

To our valued Biaggi's Guests,

With the growing developments and concerns surrounding COVID-19/Coronavirus, we wanted to take the time to connect directly with you, our guests, to share our profound sadness over the impact of this health crisis and reassure you of our commitment to providing a safe dining experience. There is nothing more important to us than remaining vigilant in adhering to the policies and procedures we have in place to ensure your health and safety, as well as that of our employees, vendors and the communities in which we operate.

Over the past 21 years of business, our focus at Biaggi's Ristorante Italiano has always been to deliver exceptional service while exceeding industry standards related to health and sanitation. As a leader in the hospitality industry, we believe it is our responsibility during this time to not only prioritize the health and well-being of our guests, but to also play a role in supporting local health and government officials as they work to contain the virus.

#### Here's what we're doing at Biaggi's:

- **Dining Room Closures** ... as part of our ongoing efforts to slow the transmission of COVID-19, and in compliance with government mandates, we have transitioned all Biaggi's locations to safely serving our guests via Curbside Pick-Up and Delivery only. Please visit [www.BIAGGIS.com](http://www.BIAGGIS.com) or call your local Biaggi's to place an order.
- **Education** ... continuously educating our employees on preventative measures and guidance provided by the Centers for Disease Control (CDC) and the World Health Organization (WHO).
- **Sanitation** ... increasing the frequency and extent of our cleaning practices, including sanitation of surfaces in our kitchens, bathrooms, dining rooms and bars; implementing heightened sanitation and hand-washing procedures for all employees.
- **Prevention** ... reducing exposure to shared touchpoints within our restaurants, including the grated cheese regularly available at each table; requiring any sick employees to stay home until they have been symptom-free for at least 24-hours; and any COVID-19 cases will be required to follow all CDC quarantine protocols.

Please know that our experienced senior operations team is dedicated to safeguarding best practices as it relates to guest health and restaurant cleanliness. We will continue to operate as normal while working to keep our restaurants safe for all, ensuring you remain confident in dining with us during these challenging times. Thank you for your support and trust in Biaggi's – it remains our greatest privilege to serve you. We wish you continued health and wellness and look forward to a future in which this virus is contained, treatable and preventable.

Todd Hovenden  
Founder & CEO