

# PRIORITIZING HEALTH AND WELL-BEING

A COVID-19 (coronavirus) update from your Panda Family

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As companies, communities and individuals across the globe stand together to navigate these uncertain times, we remain steadfast at Panda Express in our commitment to care for and humbly serve you — our valued guests — as guided by our mission and values as a family business.

**The health and well-being of our guests, associates (employees), and their families is, and will always be, our number one priority.**

## NEWS AND UPDATES

### UPDATE: NEW POLICIES TO CARE FOR OUR PEOPLE

*March 20, 2020*

Our associates (employees) are part of our family and the foundation to our business. We are working quickly to take care of our associates during this time of uncertainty and have invested in new initiatives to care for their physical, mental, and emotional well-being. In addition to expanding existing benefits to those impacted by COVID-19, such as health insurance, paid sick leave and more, we now offer our Panda family the following:

- **Health and Safety Pay** - Up to 14 days of pay if an associate is showing symptoms and needs to seek medical attention, an associate may be diagnosed with COVID-19, or if associates must be quarantined due to close contact with someone diagnosed with COVID-19.
- **Store Closure Pay** - Panda is providing pay for associates impacted by individual stores that are temporarily closing.
- **Change of Operations** - Pay for associates whose schedules have been impacted by the change in our operations model.
- **Dedicated Physical and Mental Health Helplines** - This includes access to coronavirus-specialized crisis care nurses, virtual doctors and mental health specialists.

We are committed to being here for all of our associates now more than ever. We care. Panda cares.

### TAKE-OUT, DELIVERY AND DRIVE-THRU ONLY

*March 16, 2020*

We're still open for you. All Panda Express locations nationwide will be closing dining rooms and be transitioning to in-store/online/mobile ordering and pick-up, delivery, and/or drive-thru options. This change will begin today, Monday, March 16th. During this time, you can expect the following:

- Our dining room areas and dine-in option will be closed to maximize social distance.
- You are welcome to enter our restaurants and order and take-out your meals, at this time.
- Order pickup through [online and mobile ordering](#) will be available or visit your local drive-thru locations.
- You can also order Panda Express for delivery through UberEats, DoorDash, PostMates, or Grubhub, where available.

The situation around COVID-19 changes minute-by-minute, as are the needs of each community. We are prepared to act swiftly to change restaurant operations, operating hours, or temporarily close stores if required or if we feel it is the right thing to do to protect our guests and associates.

[Click here](#) for the most up-to-date store information including locations and hours of operations for all of our restaurant locations.

## OUR COMMUNITY

Our philanthropic mission has always been empowering youth and underserved communities through health and education efforts. In the midst of this public health crisis, Panda donates a \$2 million to Feeding America so no family or child goes hungry and hot meals to care for healthcare workers at local hospitals.

### CARING FOR OUR COMMUNITY

**Panda Express**<sup>®</sup>, through its philanthropic arm Panda Cares, announced its contribution of \$2 million to **Feeding America**<sup>®</sup>, the nation's largest domestic hunger-relief organization, to make sure families are fed and taken care of during this challenging time. The donation includes a matching donation of \$1 million from Co-Founders and Co-CEOs Andrew and Peggy Cherng that will go towards a COVID-19 Response Fund, providing aid to families impacted by this pandemic. This announcement is the first of a few initiatives Panda is establishing to ease some challenges communities may encounter.

We are grateful for the generosity of our guests and associates, whose thoughtful donations throughout the year make this one moment all possible.

[Read more about our commitment to the well-being of our communities.](#)

## OUR STORES

While the highest health and safety standards and procedures are followed on a daily basis at every Panda location for the past 47 years, we want to make you aware of the extra precautions we have taken in partnership with health authorities.

### OPERATING STORES AT THE HIGHEST STANDARDS

While the highest health and safety standards and procedures are followed on a daily basis at every Panda location for the past 47 years, we want to make you aware of the extra precautions we have taken in partnership with health authorities that include:

- Enhanced hourly sanitizing procedure and deep cleaning four times a day
- Reinforcement of proper handwashing every 15 minutes
- Option for guests to request wrapped utensils
- Training for associates to identify potential symptoms and a clear reporting protocol
- Health and temperature assessments for associates to ensure they are healthy for work
- High-grade hand-sanitizer with at least 60% alcohol in stores
- Gloves for food service
- Please note — scientists and authorities who are monitoring the spread of the virus globally have determined that there are no reports of transmission through food (Source: [EFSA](#))

## OUR PEOPLE

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## THANK YOU FOR DOING YOUR PART

As members of our extended family, we encourage vigilance in following the best practices, provided by recognized health organizations including the [CDC](#) and [WHO](#). Simple, everyday habits can help prevent the spread of illness, including:

- Washing your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Staying home when you feel unwell
- Consulting your healthcare provider asap if you have a fever, cough and difficulty breathing

Thank you for being our loyal guest. Thank you for showing kindness. It's our privilege to serve you, and we intend to continue communicating with transparency for peace of mind.

## [LETTER FROM OUR CO-FOUNDERS](#)