



OUR PROMISE TO YOU

Hello,

My name is Peter D'Amelio, and I am the CEO of Not Your Average Joe's. I wanted to share with you the steps we are taking to be best prepared to serve our guests, staff, and vendor partners. We have been working with all local, state, and federal agencies to determine when and what we can do to re-open safely and successfully.

Our promise below was developed from many best practices, ideas, webinars, and materials shared by our many industry friends and partners. Rest assured that Not Your Average Joe's will use all the information available to make the best decision for us and for you. We will open when we feel it is safe, when we think it is good business, and when we believe we can operate in this new normal to the best of our abilities.

In partnership with Massachusetts, New Hampshire, Rhode Island, Pennsylvania, Maryland, Virginia, and local restaurant associations, we are making a set of commitments to maintain your trust and the privilege to serve you during these unprecedented times.

Together, we are taking a leadership role in protecting our community. That is the commitment behind the Not Your Average Joe's promise.

We will continue to comply with all federal, state, and local guidance as the re-opening process unfolds. We will, however, make the best decision for Not Your Average Joe's and may not open when permitted to by the state or counties where we operate. We will make that decision on a case by case basis. Not Your Average Joe's will also empower our guests, staff, and vendor partners to learn what they can do to help keep everyone safe while supporting our community businesses. With restaurants and guests working together, we can make the restaurant industry vibrant again.

To ensure the safety of everyone as we welcome you back into our dining rooms and on to our patios, we will follow the steps listed below:

- We will continue to be a leader in safe and healthy sanitation practices. All team members will continue to be trained in safe food handling and sanitation. We will have a certified manager on every shift, using ServSafe standards.

- All team members will pass a wellness check, temperature check, and a verbal check-in by the manager before they can work any shift. Any team member that is sick or not feeling well will be prohibited from working.
- All team members will always wear masks, regardless of the local or federal rules until further notice.
- All indoor and outdoor seating options will comply with all state-mandated social distancing guidelines. We will require an 8-foot center to the center calculation for table placement for social distancing.
- For tables that are unable to be moved, we will physically block off and/or remove seats, so they are not in use.
- Bars may be utilized to provide service to the restaurant. Until guidelines are determined for bar seating, no seating at the bar itself will be permitted other than table seating in the bar area while adhering to the appropriate social distancing guidelines.
- While waiting to be seated, appropriate social distancing will be maintained inside and outside of the restaurant. If space does not allow for proper social distancing, guests will be asked to wait in their cars or other off-premise areas and called, or texted, when their table is ready.
- Sanitizing "stations" will be available at the entrance to the restaurants, in each restroom, and every service station.
- We will clean and sanitize all common areas regularly, using safety and sanitation guidelines.
- We will deep clean and sanitize our restaurants every day to ensure a safe, sanitized restaurant.
- All tables and chairs will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use.
- We will post the Not Your Average Joe's Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.
- We will accept contactless payment options like credit cards, pay at the table, and the Not Your Average Joe's app.
- We will use signage and/or floor markings to help guests comply with social distancing guidelines in common areas when necessary.

How long will this program last?

During the quarantine, stay-at-home orders, social distancing guidelines, as well as the recommendations of state and local agencies, we will practice safe and disciplined re-opening

procedures. Over time, these efforts will help staff, guests, and vendors regain trust and comfort working, dining, and delivering to our restaurants. Future phases may result in lessening requirements, i.e., face masks, when appropriate.

How will we communicate these standards to our staff, guests, and communities?

Our restaurants will always communicate these commitments directly to our team members while continually monitoring compliance. Not Your Average Joe's will also take steps to share our promise by posting this notice at all entrances and team member communication centers, including website or social media channels as well.

I want to thank all of our guests, staff, and vendor partners for your support, encouragement, trust, and faith in what we are aiming to accomplish. These are dynamic times that require thoughtful, patient leadership to ensure the industry not only survives, but thrives post-COVID-19.

Thank you again, and I look forward to seeing you soon in any restaurant, all restaurants, not just Not Your Average Joe's. Contactless service and hospitality at a distance are not something I want to get good at or accustomed to. Like you, I want to get back to the pure joy of our staff and guests interacting and experiencing life to the fullest!

All the Best,
Peter