



How we are protecting our Guests and Team Members against Novel Coronavirus (COVID-19)

Nothing is more important in the Friendly's family of Restaurants than our Guests and Team Members, and we wish to take this opportunity to express our thoughts and prayers for those affected by the Novel Coronavirus (NOVID-19) and to inform our Guests of the steps we are taking to protect them and our Friendly's teams to keep everyone safe.

Friendly's has always maintained high standards for food safety, cleanliness, sanitation and safe team member work habits. To this foundation, we have developed and implemented additional precautionary measures based on CDC guidance and the input of our internal and external food safety advisors.

- In some areas dining rooms are open or outdoor dining is available, and in all locations we are serving our Guests through online ordering (OLO), pickup service and delivery through our delivery partners. Guests are encouraged to select whichever option they are most comfortable using.
- Team members are health checked when reporting for work and encouraged to stay home if they are not feeling well. We have reinforced reporting requirements for any symptoms that might signal poor health.
- Handwashing and glove use standards are rigorously followed, and "double handwashing procedures" have been implemented after various tasks and activities.
- The 30 Minute Shake – our standard cleaning & sanitizing procedures – has been greatly expanded to include touch point sanitizing of all Guest and Team Member contact surfaces using an EPA registered disinfectant cleaner and sanitizer.

- Ensure social distancing to protect Guests, through:
 - Touchless pick up for delivery partners.
 - Touchless pick up for pre-paid online orders (friendly.olo.com).
- For our Guests ordering and/or paying at the restaurant, we have instituted:
 - Marked waiting lines with 6’ spacing for product pick up.
 - Gloves use for cash and credit card processing.
 - Marked waiting lines with 6’ spacing for Guests who may need to use our rest rooms.
- Food Safety is always a primary concern.
 - According to the CDC, *“Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food.”*
 - Tamperproof sealed packaging is used for pickup & delivery.
 - Managers are ServSafe and food safety trained & certified. All Team Members complete food safety training, regardless of position.

Friendly’s has been a part of our communities for over 85 years, and we are thankful for our company and franchise team members and partners who make Friendly’s the iconic brand that it is. We are committed to continuing to serve you, our Guests, with the **Deliciously fun :)** food and ice cream that has been loved for generations. We sincerely thank you for your support and patronage in the past, and especially now as we make our way through these challenging times together.

Sincerely,

**Deliciously
fun :)**
Friendly’s
