is in store with a greater variety than online shopping has allowed; however, if this isn't an option for you, please reach out to Noelle at our head office to help support you through this transition at 250-248-4004, or email [quality@qualityfoods.com](mailto:quality@qualityfoods.com).

Quality Foods is well known as a small-town grocery store, a place to shop, a place to meet or even have something simple to eat. Justin Schley (Vice President) said, "These changes allow us to focus our efforts on creating an exceptional experience in store with our full-service butcher shop, flower shop, cut fruit, smoothie bar, Perk Ave and, in some locations, beer and wine service".

We're a customer focused, small town grocer. Noel said, "While we don't like dealing with service changes, we're very proud of our teams' commitment to their community and concern for our customers during this process."

A handwritten signature in black ink that reads "Noel Hayward". The signature is written in a cursive, flowing style.

### About Quality Foods

Quality Foods is a Vancouver Island based grocery company with roots of over 40 years. The company currently has 14 stores and employs over 1300 people. On May 25<sup>th</sup>, 2023, Quality Foods successfully opened in beautiful Royal Bay, Victoria serving one of Victoria's fastest growing communities.