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international

Reins International U.S.A Co. Ltd . DBA Gyu-Kaku Restaurant

RE: Gyu-Kaku Customer Coronavirus Update

Loyal Customers:

As the novel coronavirus (COVID-19) increases its impact on the United States and our communities, we at Gyu-Kaku want to reassure you that we are closely monitoring the situation and being proactive in the face of this pandemic to limit the spread of COVID-19 in our communities. The health and safety of our customers and employees is and always will be our top priority. Gyu-Kaku is actively monitoring each region and location for any additional signs of COVID-19 in the community that could impact your experience at Gyu-Kaku.

While Gyu-Kaku prides itself in maintaining clean and sanitized restaurants for our customers to dine in, through guidance from the Centers for Disease Control and Prevention (CDC) and local health officials, Gyu-Kaku has increased the frequency and the extent of those cleanings. Gyu-Kaku employees have also been provided with information necessary to stay healthy and informed about how this virus spreads. Employees are also encouraged to stay home if they are feeling unwell.

We appreciate your understanding that your experience at Gyu-Kaku may look different in the coming months. We will continue to navigate this dynamic situation community-by-community. Where necessary, we have and will continue to close a store if we feel it is in the best interest of our customers and employees, or if we are directed to do so by government authorities. In any such situation, we expect store disruption to be temporary.

If and when our dine-in experience is disrupted, we will continue to serve our customers through takeout and delivery services through the Uber Eats platform. All participating Gyu-Kaku locations can be found on the Uber Eats app.

Gyu-Kaku also has procedures in place to temporarily close any restaurants for deep cleanings to protect the safety of our customers and employees. We will always follow the guidance of local health officials as we continue to manage this community-by-community.

We know there is a lot of information out there; for the most current information on COVID-19, including government health guidelines, visit:

- www.cdc.gov

- www.internationalsos.com
- www.who.int

During this closure, rest assured that we are going to be working behind the scenes to create more exciting products, menu items, and standards to welcome you back into the Yakiniku experience!

Finally, rest assured that Gyu-Kaku is proactively recognizing the threats and risks of COVID-19, and making every effort to prevent the spread, threats and risks. Yakiniku has the magic of making people happy and aims to continue to provide appropriate services to customers under the brand philosophy. We are grateful for the opportunity to feed you and your family through this unprecedented time, and look forward to resuming business as usual throughout the country so that all of our patrons can, once again, enjoy the delicious yakiniku dining experience with friends and family.

Thank you,


Ryo Tozu, CEO

