

Yum! In The News

THE LATEST ON YUM! BRANDS' RESPONSE TO THE CORONAVIRUS



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As the COVID-19 (coronavirus) situation continues to rapidly evolve, we know it is increasingly top of mind for our employees, franchisees and customers around the world. Our number one priority right now – and always – is the health and safety of our employees, franchisees and customers.

As a global company, we're closely monitoring the situation and the evolving intelligence from public health, travel and national security authorities. We're following the guidance of the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), U.S. Department of State and other similar organizations in countries where we operate to ensure we have the best plans in place to protect our people, our customers and our brands.

First and foremost, we and our franchisees have industry-leading action plans, standards and policies in the restaurants to prevent and limit the spread of COVID-19. Our Global Food Safety team has reinforced our already stringent protocols in all restaurants emphasizing prevention, hygiene, cleaning and sanitation. We are in contact with our leaders in every country to provide additional resources, guidance and support.

KFC, Pizza Hut and Taco Bell have increased health and safety measures in restaurants around the globe in response to this dynamic situation, including:

- Increasing the frequency of cleaning and sanitizing throughout the restaurants
- Focusing on sanitizing high-touch areas such as front counters, pin pads, tables, trays, etc.
- Reinforcing our already strict sanitation, handwashing and health and wellness policies for employees
- Making every effort to ensure hand sanitizer is always available in the restaurants for team members and customers
- Creating feedback channels for restaurant teams and franchise partners to help quickly answer questions and provide any necessary guidance to the restaurants

In addition, our brands are working with delivery partners around the globe to prepare for an increase in demand for online ordering and delivery services.

Secondly, KFC, Pizza Hut and Taco Bell will continue to enforce their already strict procedures around illness reporting for restaurant team members. Should one of our restaurant team members become directly exposed to or diagnosed with a confirmed case of COVID-19, the affected employees will be required to self-quarantine. We'll work with local health authorities, thoroughly clean and sanitize the restaurant, and if an employee is confirmed, close the restaurant until it is safe to reopen. We're working closely with our franchisees around the world to reinforce this strict policy.

Because our people are the heart of our organization, and we understand the impact these actions can have, at our company-owned restaurants, we'll be paying employees who are required to self-quarantine, or who work at a restaurant that is closed, for their scheduled or regularly scheduled hours. We're also encouraging our franchise partners to take a similar people-first approach.

Third, at our corporate offices and restaurant support centers, we've directed employees to postpone all nonessential business travel (and we've prohibited travel to highly-affected countries) while we continue to assess developments both abroad and in the U.S. Based on the dynamic nature of COVID-19, our global RSC offices also have plans in place so employees can work remotely as needed.

Our unrivaled people and culture are truly what make Yum! Brands unique. We are so appreciative of our teams and franchisees across the globe for their commitment to the well-being of every single person in the communities where we operate.

As the world's largest restaurant company, our customers span ages, backgrounds and borders, and we remain committed to serving them in a way that protects their health and safety. Times like these are a reminder that we are all globally connected and each have a role to play in helping others. At Yum!, we are committed to doing just that.

David Gibbs

CEO, Yum! Brands, Inc

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