



## OUR COMMITMENT TO CUSTOMERS AND TEAM MEMBERS

Along with the rest of the world, we've been closely monitoring the evolving situation with COVID-19. It has brought uncertainty and disruption to the communities we serve, but Jimmy John's top priority has not changed: the health and safety of our customers and team members across the country.

I wanted to take a moment to keep you informed on how Jimmy John's is doing everything we can to ensure the wellbeing of everyone involved in our restaurant operations.

We remain in close and regular contact with local and federal health officials at the Centers for Disease Control, as well as the World Health Organization. Though the situation around the virus remains fluid, our goal is to meet or exceed all provided guidelines.

Here are some of the proactive steps we've quickly taken to overdeliver on our promise to you:

1. Established a full-time Coronavirus Preparedness Task Force, in partnership with the other restaurants that are part of Inspire Brands, to monitor the situation, stay in close contact with officials, and share insights across brands to ensure a safer dining experience for all.
2. Reinforced our Standard Operating Procedures on restaurant cleanliness and sanitation, with additional emphasis on high traffic areas in restaurants, as well as in our delivery vehicles.
3. Expanded sick leave and pay policy for team members in company-owned restaurants to reduce their risk of contracting and spreading infections, and ensure they have the necessary support during these uncertain times.
4. Re-emphasized the importance of delivery to customers and team members. We've been experts in delivery since 1983, and are uniquely equipped to handle a variety of delivery requests and special instructions.

Your safety and wellbeing remain our foremost priority, and we will continue to share updates with you as quickly and transparently as possible.

Thank you for your continued trust and support of Jimmy John's.

James North  
President, Jimmy John's

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