

# Safe Service

OUR COMMITMENT TO YOU



Chick-fil-ee



TIM TASSOPOULOS (2015)

## It's our pleasure

As communities across our nation begin to reopen for business, we are carefully preparing to expand the levels of service at Chick-fil-A® restaurants. I want to assure Guests that our company's commitment to safety and the highest operating standards is guiding us each step of the way — just like it has from the beginning.

When we first opened our doors in 1967, our founder S. Truett Cathy wanted customers to know they would receive "Grade-A" top quality every time they visited us. That's why he capitalized the 'A' in Chick-fil-A. While some aspects of our restaurants have changed over the years, that commitment has never wavered. From the big things, like rigorous safety standards, to the little things, like the "my pleasures," we want you to know — no matter which restaurant you visit — you will receive the high-quality food, service and hospitality that you've come to expect from Chick-fil-A.

As we plan for the future, we are being guided by principles that will allow us to continue to deliver on these standards. On the following pages, we've outlined what you can expect to see the next time you visit a Chick-fil-A. Though our services may vary from restaurant to restaurant, our commitment to safety and quality won't change. That's our promise to you.

Thank you for continuing to trust us and do business with us.

PRESIDENT & COO



# Our guiding principles

We've established these four principles to guide our decisions for reopening.

## SAFE SERVICE IS OUR FIRST PRIORITY



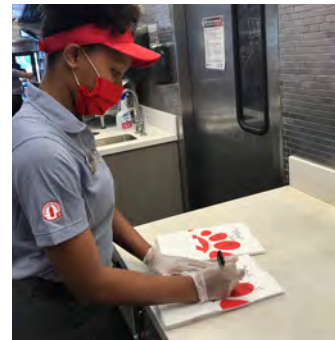
We will assess and adapt restaurant services to protect the health and safety of Guests, Team Members, Operators and everyone who comes into contact with our restaurants.

## FOCUS ON COMPLIANCE



We will evolve actions and processes to be in accordance with Centers for Disease Control and Prevention (CDC), U.S. Food and Drug Administration (FDA) and local guidelines.

## SERVE OUR COMMUNITIES



We will continue to find ways to support and uplift our neighbors with the care they need most.

## STRENGTHEN OUR FUTURE TOGETHER



We will prepare restaurant teams and local communities to withstand the crisis today and become stronger for tomorrow.





# What to expect when you visit

Things may look a little different the next time you visit Chick-fil-A.

Our Food Safety and Customer Experience teams are working with Operators to ensure safety measures not only protect Guests and restaurant teams as much as possible, but also uphold the top-quality restaurant experience Guests have come to know and expect from Chick-fil-A.

Because our franchised restaurants are locally owned, Operators are adhering to state and local guidelines, in addition to national guidelines, when it comes to the services they offer. Operations may also differ based on the type of Chick-fil-A location, such as a restaurant in a shopping mall versus a free-standing restaurant. No matter the location, restaurants will only expand services as they meet the qualifications set by our national standards.

All of this adds up to a lot of little things that make a big difference.

These are the **Safe Service** practices you can expect to see:



Team Member care



Social distancing



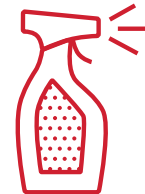
Food safety



Hand washing



Contactless



Frequent cleaning

WE'RE GLAD YOU'RE HERE

...

## Safe Service is our first priority



### Team Member care

Team Members have a daily wellness check and wear gloves and face protection



### Hand washing

Team Members wash their hands regularly and after handling currency



### Food safety

Food Safety training and practices are a top priority for all Team Members





## Team Member care

We are focused on the safety and well-being of restaurant Team Members — and Guests — as we serve you in new ways.

Team Members begin the workday with a temperature check and health assessment. Local restaurant Operators are monitoring Team Members for symptoms and are following CDC and local guidance on how and when to ask Team Members to stay home.

Team Members are required to wear face coverings and wash

re-wearable masks after shifts and prior to reuse.

We also have issued new guidelines for the safe use of gloves, including requiring Team Members to wash their hands after removing gloves and in between certain tasks, like preparing and assembling meals.

To ensure adequate hand washing, we have placed outdoor hand washing stations at restaurants for Team Members to use, where possible.





# Team Member Hand Washing Station



© 2020 CRA Properties, Inc. Apr '20 • 0420-HWS\_RES





## Clean restaurants

Our restaurants are known for cleanliness, but we are taking our procedures to a new level to help ensure the safety of Team Members and Guests.

Chick-fil-A restaurants utilize three different disinfectants that are on the United States Environmental Protection Agency's (EPA) list of disinfectant products effective for use against SARS-CoV-2, the virus that causes COVID-19.

Team Members use these products to clean and disinfect

all high-touch equipment and surfaces every 60 minutes, including iPads, credit card readers, trays, door handles, and cash and delivery bins. Tables and booths must be cleaned and sanitized (or disinfected based on state or local requirements) after every use.

Table-cleaning stations may be offered with wipes that guests are welcome to use for added peace of mind.







# Contactless

Processes for contactless ordering, payment and delivery have been implemented

© 2020 The Hershey Company, Inc. All rights reserved. PA 17033

Pick Up

**Social distancing**  
Team Members and Customers requested to follow social distancing guidelines

**Frequent cleaning**  
Team Members requested to follow frequent cleaning guidelines



## Placing your order

We've developed new ways to welcome and serve you — starting with a Team Member who may be at the entrance to open the restaurant door, manage queuing spacing and answer any questions you have about how to place and receive your order.

Before entering the restaurant, you'll see decals and signage to help you maintain six-feet of social distance.

At the counter, plexiglass shields have been installed to help protect you and Team Members. We encourage you to take advantage of contactless ordering and payment through the Chick-fil-A App. If you're using a credit card, you will be asked

to swipe your own card when ordering. When accepting cash, Team Members use a plastic bin to collect cash and return change. Team Members handling currency (cards or cash) must wash hands before touching food or packaging.

We will continue to offer Safe Service through our drive-thru, curbside pick-up and delivery options as well, where available. In the drive-thru, Team Members must maintain six-feet of distance when taking orders and ask Guests to swipe their own credit cards (or use a bin to collect cash and return change). All meals, whether Guests order through drive-thru, for curbside pick-up or for delivery, will be delivered using contactless methods.











## Dining in

Safe Service is our first priority. Dining rooms will only open once the individual Operator has determined the time is right for his or her restaurant team and community, has met each qualification by our national standards and is prepared to operate in accordance with local guidelines.

For restaurants where dining rooms are open, you will notice a few changes to reduce contact. Meals will be served in to-go bags with napkins, condiments and utensils included. Self-service stations for condiments and beverages will not be open and Restaurants will provide a beverage refresh with a new cup and new lid. Trays and table markers will not be used.

Additionally, to allow Guests to maintain a social distance while eating, many tables will be closed to ensure at least six feet of distance between tables. Some locations will offer outdoor seating, too. We may reserve some tables for Team Members to take a break while distanced from Guests.

Team Members will clean and sanitize tables and seating after each use, and table-cleaning stations may be offered with wipes that Guests are welcome to use for added peace of mind. Hospitality amenities, like flower vases and napkin dispensers, have been removed from each table.

At this time, playgrounds will remain closed.







## Outside the dining room

Even though Team Members aren't able to serve you in all dining rooms just yet, restaurants will continue to offer a number of new or expanded service options for Guests — all with Safe Service in mind.

In addition to drive-thru, many restaurants offer a curbside pick-up option with designated parking spaces. Once you park, click "I'm Here" in the Chick-fil-A App and a Team Member will deliver your order using our contactless meal delivery practices.

We've accelerated our delivery capability nationwide through Team Member Delivery and through our

delivery partners DoorDash, Uber Eats and Grubhub. To limit contact, we offer "leave at the front door" as an option.

To provide more family-friendly meal options, we've introduced Family Meal bundles to serve multiples of four. We've also added take-home Meal Kits at select restaurants. Restaurants continue to offer catering and reheatable trays, too.

As a unique way to serve Guests near closed mall locations, we deployed mobile kitchens and food trucks and set up curbside service in mall parking lots.







WE'RE GLAD YOU'RE HERE

...

## Safe Service is our first priority



### Team Member care

Team Members have a daily wellness check and wear gloves and face protection



### Social distancing

Team Members and Guests are required to follow social distancing guidelines



### Hand washing

Team Members wash their hands regularly and after handling currency



### Contactless

Processes for contactless ordering, payment and delivery have been implemented



### Food safety

Food safety training and protocols are a top priority for all Team Members



### Frequent cleaning

All high contact surfaces are frequently cleaned, sanitized and disinfected



## Events

There are few things we love more than hosting Guests at restaurants for special events, like Family Nights or Story Time. While we have put in-restaurant, in-person events on pause for now, we've had fun finding new ways to engage virtually.

From introducing a **Nightly Nuggets cooking series** to offering

creative ideas for **family Together Time** to launching the first-ever **Chick-fil-A virtual band**, we know — while we're apart — it's the little things we do that bring us together.

Until we can all be together safely, we'll keep looking for ways to stay connected.











## In our communities

Striving to be a supportive, caring and generous neighbor is in our DNA — and this time is no exception.

To support our Operators in their efforts to give back, we created a **\$10.8 million Community Support Credit** that allows each Operator to care for their teams, donate food to first responders or provide assistance to those most needing care within their local community. Additionally, through our existing Chick-fil-A Shared Table program, more than 1,000 restaurants are donating surplus food to local food banks.

At the corporate level, Chick-fil-A, Inc. has donated over 17,000 meals to school systems, health care workers and others on the front lines, or individuals or groups considered at risk since March. And, for every new restaurant opened, we continue to donate to a local food bank through our partnership with Feeding America.

We invite you, if you're able, to join us in the effort to fight hunger by making a donation to Feeding America's COVID-19 Response Fund via their website [feedingamerica.org/cfa](https://feedingamerica.org/cfa) or our Chick-fil-A App.





You have purpose!

Choose courage!

We're here for you!

Be Someone's Sunshine!

Choose Joy!

Love is kind!

You are loved!

Be Someone's

here is th in ty!

Let the

You better!

Shine

Thank you for

You are enough!



As we adapt restaurant practices and services to meet evolving guidance,  
you can stay up-to-date by visiting our **coronavirus updates page**  
on **Chick-fil-A.com**.

As always, your experience and well-being are important to us.

**It's our pleasure to serve you.**

