



December 17, 2020

To Our Valued O'Charley's Guests,

While none of us could have anticipated the unprecedented challenges of 2020 brought on by COVID-19, all of us at O'Charley's have made it our mission to continue to be the warm, welcoming and family-friendly restaurant you've always known us to be.

As the pandemic spread, we have constantly questioned and re-evaluated how to continue doing what we do best – bringing people together over a delicious, shared meal – while keeping our guests and team members safe.

O'Charley's has always prioritized the health and safety of our team members and guests. Putting safety first has never been more important than now and we want to affirm our continuing commitment to that each and every day in our restaurants. Our goal is to be your absolute favorite restaurant to visit – not just because our food and service is great, but because we also provide you confidence with our best in class health and safety measures.

To that end, we enhanced our already rigorous cleaning standards and embraced new protocols like daily wellness checks for team members. We transformed our in-restaurant dining experience to minimize risks, including using disposable menus, contactless payment methods and more. We have also created contactless to-go options with our curbside delivery option. Finally, as we all navigate the COVID impacts on our lives together, we listened to our customers and introduced affordable ways to feed an entire family with our 'family meal deals'.

Another layer of our protection includes daily monitoring for what is going on in our local communities as well as at the state and federal level, so that we quickly adapt to changes in guidelines and restrictions as those in authority react to different circumstances.

As we look ahead to better days, please know that we are doing everything we can to ensure the safety of our guests and team members. We are in this difficult time together – that has always been our mantra and always will be. More importantly, we are confident we will get through this together!

If you have any questions or concerns, do not hesitate to reach out to our Guest Relations team at 615-256-8500 or via our [website](#). We look forward to your next visit and serving you an O'mazing meal!

Sincerely,

A handwritten signature in blue ink that reads "W. Craig Barber". The signature is written in a cursive, flowing style.

W. Craig Barber  
Chief Executive Officer