



To Our Wonderful Guests,

We reflect on 2020 as a year that tested us in ways we could have never imagined, and I would like to send my warmest thoughts to all those who have been impacted directly or indirectly by COVID-19.

We are a proud British Columbia company that has been rooted in our province's hospitality landscape for almost a century, yet 2020 has been a year like no other. Nonetheless, we have been touched by your loyalty and are grateful for your unwavering support and trust in White Spot and Triple O's.

Everyday, despite the circumstances, our people have remained strong and proud, and committed to serving you, albeit in different ways. I am so blessed to be able to count on the passion and dedication of our employees, franchisees and suppliers who have worked tirelessly and with great resilience and courage through these challenging times.

We, and our hospitality industry colleagues, are indebted to the dedication of the healthcare professionals and those working the front lines to keep our communities safe. We pay tribute to their service and sense of duty.

Our industry, the growers and suppliers who support it, does more than nourish the body and soul, it also feeds the economy. Whether it's first dates, Sunday rituals, Monday orders, kid's summer treats or your winter comfort food.... These are moments we don't want to lose. Today more than 10,000 restaurants in Canada have closed, many permanently.... Please continue to support an industry that means so much to the fabric of our nation and the memorable experiences that bind us.

As we look to 2021, filled with hope and promise, we are ready to write the next chapter of the Triple O's and White Spot story alongside you.

On behalf of our entire White Spot Hospitality family, I wish you a healthy and safe holiday season.

May 2021 bring us moments of happiness and above all, good health.

Happy holidays, best wishes and again, many thanks.

Sincerely,

A handwritten signature in black ink, appearing to read "Warren".

Warren Erhart
President & CEO, White Spot Hospitality