



July 15, 2021

Dear Valued Customers,

We hope you and your families are safe and well. We have been grateful to receive your words of encouragement throughout this challenging time. Thank you for your support! We have been working hard on a re-opening plan for our dine-in service and are happy to announce that we are ready to welcome you back.

Starting July 19, 2021, select locations will begin offering dine-in service: *Mandarin Small Eats* from Mondays to Thursdays and *Buffet* from Fridays to Sundays and on Holidays. *Mandarin Small Eats* is a 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 are priced from \$1.99 to \$5.99. *Buffet* is an all-you-can-enjoy experience offering about 150 items on our buffet tables. All our other restaurant locations will continue to operate with Take-Out and Delivery only and will then re-open with *Small Eats* (Mondays to Thursdays) and *Buffet* (Fridays to Sundays and Holidays) over the next few weeks.

We ensure that your Mandarin experience will be enjoyable as well as safe and comfortable for you. 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. Our measures include:

- Operating at a reduced customer capacity to allow maintaining of physical distancing of 6 feet (2 metres) apart from others in all areas of the restaurants
- Increased sanitization. More rigorous cleaning and disinfecting of all surfaces including doors, door handles, dining tables, buffet areas, payment terminals and washrooms
- Installed additional hand sanitizer stations
- Directional signage with traffic control as needed to maintain physical distancing
- Created laminated menus that are sanitized after each use
- More frequent changing of buffet utensils
- Installed extended sneezeguards at buffet tables
- Customers are provided with hand sanitizer and are screened, including a temperature check, upon entry
- Disposable gloves available for customers
- Customers are required to wear a mask or face covering (except for when eating and drinking) upon entering and remaining within Mandarin, in accordance with Public Health measures
- Manage contact tracing in accordance with Public Health measures
- Staff are fully trained in health and safety procedures and continue to work with masks inside the restaurants
- Staff are screened prior to each shift including temperature check, monitoring of symptoms, travel and contact history. Staff who do not pass are not permitted to work.

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, 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