Continuing our Commitment to Contactless Convenience

November 25th, 2020

Since the onset of the COVID-19 pandemic, it has been our mission to ensure our guests maintain access to the subs they love and crave, while instituting comprehensive measures to keep them safe. We remain committed to this goal and continue to work hard to implement new solutions.

In addition to enhancing our dine-in safety procedures, we have improved our convenient and contactless experience while giving guests the best value.

This November, Subway® restaurants introduced Contactless Curbside pick-up at participating restaurants nationwide, allowing our guests to get their favorite Footlong sandwiches without ever leaving their car. As part of the rollout, customers simply place an order directly through the Subway® App. Once received, one of Subway’s great Sandwich Artists™ will make your order fresh and deliver it to your car upon arrival and notification of your arrival within the app or order confirmation email by selecting “I’m Here”, making it a safer, more convenient and completely contactless curbside pickup experience.

Guests in North America who order via order.subway.com and the Subway® App can also enjoy a contactless experience by grabbing their order to-go from designated pick-up shelves in online order enabled restaurants. This gives guests another quick way to safely retrieve our delicious meals in the way that’s most convenient for them.

Finally, we’ve continued to make it easy and convenient to order your food with the Subway® App and through order.subway.com, as well as have it delivered via our third-party delivery partners.

Through it all, our priority has been to support our guests no matter the way they choose to enjoy our delicious sandwiches, all while helping to support our franchisees and restaurant employees. We look forward to continuing to serve you and your families throughout this upcoming holiday season.
Your Safety Remains Our Top Priority As More Subway® Restaurants Reopen

June 30th, 2020

We are excited to welcome you back to Subway® restaurants as dining areas reopen. As always, the health and safety of guests and restaurant employees is our top priority, and we will continue to remain vigilant in addressing the COVID-19 pandemic.

Our operations and food safety teams are continuously exploring innovative ways to enhance measures that make all Subway restaurants a safe, healthy environment and enjoyable experience for guests. As we move forward, we are reinforcing and implementing additional measures to create an even safer, more comfortable environment for you.

We’re committed to delivering the best Subway experience, which means offering delicious food at great values you can enjoy whether you choose to dine-in or take out. For those who choose to dine-in, seating might be limited to follow safe distancing procedures.

To ensure restaurants are focused on keeping you safe and complying with local guidelines, we have initiated extra requirements and recommendations that include:

- Restaurant employees wearing masks
- Markers on the floors of our restaurants to provide further social distancing guidelines
- Limiting and distancing in-restaurant seating where possible to ensure proper social distancing
- Placing dividers between employees and guests at participating locations
- Keeping all ingredients on the sandwich line covered
- Increasing the cleaning frequency in all restaurants
- Providing hand sanitizer stations at many of our restaurants

We are also expanding how we deliver a convenient and contactless experience, while giving guests the best value:

- We will continue to make it easy and convenient to order your food with the Subway® App and through order.subway.com
Later this summer, and into the fall, we will be offering curbside pick-up at participating restaurants so you can safely and conveniently pick up your meals.

Also beginning this summer, guests in North America ordering via order.subway.com and the Subway® App can enjoy a contactless experience by grabbing their order from designated pick-up areas in participating restaurants.

We are introducing exciting limited-time offers that will help you enjoy more of our delicious Subway footlong sandwiches at the best possible value.

We’ve come a long way these past few months, and we’re optimistic about what the future holds. On behalf of the thousands of independent restaurant owners that make up the Subway family, we thank you for your continued support and look forward to seeing you very soon!

**Responding to Coronavirus Serving in Times of Need**

April 17th, 2020

The events of the past few weeks have been unprecedented as the world grapples with the challenges brought on by COVID-19. Each of us has been impacted in some way, with stringent health precautions taking hold and social norms being upended.

We’ve reached an important crossroad where the decisions we make today will shape how we rebound tomorrow. As we continue to navigate changes to our day-to-day lives, we’ve witnessed one common and ever-present theme among us – that we are neighbors.

As a company proud of our roots and commitment to serving communities all over the globe, we have come together now more than ever in so many ways, and the impact is echoing throughout our global Subway® family.

**Our Goal to Provide 15 Million Meals to Feed Our Neighbors**

Over the last several weeks, the examples of kindness, support and compassion for each other around the world have been inspirational. It’s a reminder how deeds, both small and grand, can bring us together.

We are pleased to announce that with the help of loyal guests, Franchise Owners and Sandwich Artists™, we donated 15 million meals to Feeding America® to help feed people in need during this challenging time.

In addition, Team Subway has mobilized to help feed those in our communities who are in need as well as those working on the frontline in our healthcare facilities:
• In the U.K. and Ireland, more than 250,000 subs, salads and wraps, as well as cookies and pastries, have been donated to hard-working staff members of the National Health Service, emergency service and care homes.

• In Canada, Team Subway committed to donating up to 1.5 million meals to Food Banks Canada** and committed to feeding local frontline volunteers and employees of affiliated food banks across the nation.

• Hundreds of Franchise Owners across Latin America partnered together to donate more than 87,500 six-inch subs to hospitals, healthcare workers and other first responders.

• Subway Franchises across New Zealand donated more than 17 tons of fresh produce to various local food charities serving the country’s most vulnerable people.

• In the U.S., Team Subway has donated thousands of sandwiches and meals to healthcare workers, first responders, and impacted families and children. For example, in New York City, where the impact of this virus has hit especially hard, Subway Franchise Owner Jeffrey Kaplow is doing his part to feed health care workers at the city’s overwhelmed hospitals. Watch Jeff’s story here.

Our Commitment to Keeping Restaurants Open and Safe

Our franchisee community is the backbone of Team Subway, and we’re doing everything possible to help mitigate the strains and stresses being placed on them, including:

• Provided financial relief and support

• Reinforced our stringent health and food safety standards, such as wearing gloves when making sandwiches and individually wrapping and sealing your subs

• Introduced enhanced procedures, such as hourly restaurant cleanings, especially in high-touch areas such as door handles and credit card terminals

• Sourced masks and protective shields for restaurant employees, and implemented social distancing guidelines for guests and employees

• Issued guidance for conducting wellness checks of restaurant staff at the start of each shift

How We’re Providing Contactless Convenience

Adapting to this ever-evolving landscape also means finding creative solutions to give our guests the best Subway experience possible – whether that’s providing the greatest value, creating different solutions for guests to access essentials, or delivering contactless convenience.
• We are introducing new nationwide, limited-time offers to help guests keep their food costs down. At participating restaurants, our Family Takeout Special includes a FREE Footlong when you buy two Footlongs.

• A limited number of restaurants are testing a grocery store concept to provide their communities with access to fresh produce and other Subway favorites as grocery stores struggle to meet the demand of online ordering.

• Other Subway owners have launched Subway Marketplace where you can enjoy many of your favorite Subway subs at home, including bread and a variety pre-packaged meats and vegetables.

• We continue to make it easy and convenient to order your food with the Subway app and through order.subway.com, and we offer options to safely pickup your meals with curbside pick-up at many locations.

• Subway delivery is also free for a limited time through our delivery providers, who are also offering no-contact delivery options.

For 55 years, Subway has been a part of communities across the globe, helping them grow and thrive. Even during these challenging times, we will continue to build on that tradition and work to meet your needs because we believe, together, we will emerge from this stronger than before.

*Subway® donated the monetary equivalent of 15 million meals as $1.5 million.

**The 1.5M meals is based on a monetary donation of $500,000 CAD to Food Banks Canada.

Responding to Coronavirus Our Commitment to the Subway Community

March 20th, 2020

These are trying and challenging times for every one of us. And now, more than ever, we need each other for support, compassion and, perhaps, a good laugh. We want to assure you that Subway® restaurants are open and here for you.

We have taken steps in our restaurants to help ensure a safe experience – from increased frequency of cleaning and sanitizing restaurants, to continued reinforcement of our existing health and food safety protocols with restaurant teams. We’ve also made the decision to temporarily suspend in-restaurant dining in restaurants and move to a takeout-only model. Most Subway restaurants are open for takeout and/or delivery. These
measures are being put in place with your and Subway restaurant employees’ safety and well-being in mind. Please use our restaurant locator to find your nearest Subway.

During this stressful time, family meals are important moments to relax and laugh. We’re here to help with that as much as possible.

Here’s how:

- **Free Delivery** – Subway delivery is now free* through our delivery providers Uber Eats, DoorDash, Postmates, Grubhub, and Seamless with the promo code SUBWAYNOW. You can also reach out to our delivery providers about contactless delivery options.

- **Value and Special Promotions for Takeout** – At times of uncertainty, getting as much value for your money is important. We will be offering various promotions for takeout and/or drive-thru offers. Please call your local Subway restaurant if you have any questions about what promotions are available at your favorite location.

Many restaurants are open for business, and ready to continue to serve our guests the food they love in the best ways possible. That includes providing food to those in our community who need it most. Subway Franchise Owners are supporting local communities and organizations with food donations.

And we’re also taking care of Team Subway.

This is a challenging time for our local Franchise Owners, so we are committed to providing restaurant operation support so they can focus on taking care of their families and employees, providing the best guest experience and serving their communities.

We are all in this together.

We will continue to monitor and follow the guidance of the Centers for Disease Control (CDC) and World Health Organization (WHO), as well as work with federal, state and local governments to make sure local communities know they can rely on Subway to help them through these unprecedented times.

We remain committed to being transparent and keeping you informed of any additional changes to how our restaurants will operate through this crisis. You can always check back here for updates.

*Limited time only. Select areas. $0 Delivery fee. Other Services, fees & limitations may apply.
How Subway is Addressing Coronavirus and Your Safety in Our Restaurants

March 12th, 2020

Dear Valued Guest,

We know that Coronavirus is a concern for many people in our region and around the globe, including our loyal guests like you, and I want to personally reach out to let you know what Subway® restaurants is doing to help combat the spread of the virus.

We are closely monitoring and following the guidance of the Centers for Disease Control (CDC) and World Health Organization (WHO), to ensure we and Subway® Franchise Owners are doing our part to keep you, Sandwich Artists™, and our communities safe.

We’re also:

- Increasing frequency of cleaning and sanitizing restaurants, especially most-touched surfaces like door handles, credit card readers, dining areas, and restrooms, so that it’s done every hour.

- Temporarily removing dine-in sandwich baskets and serving trays, and amending our beverage refill policy to offer you a new cup with each refill.

- Reinforcing our existing health and food safety protocols with restaurant teams, such as frequent and proper handwashing, glove use, and ensuring employees who are ill stay home and seek medical attention.

- Making it a little easier to have a more touchless experience through www.Subway.com/Delivers with our partners DoorDash, Grubhub, Postmates and Uber Eats.

We are prepared for any service changes to local Subway restaurants should they be required by the CDC, WHO and regional public health department officials. We will continue to proactively monitor, evaluate and respond to the impact of the virus, and update you on how we are making swift changes with your safety and needs in mind.