



August 14, 2020

Dear Valued Customers,

We hope you and your families are safe and well. Over the last few months, we have received many kind and encouraging messages; we appreciate each and every one. Thank you all for your support. We have been working hard on a re-opening plan for our dine-in service. While we cannot re-open the buffet at this time, I am excited to share new information with you.

On August 17 we will launch *Mandarin Small Eats* at our Brampton location (Hwy#410/South of Steeles), a new dine-in concept that we would love for you to experience. Our other restaurant locations will also re-open with *Mandarin Small Eats* dine-in over the next few weeks. *Mandarin Small Eats* will be a delicious selection of about 70 freshly prepared, small plates of Mandarin classics - good for sampling and sharing. The dishes will be served right to your table and priced from \$1.99 to \$4.99. Try a variety of different dishes or simply choose your time-honoured favourites.

We ensure that your Mandarin experience will be enjoyable as well as safe and comfortable for you and your family. We continue to work with guidelines from the Ontario government and local public health authorities.

We have increased our high standards of health and safety inside our restaurants. This includes:

- Increased sanitization. More rigorous cleaning and disinfecting of all surfaces including doors, door handles, dining tables, payment terminals and washrooms.
- Installed additional hand sanitizer stations.
- Created single-use menus to minimize contact.
- Everyone is required to wear a mask or face covering (except for when eating and drinking) upon entering and remaining within Mandarin, in accordance with city by-laws.
- Manage physical distancing by operating at a reduced customer capacity and keeping 6 feet (2 metres) apart from others.
- Staff are fully trained in health and safety procedures and work with masks inside the restaurants.
- Monitor staff daily for flu-like symptoms including a temperature check before starting work. Any staff with flu-like symptoms and/or who have travelled recently are not permitted to work.
- Manage contact tracing in accordance with city by-laws.

As we re-open our dine-in service, our restaurants will continue to provide Take-Out and Delivery prepared fresh to order. For location information and to learn more about *Mandarin Small Eats*, please visit mandarinrestaurant.com.

Thank you for your loyalty to Mandarin. We look forward to serving you soon.

Sincerely,

A handwritten signature in black ink, appearing to read "James Chiu".

James Chiu
President, Mandarin Restaurants