



# COVID-19 UPDATE

The safety of Charleys team members and customers is always our first priority. We value the trust you place in Charleys stores to deliver safe, freshly prepared food. For that reason, we wish to communicate to you about the plans we have put in place in response to the risks of COVID-19.

## **Cleanliness and Sanitation**

We have implemented a number of precautions based on the advice of the Centers for Disease Control, the World Health Organization, and other health authorities to minimize the risk of transmission of COVID-19 for both team members and customers alike, including an increased emphasis on the things we do each and every day in the interest of food safety.

For example, we have mandated additional training in our stores to reinforce good hygiene practices. We have increased the frequency of disinfection for all food contact surfaces (as well as our delivery bags), and other surfaces that are frequently touched by team members and customers.

Regular handwashing procedures have always been a part of our required practices, but we are putting procedures in place to increase the emphasis on handwashing and other related measures to promote the health and safety of customers and team members, including drivers, to make sure everyone stays safe.

## **Contactless Delivery**

We want customers to know that Charleys, as well as our third party delivery platforms, will make accommodations based on the customer's desired delivery requests. If it's preferred that a delivery be left at the front door or at a reception desk, our delivery instruction box is available for these special directions.

## **Our Communities**

We care deeply about the neighborhoods we serve, and we are proud to be a brand that is known for delivering to communities in their time of need. For decades we have served first responders, hospitals, shelters and neighbors in need. It is our honor and privilege to do this for communities worldwide.

While this global pandemic is a new challenge for us all, we will continue to follow advice of all health authorities and work hard to continue to feed our communities safely.