

To our employees and loyal guests,

As we look ahead to another new year full of possibilities and opportunity, we wanted to take a moment to reflect and reiterate that The ONE Group has always, and continues, to make your health and safety our top priority.

We provide our guests with a fun, memorable and safe experience, no matter what – that hasn't, and will never change. And as we continue to navigate an ever-evolving situation, know that we are taking every step possible to ensure guest safety when dining with us, indoors and out.

We know our standards are second to none, and we hope we've earned your trust each time you dine with us at any one of our restaurants.

From the moment we re-opened our doors to guests, we created, and continue to implement robust and stringent operating plans and procedures that dictate everything within our restaurants. Every step we are taking is to keep us all safe.

Here is a brief look at the latest measures we are taking to maintain health and safety:

- Increasing the frequency of all sanitizing and cleaning measures;
- Installed and using HVAC systems with particle removing filters to purify the air supply in each restaurant;
- Provides masks for guest and employees upon request;
- When and where appropriate, monitoring the health of employees through daily health and safety checklist and always sending home any employee who displays symptoms of COVID-19.

Our diligence with these efforts has not, and will not, waver.

I invite you to read the updated guide we've created that details exactly what we are doing to maintain a safe and clean environment within each restaurant. While things may look and feel a bit different for the time being, we cannot wait to have you safely dine with us, and appreciate your loyalty and trust.

Be well, and we look forward to seeing you at our restaurants.

Manny Hilario
President and CEO of The ONE Group

THEONEGROUP
lifestyle hospitality

**KONA[®]
GRILL**

STK[®]
STEAKHOUSE



IN-PERSON DINING

Playbook

RESTAURANT OPERATING PROCEDURES

The safety and well-being of our guests and team members is top priority. We are taking every precautionary step to open our restaurants safely and to mitigate the risk of anyone getting sick. We thank you for your understanding and diligence.

MEASURES IN PLACE

We are taking as many proactive measures as we can regarding health and safety.

We are committed to the following:

- Increasing the frequency of all sanitizing and cleaning measures and requiring additional sanitizing measures for certain circumstances.
- Monitoring the health of employees and always sending home any employee who displays symptoms of COVID-19.
- Encouraging social distancing in all areas of the place of business, including between tables or booths as well as outside of the establishment when there is a wait.
- Employees who have a fever or other symptoms of COVID-19 will be quarantined in accordance with CDC or local government guidelines, and require clearance from human resources to return to work. Human Resources, in conjunction with our Health & Safety Team, meet regularly.

WHAT YOU WILL SEE



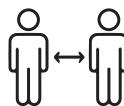
MASKS

The ONE Group will provide masks at employee or guest request. The masks are intended to help mitigate the spread of the virus. These are not N95 or equivalent masks. All employees will continue to practice CDC or local guidelines, where applicable.



SANITATION

Each venue has assigned personnel with the purpose of keeping the entire facility sanitized. Ongoing sanitization procedures are in place.



SOCIAL DISTANCING

Employees are encouraged to practice social distancing, meaning standing or passing by others with six feet of distance. We encourage the same of all guests not already dining as a group.



GLOVES

The ONE Group provides an abundant supply of gloves for employee use. Gloves will be removed and replaced whenever soiled and after using the restroom. All employees are required to wash hands at a minimum of every 30 minutes.



HAND WASHING

- Hand washing every 30 minutes is required of employees.
- Hand sanitizers & sanitizer solution is made available in the restaurant.



HAND SANITIZER PRESENT

Hand sanitizer is highly visible and easily accessible to all, such as at the host stand. Restaurants will use alcohol-based hand rubs containing at least 60% alcohol.

WHAT YOU WILL SEE



OVERNIGHT CLEANING

There is additional thorough nightly cleaning & sanitation after closing.



PAYMENT PROCEDURE

We have implemented table side payment devices and contactless payment methods to reduce the number of times payment changes hands. They will be sanitized when needed and on a regular basis.



PICK UP / DELIVERY AREA

As we continue to operate takeout & delivery, we have dedicated pick up areas for guests and delivery couriers. We continue to encourage takeout & delivery.



AIR PURIFIER

We have particle removing filters in our HVAC system in every restaurant as an extra measure to maintain a clean environment for every employee and guest.