

July 1, 2020

Dear Customers,

As we continue to navigate this difficult and unprecedented time together, Restaurant Technologies remains committed to upholding its core values: Customer, Character, Commitment, Courage and Community. There is nothing more important to us than ensuring the safety of our employees and customers, and we will continue to take all steps necessary to do just that.

As the Covid-19 situation has evolved, so too have our actions and contingency plans. Much of what we have put in place, our crisis management team, tracking systems, protocols and guidelines for our employees, and early action plans with suppliers, have already mitigated the impact of the pandemic on our business and customers.

We have adjusted our business practice to ensure our company will survive the pandemic and continue to meet customers' needs as those needs continue to evolve. All of our employees are equipped with necessary personal protection equipment and have detailed procedures in place to increase sanitization and to minimize chance of transmission when delivering and removing oil, supplying AutoMist detergent supply, and servicing Customer systems. We remain committed to protecting our community of employees and customers.


To limit potential exposure and/or transmission, our delivery drivers and technicians only enter customer buildings when necessary. Our sales force has implemented remote capabilities to connect with customers and take all necessary precautions when interacting in person. We collaborate with customers when completing oil and AutoMist systems installations to do so safely. We also continue to track federal and state restrictions and orders to ensure our compliance with all regulations.

We incorporate the advice of health experts and industry best practices to implement policies and procedures, such as social distancing, wearing masks and daily temperature checks, to control and mitigate any potential impact of the virus on our work force in the field, at the depots, and at our corporate office. We have put into place protocols for reporting and contact tracing in the event there is a positive case among our workforce. We also monitor areas where the virus or other events may require, for the protection of customers and employees, temporary suspension of service.

Restaurant Technologies' prevention and mitigation plans are designed to lessen any impact of the virus on our business and to ensure that we can maintain our core business deliverables to the fullest extent possible.

We will continue to do all we can to navigate this difficult time to support and protect our valued partnerships and food service community. Please contact us on any specific area/items of concern with relation to your company.

Sincerely,



Jeffrey Kiesel
President & CEO
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