Dear Valued Guest,

As a family business guided by our people-first mission of inspiring better lives, we believe that in uncertain times like these, we must take care of our guests and associates (employees) as members of our extended family. Our hearts go out to those who have been affected by the outbreak of COVID-19 (coronavirus), and we hope this message finds you well and strong.

At Panda, we are committed to bringing joy through food and always caring for our people first—our guests, our associates, and our communities. As we stand together to navigate through this challenging time one day at a time, we wanted to reach out to you and provide an update on the actions that Panda has taken to support the health and well-being of all of us.

Throughout these past few months, we have been working with medical specialists to put in place advanced protocols in our stores and headquarters that follow the guidelines recommended by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO). It is our utmost priority to help prevent the spread of this virus and minimize the public health impact. In addition to implementing travel and business gathering restrictions as well as a quarantine protocol early on, we have taken other precautionary measures, such as:

- Health and temperature assessments for associates to ensure they are healthy for work
- Enhanced hourly sanitizing procedure and deep cleaning four times a day
- Sick leave policies and other financial assistance programs to make sure our associates are taken care of mentally, physically and emotionally
- Option for guests to request wrapped utensils
- Weekly communications to equip our associates with updated information regarding public health protocols, such as proper handwashing, and resources to care for themselves, guests, and stores
- Additional details about the actions we have taken

As the situation changes minute-by-minute, we are monitoring closely and acting swiftly based on the needs of each of the communities we serve. While this may include changes to our current operations, our restaurants, drive-thrus and delivery services are open for you. However, we will never sacrifice quality and will close stores temporarily if required or if we feel it is the right thing to do to protect our guests and associates.

Thank you for being a loyal guest and supporting our restaurant brand and our associates, who proudly serve you and live into our Panda mission of inspiring better lives every day.

Stay safe and be well,

Andrew & Peggy Cheng

Co-Founders
On behalf of the Panda Family

1683 Walnut Grove Ave.
Rosemead, CA 91770-3711
Tel: 626 799-9898