
MESSAGE FROM THE COO

Hy's is committed to providing accessible and equitable customer service to each of our valued guests. We will accommodate persons with disability, the use of assistive devices, service animals, support persons, and handle any unique needs to the best of our ability and without discrimination. We will continue to develop our policies and procedures to ensure we are not only in compliance with but take a position of leadership for best practices for accessibility and accommodation.

HY'S THRIVES: COMPANY COMMITMENT TO HEALTH & WELLNESS

Hy's of Canada is committed to promoting health, wellness, and inclusivity. Feeling healthy, feeling respected & having a positive outlook has immeasurable benefit in the workplace and at home, and we believe that good physical and mental health opens the door to professional and personal success.

True hospitality is a focus on generosity toward others, and Hy's is known as a leader in the field. With focused and caring employees, each of our guests may feel welcomed, respected, and appreciated. We are committed to going above and beyond to ensure that every Hy's experience is positive. We welcome all guests to a positive atmosphere of inclusion.

It takes effort to nurture the culture that allows our employees, guests, and business to thrive. Training, coaching, and performance feedback promotes growth and achievement. Teamwork is valued and encouraged, knowing that we are stronger together. Feedback is valued as the way to progress.

Hy's of Canada is proud to be Canada's Premier Steakhouse. We are a leader in our field, and with commitment to progressive policy, will continue to set the pace for the future.

COMMITMENT TO ACCESSIBILITY & ACCOMMODATION

Design: Public Spaces

Hy's is committed to creating comfortable spaces that may be accessed and enjoyed by guests of all abilities. Our restaurants will accommodate access for persons with physical disabilities.

- new builds include wider aisles and doorways, automatic door openers, elevators where applicable, multiple and varied options for seating.
- in older buildings, staff are trained to navigate pinch points and remove or adjust architectural physical barriers as and when needed.
- monthly audits are conducted by the restaurant Health & Safety committee to ensure barriers are addressed and adjusted or removed; floor surfaces are in good repair and free of obstruction; restrooms, automatic doors, elevators (where applicable) and other services are fully functional.
- Recent achievements in improving accessibility:
- 2014 Hy's Calgary built all on one level. Full compliance with accessibility standards
- 2019 Hy's Toronto built over 3 levels. Full compliance with accessibility standards. Elevators in front and back of house allow full access to all levels and spaces for guests, employees, and contractors.
- 2023 Hy's Whistler installed automatic door opener at entrance to restaurant

Employment: Accessibility, Diversity & Inclusion, Accommodation

- Hy's is committed to creating a diverse and inclusive workplace and following fair and equitable employment practices.
- there is established company policy addressing hiring, training, and performance management standards.
- candidates are considered for hire based solely on experience and qualification for the job.
- managers are trained to address accessibility and accommodation during the interview process, if needed.
- hiring tools are in place to assist managers to ask appropriate questions and provide information to ensure candidates are fully informed.
- If an employee's situation changes after hire, Hy's has established procedures for discussing and addressing accessibility and accommodation where possible.
- there is established company policy in place to develop, where possible, an accommodation plan that may include: temporary leave; redeployment; modification of duties.
- management will work with employees, where possible, toward mutually agreed timelines and expectations for an Individual Accommodation Plan.

Training: Management & Employee

- Hy's is committed to providing training in the requirements of accessibility laws.
- each employee must understand and agree to abide by the standards and conditions of employment as outlined in Hy's Employee Manual and the Hy's Standards of Service.
- all staff are trained to provide appropriate service for persons with disabilities by listening, asking questions, seeking clarification, and engaging other team members for assistance as required.
- staff meetings are held to address service issues and workshop for solutions and policy improvement.
- employees receive regular feedback and annual performance reviews to assess progress and address performance issues.
- employees are encouraged to provide feedback on their own issues with accessibility and inclusion, and those of our customers.

Customer Service: Information, Communications & Feedback

- Hy's is committed to providing accessible, equitable, and exceptional customer service.
- Hy's will accommodate persons with mobility, speech, hearing, vision, or other disabilities.
- language in website and direct marketing material is clear and succinct.
- menus may be requested in accessible format.
- seating may be requested that allows for noise reduction or enhanced lighting.
- seating may be requested that allows space and accommodation for assistive devices or support animals or people.
- customer feedback is welcome and will be accepted in written form through e-mail, direct mail, or social media, or verbally via the telephone or in person.
- contact details are listed on the business website or found through standard internet searches.
- acknowledgement of customer feedback will be made within 72 hours of receipt.
- complaints will be investigated and addressed. Customers may expect a detailed response to their complaint, and proposed resolution, within 7 days of receipt.
- customer feedback will be addressed in the format requested by the customer.