

## **Our response to Coronavirus COVID-19**

As the situation across the U.S. continues to evolve, Valeria's Tacos LLC is outlining its latest measures to help reduce the spread of COVID-19.

### **Restaurant Operations**

Because COVID-19 is impacting communities in different ways, restaurant operations need to be equally as fluid and diverse. Where government mandates are in place, restaurants are required to follow those instructions. If carry out operations are permitted, guests may order on postmates.com or their app, they can also call in and order for pick up. We also offer payments over the phone or online.

As of March 15, all traditional company restaurants began operating through the drive-thru only. Urban in-line and non-drive thru restaurants are operating carryout only.

In addition, the brand is working with delivery partners around the globe to prepare for an increase in demand for online ordering and delivery services.

### **Restaurant Cleanliness**

Over the last two weeks, Valeria's Tacos LLC has reinforced restaurant-level protocols in its markets regarding prevention, hygiene, cleaning and sanitation, and has rolled out new temporary procedures to promote the health and safety of team members and customers.

This includes:

- Providing gloves for all cashiers to wear during their shift
- Increasing the frequency of cleaning and sanitizing throughout the restaurants
- Focusing on sanitizing high-touch areas such as kiosks, drink dispensers, front counters, pin pads, tables, trays, etc.
- Reinforcing already strict sanitation, handwashing, and health and wellness policies for team members
- Making every effort to ensure hand sanitizer is always available in the restaurants for team members and customers
- Equipped the restaurant hotline with up-to-date processes and information to help quickly answer questions and provide any necessary guidance to restaurants around the clock

While continuing to enforce the already strict procedures around illness reporting for restaurant team members, should one of the restaurant team members become directly exposed to or diagnosed with a confirmed case of COVID-19, Valeria's Tacos LLC is ensuring the affected team members self-quarantine. The restaurant will work with local health authorities, thoroughly clean and sanitize, and if an employee is confirmed, close the restaurant until it is safe to reopen.