

SUBJECT: McDonald's ordering process for transport trucks, fire crews and oversized essential service vehicles

As the world continues to address the quickly changing landscape, we would like to thank the members of our community, especially your members, for tirelessly and bravely continuing to provide essential services to help keep us all safe and healthy.

We at McDonald's Canada, together with our franchisees across the country, are working together to remain open to provide hot meals to our guests for as long as municipal, provincial and federal governments continue to allow us to do so.

Since our recent decision to limit our operations to Drive-Thru and McDelivery, we've heard from organizations like yours asking how we can make our food and beverages available to you, when you are unable to bring a rig or large vehicles through the Drive-Thru and, for safety reasons, we can't accept walk up orders at the Drive-Thru window.

We're pleased to share that beginning **Thursday, March 26**, we will be able to serve you through our **MyMcD's App**. Between the hours of **8 a.m. to 8 p.m.**, we will provide **curbside service**. Use the following steps to order your favourite McDonald's menu items at our restaurants:

- Use the My McD's app to place your order when you arrive at the restaurant.
- Select Curbside Service and park your vehicle in an area of the lot that allows for other vehicles to easily pass.
- Complete your order by entering the **curbside stall number 99** and we'll safely bring your order to you as soon as it's ready!

If you haven't used the app before, it's simple! Beyond making it possible for you to order while we maintain safety protocols, you can save your favourite orders and re-order at the click of the button, saving you valuable time. Your members can download the app via from Apple iTunes or Google Play Store or scan the QR code here.



Scan these QR codes to be taken to the app in the app store.



We want to personally reach out to our essential service workers, specifically transport truck drivers/ EMS, fire and first-responders and acknowledge the work you're doing to keep our communities steady in this time of uncertainty. We hope you might share this information with your members so they know they can count on us if they need us (just like usual, though it may look a little different!).

Thank you again for all you're doing during this uncertain time. Stay safe.