



To our Shuckin' Shack Friends and Family,

In the coming weeks and months, your life may change. The normal venture out to your favorite restaurant may not be an option, as COVID-19 (coronavirus) seems destined to disrupt much of our public gatherings, including hanging out with friends and family. Shuckin' Shack Oyster Bar's mission has always been "To show each guest 'A Good Shuckin' Time,' so with this in mind, we wanted to give you an idea of how we hope to remain committed to that mission while responsibly operating during the virus.

Cleanliness and sanitation will continue to be at the top of our list for internal measures of pro-active mitigation. Over the last few days we have revisited our cleaning policies to determine areas needing improvement in the response to the virus. Existing as an anchor in our process of safely serving you, our sanitation rituals will be increased in frequency, and many of our routines will become more common. With those things in mind, your shack may look, feel, and operate a little differently in the coming weeks, including:

- Increased frequency and attentiveness to pre-bussing and sanitizing tables,
- The usage of hand-sanitizer by many of our team members, after handwashing.
- At some locations, a change in the ordering process and the creation of an "order area" and "pickup area."
- At some locations, a curbside delivery service by trained staff members to reduce person-to-person contact for those not wishing to come inside the restaurant
- At some locations, the offering of food delivery through delivery services.
- Being a dynamic situation, certain Shuckin' Shacks may adjust hours or even temporarily close, if necessary, in the interest of guests, team members, and vendors.

Additionally, we will continue to monitor the situation closely and will work with the local health department, state health department, CDC, and WHO to work at ensuring the safety of everyone in the Shack family. We encourage you to visit the CDC's website, <http://www.cdc.gov>, to stay informed on daily updates.

Thank you for allowing us to be your choice for exceptional seafood, great drinks, and great times.

Jonathan Weathington
CEO