

Dear Valued Guests,

In response to the heightened focus and quickly evolving situation regarding Coronavirus Disease 2019 (COVID-19), we wanted to provide a communication to affirm our renewed energy and enhanced communications with our team members relative to our long-standing food safety and sanitation protocols.

We are following the guidance of health and government officials from the local, state and federal level to make our restaurants as safe as possible. The safety and health of our team members, our guests and our local community is our top priority and we are committed to doing our part to prevent the spread of this disease.

We have reinforced our strict standard protocols that have always been used for keeping you safe and now have added several additional steps and precautions, including the following:

For the health and well-being of our Guests:

- We've increased the amount of hand sanitizer in foyers, host areas, and outside restrooms.
- We've increased the frequency all throughout the day for thoroughly cleaning and disinfecting all of our restaurants and high traffic areas like bathrooms using disinfectant certified to kill COVID-19.
- We've implemented additional deep cleaning measures which are done each week in addition to the cleaning conducted during before, during and after business hours.
- Sanitizing all doors and door handles with heightened frequency. Commonly touched surfaces like bathroom faucets, tables, highchairs, condiment containers, and menus continue to be disinfected after each use.
- Handwashing- A core to our health and safety protocols, we have renewed our emphasis on the frequency for hand washing with disinfectant soap and water. Our team members who prepare or cook your food wear gloves which are changed frequently in the course of our standard sanitation protocols.

For the health and well-being of our Team Members:

- We are closely monitoring the health and wellness of our team members daily. Our goal is to not only make sure our team is well, but that anyone who may be ill or who could have been exposed to any infectious disease stays home.
- Our Team Members have heightened awareness of COVID-19 through frequent communication of up to date information.
- We have detailed plans in place if there should be a confirmed case associated with anyone who has been in our restaurants.
- Management teams are conducting food safety and team member health audits daily per our normal food safety protocols.

We are committed to doing everything we can to keep each other, our guests and our local community healthy and happy while continuing to offer you a clean, safe place to enjoy a meal in our restaurants or a convenient place to pick up your favorite meals for takeout.

If you have any concerns or questions, please do not hesitate to speak to any one our restaurant managers. We look forward to serving you soon.

Sincerely,

Charlie Noyes, President



RESTAURANT & PUB

For assistance with this document, please contact Guest Relations at 1-866-998-3558.