



March 13, 2020
SUNSET GRILL RESPONSE TO COVID-19

Dear Valued Guests,

Sunset Grill is actively monitoring the global situation with COVID-19 and is taking all necessary steps to protect the health and well-being of our guests and team members.

In addition to our already rigid food handling safety practices, personal hygiene and cleanliness standards in our restaurants, we have implemented further sanitizing and precautionary procedures which include:

- Additional hand sanitizer pumps are available throughout the restaurant for all of our guests and team members
- Tables, chairs, high chairs and menus are sanitized after each guest use. All items on the table will be sanitized after each guest use as well. These items include (but are not limited to):
 - Salt and pepper shakers
 - Sugar and syrup dispensers
 - Condiment bottles
- Debit terminals and iPads used to process guest orders are wiped down with a sanitizer solution after each use
- All door handles inside and outside the restaurant are wiped down with a sanitizer solution on a frequent basis
- Increased bathroom checks by a designated team member in every restaurant to ensure the facilities are fully stocked with soap and paper towel
 - Surfaces such as door handles, stall doors, sinks and faucets, toilet flush handles, counters, change tables, soap dispensers, etc. are sanitized every two hours
- Hand washing continues to be a frequent, mandated best practice at Sunset Grill. Additional hand washing after interacting with guests, food, and surfaces will be enforced
- We are positioning tables further apart from one another and reducing the amount of tables in-store temporarily as a precaution
- Any staff that has coronavirus symptoms or has recently travelled outside the country will stay home for two weeks



The Government of Canada recommends everyone take these everyday steps to reduce exposure to the virus and protect your health:

- Wash your hands often with soap and water for at least 20 seconds
 - Use alcohol-based hand sanitizer regularly throughout the day
- Sneeze and cough into your sleeve
- Avoid touching your eyes, nose or mouth
- Avoid contact with people who are sick
- Stay home if you are sick

For more information, you can follow updates on the Government of Canada [website](#).

The health and safety of our guests and team members continues to be our highest priority. We are following the recommendations of government and health authorities. We are, and always have been, committed to delivering exceptional guest experiences. All of our team members are aware of the above requirements and we will be monitoring the situation on a daily basis and implementing new protocols as necessary.

Thank you for your continued loyalty to and support of Sunset Grill over the past 35 years. We appreciate your patience and understanding during this challenging time.

If you have any questions, please do not hesitate to contact our Head Office at info@sunsetgrill.ca.

Sincerely,

Stelios Lazos
Chief Operating Officer
Sunset Grill Restaurants Ltd.