



OPEN LETTER FROM JEFF SINELLI

Founder and CEO, Which Wich Superior Sandwiches

It's always been part of the Which Wich mission to make the world a better place, and I want you to know what we're doing to live up to that value and keep Guests like you and our Which Wich Family safe and healthy. I spent the last week talking with Guests, Team Members, and Experts firsthand about their concerns regarding the COVID-19 coronavirus, and I'd like to tell you what we're doing to respond.

We've been closely monitoring the virus and enhancing our procedures. We're working closely with our partner, The Procter & Gamble Company, and consulting with standards set forth by industry groups, including the National Restaurant Association. We will remain in compliance with all requirements.

To give our Guests peace of mind, we've expanded the cleaning protocols that our teams utilize, focusing on high frequency touch points. In our locations, our usual cleaning procedures have always utilized hospital-grade P&G disinfectants, effective against the COVID-19 coronavirus.

Additionally, we have restricted all business-related air travel, domestic and international, until further notice. We have also modified or postponed large meetings across our offices, both domestically and internationally. We are in regular communication with our business partners, including vendors, distributors and suppliers, to make sure we are aware of anything that may impact our partners and customers.

While this virus is significant, we'll get through it together, and continue to do what is best for our employees and our guests. The world is full of fact, fiction and emotion right now. We remain dedicated to serving you every day with preparedness and the same commitment to our values and mission you've come to know.

We are continuing to serve our superior sandwiches, every day. I also want to let you know that we are offering free delivery, wherever it's available, through our website(order.whichwich.com) and app, so that we may continue to provide the wiches you know and crave so you may continue to enjoy our sandwiches... wherever you may be.

Best WICHes and thank you always.

A handwritten signature in red ink that reads "Jeff P. Sinelli".

Jeff Sinelli

