



To our Chipotle guests,

As this unprecedented year comes to a close, I wanted to take a moment to express my deepest gratitude for your continued support, reflect back on 2020 and look ahead at the year to come. Our greatest priority is to safely serve our communities delicious food from real ingredients made fresh daily. We remain committed to that more today than ever and will continue to push the boundaries of innovation to better serve you.

I'd like to highlight a few key accomplishments this year that have helped propel our mission of cultivating a better world. These include:

- Providing jobs to 94,000 people across North America and Europe with world-class benefits like covering over \$13 million of tuition costs for employees furthering their education
- Paying out over \$40 million in bonuses and assistance pay to our restaurant employees during the crisis
- Donating 200,000 burritos to healthcare heroes, building awareness for voter registration and uniting people through the "Chipotle Together" event series
- Prioritizing diversity, equity and inclusion efforts across the organization and donating funds to National Urban League and other diverse organizations
- Increasing convenience for our guests with easy ordering in the Chipotle App and website enhancements such as unlimited customization, contactless delivery and group ordering
- Expanding our digital experience and capabilities to Canada and the United Kingdom
- Increasing access with order ahead drive-thrus—we call them Chipotlanes--in over 150 restaurants, opening a standalone Digital Kitchen restaurant, and bringing on new delivery partners
- Introducing Queso Blanco, Supergreens, and Tractor Beverages to restaurants nationwide and bringing back Carne Asada for a limited time
- Launching Real Foodprint, a sustainability impact tracker that shows how Chipotle ingredients are better for the planet and continuing our commitment to responsibly raising our food
- Utilizing the Chipotle app as a donation platform, raising \$3.7 million for people in need and donating \$250,000 in local community grants
- Investing in the future of farming through grants, long term contracts, a virtual farmers' market, the Aluminaries Project 2.0, and a partnership with Tractor Beverage Co. donating 5% of profits back to farmers

None of these achievements would have been possible without our dedicated teams that strive to deliver a great guest experience daily. As a purpose driven organization, we're already hard at work identifying ways that we can make a positive impact on the world in 2021. We are optimistic about the future and look forward to continuing to deliver on our promises.

We greatly appreciate your support and wish you and your loved ones a safe and happy holiday season as well as a bright new year.

Thank you,

*Brian Niccol*

Brian Niccol

Chairman and CEO, Chipotle