



March 13, 2020

Dear KFC Guest,

You're likely following the news related to the novel coronavirus (COVID-19). Like you, we're learning each day as we continue to monitor this ever-changing situation. With more than 4,000 restaurants in the United States and thousands more in over 140 countries and territories across the globe, we are also learning from our partners around the world, and we're taking action to help keep our team members and guests safe when you come to our restaurants.

Since last week, we have increased the frequency of cleaning and sanitizing throughout our restaurants to hourly, particularly high-touch areas such as front counters, pin pads, tables, trays and more. We're reinforcing our already strict sanitation, handwashing, and health and wellness policies for our employees, and ensuring hand sanitizer is always available in every one of our restaurants. We've also created a hotline for our restaurant teams and franchise partners so we can provide real-time support to our restaurant teams around the clock.

Many of you have told us you're planning to have more KFC bucket meals at home with your families, so we're making sure our KFC.com ordering site and delivery partners are prepared for any increase in demand, regardless of whether you decide to pick up a bucket of Kentucky Fried Chicken or have one delivered to your door.

And of course, we're focused on taking care of our team members. We've been providing them with frequent guidance so they can keep themselves and their families safe. Team members who feel sick are staying at home, and rest assured, we're committed to paying our company-owned restaurant team members for their scheduled or regularly scheduled hours if they are required to self-quarantine or they cannot work because a restaurant temporarily closes. We'll continue to support our teams 24/7.

In short, we have action plans in place, supplies at the ready and we're committed to rapidly evolving our policies based on recommendations from the CDC and local health authorities to ensure we're doing everything we can to protect you, and the team members working in our KFC restaurants.

Thank you for letting the Colonel cook for your families for nearly 70 years. In times like these, we appreciate the loyalty and support of our customers.

Kevin Hochman,
President, KFC U.S.

