



Updates from the Rocky Rococo President regarding Covid-19

March 20, 2020

To our valued customers and team members,

The last week has been a challenging week filled with many changes due to the Coronavirus (Covid-19). We want to reassure you that the safety of our customers and our employees is, and always will be, our highest priority.

We have continued to closely monitor the rapidly evolving impact of the Coronavirus and have responded quickly in order to stay in compliance with all current national, state and local recommendations and restrictions. As a result, we have had to temporarily close operations at some locations (Delafield, Fox River Mall, Mayfair Mall, Oakwood Mall, Southridge Mall & Spokane, WA).

We have also temporarily closed our dining room seating to limit person-to-person contact. However, we are still open for the following:

- **Take-out or Curbside pick-up**, while ensuring 6-foot social distancing between customers (ALL operating locations)
- **Drive-thru pick-up** (many locations)
- **Online** (rockyrocco.com) and **mobile app ordering** (many locations)
- **Delivery** (many locations)

We will do our best to continue to serve you.

Thank you for your patience as we navigate these unprecedented and challenging times. During this difficult time, we want to express our deep gratitude for the continual consideration, kindness and support of our loyal Rocky's customers and family!

We will get through this difficult time together, focused on serving and caring for one another, and come out stronger as a result.

Sincerely,
Trey Hester
President
Rocky Rococo Restaurants

March 16, 2020

Dear guests and team members,

As the Coronavirus continues to impact our country and world, we wanted to take a few minutes to share with you how we are addressing the issue to ensure the health and safety of our team members and our customers.

At Rocky Rococo, we strive to take great care of the people that we serve in our local communities, as well as our valued team members and franchise partners. Following are the ways that we are working to do this:

- We have educated our entire organization on the symptoms of Coronavirus and the best practices to prevent the spread of the virus.
- We are closely monitoring and adhering to CDC and Health Department recommendations. Our goal is to meet and exceed any recommended practices.
- Cleanliness and sanitation is something that we always take very seriously, ensuring that our standard practices meet and exceed Health Department and FDA requirements. However, during this time, we have heightened our cleaning and disinfecting procedures to maintain a healthy environment for our team members and guests.
- We have encouraged any team member that is feeling poorly to stay home in an abundance of caution and monitor symptoms.
- As the situation evolves, our restaurants may implement additional preventative measures to promote guest and team member well-being, including staffing and service modifications, as well as modification of current practices within our restaurant.

Thank you in advance for your patience as we navigate this challenging situation one day at a time and determine how best to continue serving our communities, while maintaining our focus on our valued team members and guests.

Sincerely,
Trey Hester
President
Rocky Rococo Restaurants