

Team Members,

At Master Pizza, the safety and well-being of our customers and team members is always our top priority. We are constantly monitoring the situation with the coronavirus (COVID-19) with new information coming out daily and hourly. While coronavirus is not known to be transmitted through food we are closely monitoring these real-time developments and looking to experts such as our local Health Departments, Centers for Disease Control (CDC) and the World Health Organization (WHO) for guidance.

It is VERY important that we take all these precautions VERY seriously to protect our customers and team members. Until further notice we need to follow these sanitation directives. This list will be fluid & updated frequently. Please keep a close eye on your email.

OUT OF AN ABUNDANCE OF CAUTION, THESE NEW DIRECTIVES ARE EFFECTIVE IMMEDIATELY (3-22-20):

- Company minimum hours have been adjusted to 11 am-8pm daily.
(If your store decides to stay open longer on any day(s) that's ok, just please let us know for web updates)
- We will be moving to 100% CONTACTLESS Delivery and Pick-up. ALL customers will be required to pay via credit card over the phone or online when ordering, so that there is no direct contact of pens, paper, cash etc.
- Cash will no longer be accepted, we will do our best to continue to pay out Tips and Delivery Comps nightly via cash but this will undoubtedly become unrealistic sooner than later, at which point all tips and delivery comps will go directly onto paychecks.

WHAT WE NEED TO DO STARTING IMMEDIATELY (3-15-20):

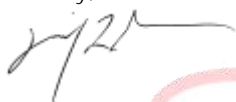
- Promote our safe delivery and pick-up
- 3-15-20 at 9pm all dining rooms closed until further notice
- Wash hands every 20 minutes or after any interaction
- Require all employees who are feeling ill to stay home
- Remove and discard ALL existing condiments from tables and counters
- Remove all menus, napkins & silverware from tables and counters
- Remove all cups from customer areas and provide as needed
- Remove all retail dressing bottles from counters, sanitize and provide when ordered
- When customers come in we will THEN provide them with these items (condiments, napkins, utensils & menus) freshly-sanitized using the Ecolab sanitizing spray bottles or directly from the packages in single use containers & when the customer is finished with them everything must be discarded or washed and sanitized
- Wipe down and sanitize all common surfaces
- Wipe down and sanitize all door knobs and handles hourly or more often
- Sanitize POS system regularly
- Sanitize phone and receiver regularly
- Sanitize all delivery bags regularly
- Clean and sanitize restrooms regularly
- Gloves must be worn at all times and changed often
- ALL DRIVERS MUST keep a box of gloves in their car & put fresh gloves on before going to the door at each delivery, those gloves must then be removed & discarded upon re-entry of the vehicle
- Every item needs to leave in a bag
- If you have any symptoms stay home and go to the doctor

WHAT YOU CAN DO PERSONALLY:

- Visit the [CDC Steps to Prevent Illness](#) page for instructions on staying healthy

Thank you again for being a valued team member. If you have questions or concerns please call us.

Sincerely,



Michael LaMarca
CEO, Master Pizza Franchise Group LLC.

