



From: Dan Hurder, CEO
Great Plains Hospitality
670 4th Ave N
Fargo, ND 58102

To: All Team Members and Customers

Re: Coronavirus Prevention and Initiatives

In light of the recent announcement regarding a confirmed case in the state of North Dakota, I wanted to take a moment to address the initiatives that are being taken at the company level to mitigate exposure and eliminate opportunities for contamination wherever possible.

Sanitation and cleanliness have always been a focus within our company; however, we recognize that we are in an industry that specializes in bringing people together with the intention of eating and drinking, and consequently we are particularly affected by the current situation and take our role in reducing exposure seriously.

At all Great Plains Hospitality properties (Boiler Room Fargo, Boiler Room Wahpeton, Twist, Otter Supper Club in Ottertail, and Chef's Table Catering) we have taken steps to increase our sanitation processes to reduce exposure wherever possible. These steps include:

- **Single Use Menus** – for the time being, we have switched our food menus to a lower quality paper stock with the intention of using one time to reduce exposure from one individual to another. All discarded menus will be recycled through existing paper recycling programs.
- **Sanitized Beverage Menus** – our host staff is sanitizing the covers and any wipeable surfaces of beverage menus between each use.
- **Paid Time Off** - All Great Plains Hospitality team members receive paid time. Team members are being encouraged to be even more diligent in using this PTO if they are not feeling well. We will work with team members to ensure a steady stream of income should they require being away from work for a longer period of time.
- **Restroom sanitation** – we have increased our restroom cleaning frequency beyond our already strict cleanliness standards.
- **Gloves and Tongs** – our kitchen has always been diligent about use of gloves while handling food, however the importance has been reiterated to all employees who handle food throughout the process. Additionally, tongs are being used behind the bar for handling of garnishes moving forward.



- **Single Use Bar Ware** – all bar ware is washed using a rinse, wash, sanitize process per City of Fargo Health Department guidelines. We have, however, made disposable cups available at all locations should a customer prefer, however at this time we are not unilaterally switching to single use.
- **Catered Events** – all of our dishes, silverware, serving utensils, etc. are sanitized in a high temperature commercial grade dishwasher at the conclusion of every event, however customers are being given the option to use disposable flatware and utensils if they prefer to do so. We are also working with groups that prefer to switch their buffet style catered events to plated events to decrease the opportunity for food to become contaminated.
- **Delivery** – for our Fargo locations, we have partnered with Uber Eats and Bite Squad to make delivery available for customers who prefer to dine in the comfort of their homes. Additional partnerships will be explored should it be deemed necessary. Should the situation warrant in Wahpeton and Ottertail, delivery options will be explored at that time.

Should you have any questions or concerns, or wish to discuss our efforts further or have suggestions for the company moving forward, please do not hesitate to contact me at dan.hurder@greatplainshospitality.com.

Sincerely,

A handwritten signature in dark ink, appearing to be "D/H", written in a cursive, stylized script.

Dan Hurder, CEO