

March 17, 2020



To all of Our Valued Guests

This is a challenging time around the World and in Canada. The continued health, safety and comfort of our Guests and Team Members remains our top priority during this difficult time. We continue to follow the recommendations of the Chief Medical Officer of Health in order to contain the spread of COVID-19. As a result, we are closing our Dine-in service effective immediately.

We remain diligent in our food handling and safety procedures, so that we may continue to offer **takeout** and **delivery** with our third-party partners (Uber and Skip The Dishes).

We will continue to monitor the situation and keep you informed of changes as they occur. We thank you for your support during these challenging times and we look forward to welcoming you to the restaurant upon reopening.

Sincerely,

Eggsmart Team

March 16, 2020



To our guests,

With growing global concerns around COVID-19 (“coronavirus”), we wanted to provide you with an update on our response to date and our commitment to you moving forward. The health, safety and well-being of our employees and guests at Eggsmart is top priority and we are following the lead of Canadian public health authorities at this important time. We are committed to providing a safe restaurant experience at our Eggsmart locations.

In addition to our current stringent food handling safety practices and restaurant cleanliness standards we have set out an abundance of caution and have taken several steps in all stores to bolster cleaning and sanitation on an ongoing basis throughout the day. We have added further cleaning and sanitation protocols as an added precautionary measure for all locations.

The following will be implemented throughout:

- Enhanced handwashing for all staff members
- The availability of self-serve condiments has been temporarily discontinued and provided by request of customer and cleaned after each use
- All table top promo material will be temporarily removed and sanitized
- Employees are being monitored and distance protocols are in place
- High traffic contact surfaces areas are being cleaned and sanitized frequently throughout the day
- All menus will be wiped down prior to each use
- All door handles inside and out will be sanitized
- Each table and chairs will be sanitized after each use
- Pay terminals will be cleaned and sanitized after each use
- All Point of Sale units will be sanitized frequently throughout the day

We will continue to be vigilant in our monitoring of events, with the focus on the health and well-being of our customers, franchisees and employees. Again, we continue to monitor this situation closely. We also encourage our guests to stay up-to-date through [Canada's Public Health](#) website.

Thank you