

## Coronavírus COVID-19

**Food distribution companies have been identified as critical services by our government. To ensure this service during the pandemic, Apolónia Supermercados has a contingency plan that adjusts the personal protection equipment of its employees to defined moments and according to the indications of the Portuguese Health Authority (DGS) and the Portuguese Distribution Association (APED).**

Therefore, we would like to inform that we have implemented the contingency plan in accordance with the recommendations of the DGS and APED, which includes, among others, the following preventative measures:

- We have increased the size of the cleaning team in order to clean areas with higher risk of contamination more frequently.
- We have divulged various posters with DGS recommendations for our employees and customers.
- We have increased the number of hand sanitiser dispensers for customer use at the entrance to our stores and at the various service counters.
- We have increased our stock of disinfectant products (arriving according to supplier capacity).
- We have reinforced the compliance of employees and suppliers with regard to hygiene practices on arrival at our facilities, as well as compliance with social distancing during the receipt of goods.
- Reduction of store opening hours: 9.00 am to 6.00 pm and closed on Sundays.
- Reduction of Pharma stores (Almancil/Lagoa) opening hours: 9.00 am to 1.00 pm and 3.00 pm to 5.00 pm, closed on Sundays.
- Closure of non-essential services, in this case Apolónia Cafés.
- Reduction and control of the number of people inside supermarkets;
- Signs to help maintain the safety distance between employees / customers and customers / customers.
- Availability of gloves to all our employees and/or compliance with hand disinfection between each service.
- Placement of acrylic in the cash registers in use.
- Increasing the size of the online store team in order to respond to the various requests from customers who choose this means of purchase.
- Delimitation of sections with a counter in order to increase the safety distance during the service.

In addition to these measures already in place, we are constantly analysing the situation and will take additional measures if necessary.

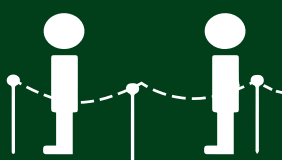
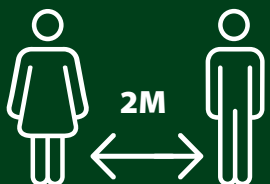
We regret any awkward situation this may cause; your feedback enables us to become aware of and further strengthen our hygiene measures at this crucial time.

We call upon the civic responsibility of all our customers, employees and suppliers in general to help us to comply with all these measures in order to maintain the safety of us all.

We hope that this situation will be brief and that it will be resolved in the best possible way.



**9am - 6pm**



In case of suspected infection, contact with an infected patient or if you have returned from an affected area, call the health line 24.

**808 24 24 24 (SNS 24)**