

Dear Wicked Restaurant Guests ,

As the impact of COVID-19 grows, we think it is important that you hear directly from us about the safety measures and operational changes we have enacted to keep you and our employees safe.

Our focus remains on the health and safety of our employees and customers while doing our part to restrict the spread of disease. We know it is critical for us to be transparent with information, and to be as proactive and responsive as we can be.

### **Cleaning and Sanitation**

Our employees strictly adhere to Standard Operating Procedures at the highest level of compliance. Additionally, touch points such as our Coke Freestyle machines, door handles, restrooms, keypads, trash receptacles and any self-service dispensers are cleaned and sanitized at an increased frequency.

Hand washing and glove changing have been a mandated in our standard operating procedures, but we have enhanced these protocols with an addition of hand sanitizer.

### **Employee Health and Wellness**

We continue to reinforce our policy for employees reporting illness. If an employee is suspected to have been exposed to COVID-19, and we are ensuring those employees do not come to work. If there is concern for an employee, be it COVID-19 exposure or suspected illness, we work with local health department to sanitize and close our restaurants as necessary.

We have implemented face masks for store employees at both locations and continue to promote social distancing within our restaurants.

### **Serving our Customers with Limited Contact**

The biggest adjustment for our brand has been the shift to a more digitally driven business model, as well as the introduction of contactless pickup. Store hours and operations vary slightly, but all of our restaurants offer a mix of pickup (via online ordering), and curbside. We continue to adhere to

government mandates and local guidelines for restaurant operations in the town we operate, but as states begin to reopen businesses, we assure you we will act with your best interest and safety in mind, maintaining social distancing measures and continuing to make cleanliness a top priority.

This situation continues to change daily and as such, we will continue to follow the guidance provided by the CDC and local health departments. In addition, we promise to do all that we can to keep our employees, customers and the community safe – all while delivering you the best dining experience we can.

Thank you for your continued support and patience as we navigate this challenging time.

Sincerely,

The Wicked Restaurant Crew