



To My HCT Team,

These are crazy days right now – across the world and here in our own backyard, we are facing a major crisis. I'm writing you now to give you an update about the impact of this all at Hot Chicken Takeover.

First, just a bit of background about everything. Coronavirus, also known as COVID-19, is spreading across the country at an increasing rate. This is a flu-like virus with dangerous implications for certain groups of people, especially older adults or those with compromised immune systems. Here in the Midwest, it's catching quickly and has caused our government leaders to take major precautions, ranging from closing schools, community spaces, and even businesses, like ours. Though the symptoms of this threat are significant, the bigger threat is our healthcare system not being able to handle thousands of people infected at once. When this occurs, this flu-like virus becomes deadly because people simply can't access the care they need.

With that background in mind, HCT has had to take action. We're adapting the way we clean, adapting the way we serve, and even bringing different products that support all these efforts. Like many businesses throughout our city, we anticipate our guest counts to decline sharply as people become more cautious about leaving their homes. Regardless, that doesn't change our mission *to create extraordinary experiences for extraordinary people*.

That mission surely applies to our guests, but it immediately applies to all of you. You are the *extraordinary people* that make HCT so special for the guests that visit. In the hours and days to come, you'll hear from your managers about our plans going forward as we weather this storm together. We're also putting strategies in place to help you maintain stability in income, food, and access to community resources. If you are facing a challenge caused by all this, please communicate frequently with your leaders and HR. We can only help if we know.

I'm thankful for all of you and your contributions to this great company. I know we can ride out this storm together!

Care for yourselves and your households' team.

Onward,

Joe DeLoss