



We are all grappling with an issue of immense magnitude. Our hearts go out to all who have been affected by the COVID-19 coronavirus.

At Billy Sims BBQ, your safety and the safety of our team is our top priority. We are monitoring the evolving situation and want to highlight a few of the precautionary measures we are reinforcing and implementing across our restaurants:

- **Frequent and thorough handwashing:** We are reinforcing with Team Members vigilant handwashing before, continuously throughout, at least once every hour, and after their shifts. Hands should also be washed prior to putting on gloves as well as in between glove changes.
- **Team Member health:** All Team Members experiencing any flu-like symptoms must stay home. Managers are required to send home any Team Members showing signs of flu-like symptoms, report any such incidences, and have a doctor's note in order to return to work.
- **Sanitation and cleanliness:** You must increase the frequency of cleaning and disinfecting our restaurants, with special attention to high-contact surfaces, such as chairs, tables, and registers, to ensure our restaurants remain open to serve you with the highest standard of cleanliness. High traffic common areas such as beverage station, cashier station, tables & chairs, exterior and interior doorknobs, as well as bathrooms must be sanitized every half hour.
- **Glove changing:** Make sure that you are changing gloves frequently, especially when interacting with customers, handling money, touching other surfaces, or handling money. You must also change gloves in between each new task.
- **Remove all open cutlery and single-serve cup lids.** Meal kits and lids will now be dispersed with gloves on at the cashier. Lids cannot be accessible to guests and must be removed from the beverage station, as well as any single use non-wrapped items.
- **BBQ Sauce Bottles, Salt & Pepper and Table Tents:** Effective immediately, remove and store sauce bottles, salt and pepper shakers, napkin holders and table tents from the tables. We will portion our sauce into clear 2-oz souffle cups with lids (similar to ranch) and these will be dispensed at the register as well. Gloves must be worn when filling souffle cups. Logo PC's BBQ sauce will still be reserved for all takeout orders.
- **Table rearrangement:** Arrange tables as needed to support the social distancing recommendation of 6' gaps.

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- **Maintaining bathroom:** Have a healthy supply of paper towels (or functioning air dryer) and hand soap on-hand and the bathroom well-maintained. This is no time to run out. Should your guest find your bathroom without either they will likely suspect your employees are not using these things either. Bathrooms must be sanitized every half hour.
- **It is paramount that we offer curbside pickup for our guests during this timeframe.** You have received a printout to let your customers know how they can order online or call in, and the steps to take to have food delivered curbside. This must be posted in your stores and we are working to provide a larger and more permanent version for exterior doors or windows. **You must wear gloves to deliver food to guests, and change your gloves after interacting with the guest and touching surfaces such as exterior door handles.**

**Things that you need to have on hand or order from your purveyor to accommodate these new procedures:**

1. Souffle Cups and Lids for BBQ Sauces
2. Individual Salt and Pepper Packets
3. Additional Gloves
4. Paper Towels
5. Hand Soap for Kitchens and Restrooms
6. Meal Kits
7. Individually Wrapped Straws
8. Sealable Takeout Bags (As these become available from Ben E. Keith this week.)
9. Additional Antimicrobial Cleaning Supplies
10. Takeout Containers

As we navigate this dynamic situation, we will adjust our customer experience to meet the conditions of each community we serve. While we are currently maintaining regular operations, we are prepared to shift to order ahead only, via BillySimsBBQ.com. If needed, whether in the interest of our customers and team members or if directed by local health departments, we will consider temporary restaurant closures.

As we do our part to keep our restaurants clean and safe, we encourage you to take notice of measures from the CDC for preventing the spread of viruses. We know – some of these seem obvious, and some prove to be harder than you think (turns out we touch our faces a lot – who

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knew?), but following them goes a long way toward staying healthy and keeping our communities safe:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

At Billy Sims BBQ, we're committed to ensuring that our restaurants remain safe, healthy spaces. If you would like a meal delivered to your door, we offer delivery via 3<sup>rd</sup> parties such as GrubHub, DoorDash, UberEats, PostMates, etc. As previously mentioned, we are also offering curbside delivery via BillySimsBBQ.com.

We have a team assembled to monitor updates around the clock from the CDC and state and local health departments. We'll continue to stay vigilant of the situation and keep you informed as we overcome these challenges together. As things continue to progress, we will move to Phase 2 and send out those new procedures.

Stay healthy and thank you for your continued cooperation as we weather these unusual times.