



**OLD SPAGHETTI FACTORY CANADA LTD.
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COVID-19 UPDATE. FOR EVERYONE'S SAFETY

To our Valued Guests

We at the Old Spaghetti Factory hope you and your families have been able to remain healthy and safe during these trying times.

As we enter phased re-openings of businesses in each of the Provinces, we want to let you know we have been working hard to ensure our restaurants are ready to open to the new norm dictated by COVID-19. We have paid close attention to each of the Provincial Governments, each of the Provincial Health Authorities and in the case of British Columbia, WorkSafeBC. We are committed to ensuring a safe environment for our guests and our staff. We know we need to earn your confidence going forward.

So, what will our restaurants look like as we reopen:

- Our staff and managers will be required to have their temperatures taken and sign that they have no symptoms of illness each shift worked. We will be providing our staff with face masks and face shields in the case of our dishwashers. Frequent hand washing will be required and hand sanitizer will be made available throughout our staff areas.
- When you enter our restaurants, you will see floor decals to insure physical distancing in our lobby area. We will have hands-free hand sanitizer for guest use as you enter. Our hosts will be behind a plexiglass shield. All seating will be removed from our lobby areas and if there is a wait, we will ask that you move outside or sit in your car.
- We will only be seating 50 percent of our restaurants to maintain physical distancing between tables. Unused tables will be clearly identified with signage. You will be handed a new menu which will be disposed of and recycled once you are finished with it.
- All high touch surfaces will be continuously disinfected throughout the day. Tables and chairs will be sanitized after each guest seating as will our debit and credit machines after each use.
- Washrooms will be limited to two people at a time and will be controlled with floor decals and signage. Hands-free hand sanitizer will be provided for our guests outside our washrooms.

Once open we will be offering take out, curb side pick-up in certain locations and third-party delivery through a new relationship with Skip the Dishes.

We are excited to re open in the coming days and weeks and to be able to welcome you back into our restaurants.

Please continue to be safe, and we look forward to seeing you soon.

Peter Buckley
President & CEO