

Along with you, we are closely watching the impact COVID-19 is having on our local communities. I am immensely proud of how our franchisee, suppliers and company partners have mobilized quickly to protect the well-being of our employees and customers, which is our number one priority.

We recognize many of you rely on us to provide food and beverage choices for you and your families. We take that responsibility very seriously. We have some of the highest standards of cleanliness and are closely working with national and local government and health authorities to ensure we are taking all the right steps.

In partnership with our franchisees, we are implementing additional precautionary measures to safeguard the well-being of our customers, crew and communities:

- Encouraging all restaurants to move to Drive-Thru, Delivery and Walk-In Take-Out
- Encouraging restaurants to close down all dine-in seating, including suspending the use of self-service beverage bars and kiosks
- Supplying sanitizer for employees and customers who visit our restaurants
- Encouraging employees to wash hands even more frequently than normal
- Increasing surface cleaning and sanitizing across the restaurant in high-impact areas
- Closing all Play Place attractions

McDonald's has always been a home base for our communities. With 14,000+ restaurants across the country, we have a long legacy of being a dependable neighbor in times of need. Through this unprecedented and challenging time for families and individuals, McDonald's will do our part to continue to be a place people can count on to deliver a familiar, comforting and delicious experience, no matter where they are. Thank you for your patience and loyalty during this time and always.



Joe Erlinger

President, McDonald's USA