

2nd November 2020

Dear fish and chip fanatics,

It brings me deep sadness to have to write to our customers in the midst of another Lockdown situation after a surge of coronavirus cases across the country. We understand how important it is to play our part in continuing to serve our local communities. As a designated Government essential service, whilst our restaurants will have to close, our takeaway service will remain open to serve our customers, whether they walk in, or order through our click and collect and delivery services.

The hospitality sector has been hit extremely hard throughout the Pandemic, and our hearts go out to everyone involved in our beloved sector, as well as anyone else who has been severely affected, through no fault of their own. Another lockdown will have huge ramifications to people's mental health, the economy, and the communities we strive to serve. However, we fully understand the importance of protecting our NHS and saving lives.

We have had to change our business substantially since the initial lockdown period in March:

- We have added an additional 45 vehicles to our home delivery fleet, a 185% increase.
- We have introduced click and collect across all of our 40 locations.
- We have installed fast collection window hatches wherever we possibly can to speed up service and prevent gatherings
- We have put in place Perspex screens and safe distancing floor markers.
- Increased our cleaning regimes to ensure teams clean and sanitize their hands every 30 minutes as well as cleaning the high-volume touch points more frequently than ever before, as well as providing customer hand sanitizer on entry.
- We have introduced market leading technology to protect our teams. All our teams have to complete a system checker via an App before they enter the store and then on arrival are required to complete a temperature check. Should any of our team fail any of these safety checks, our senior team get an instant message to enable us to act fast and prevent the spread of the virus.
- Had elements of our Health & Safety Risk Assessments adopted by the Government and rolled out across all Hospitality venues in the country.

Because of the robust Health & Safety practices we have in place, we have not had one single case of confirmed COVID-19 transmission in any of our stores. We will now, more than ever, do everything we possibly can to keep our customers and teams as safe as

possible by constantly reviewing and innovating our Health & Safety practices across our business. Your safety and the safety of our people is first and foremost, our priority.

My Great Grandfather started our business in 1923, and three generations later, we stand steadfast in the face of the biggest challenge this country has faced since World War 2. We have worked hard for nearly 100 years to serve the communities we are in, and during this Pandemic we have given away 10,000 meals to our community heroes and supported the Marcus Rashford campaign, giving away 1500 free school meals during half term to the people in our society that needed it the most.

We will not lose sight of who we are, a community based business that puts its people and customers at the heart of everything it does.

Stay safe and enjoy your fish and chips.

Yours sincerely,
James

James Lipscombe
CEO
The Chesterford Group