



June 8, 2020

To Our Valued O'Charley's Guests,

We appreciate your business and support over the last 1 ½ years (and over our first 50 years!). The unimaginable challenges of 2020 are not completely eliminated, but we are glad to be progressing forward with you to a new and different reality.

All of us at O'Charley's have made it our steadfast mission to be the warm, welcoming and family-friendly restaurant you've always known us to be. Since early 2020, we have remained diligent in doing what we do best – bringing people together over a delicious, shared meal – in our dining room or at your home with our off-premise options - while keeping our guests and team members safe.

Since before the COVID-19 pandemic, O'Charley's has practiced best-in-class health and safety protocols. Following CDC guidelines and all other local, state and federal orders, we enhanced these efforts over the last 18 months to ensure that our restaurants continued to be safe for both our team members and guests.

In accordance with the latest CDC guidelines, we are now allowing our vaccinated team members to work without a mask. We will continue our diligence in following health-related orders and guidelines by the multitude of governmental authorities moving forward with adjustment of our protocols as necessary.

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.

As we look ahead to even better days, please know that we are doing everything we can to ensure the safety of our guests and team members. We remain committed to navigating forward safely together – that has always been our mantra and always will be. More importantly, we are confident we will continue the return to the 'next' as that evolves stronger 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,

W. Craig Barber  
Chief Executive Officer