



SMITTY'S CANADA INC.

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BULLETIN #119/21

DATE: July 22, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: COVID-19 Reopening Restrictions - Masks

Hello everyone,

As many regions in Canada have either lifted or will be lifting mask restriction requirements in the very near future, it is important as the business owner/operator that you continue to follow your local municipal by-laws and make the decision to make masks optional for your staff once restrictions are lifted at your discretion. Our direction would be to keep masks mandatory for your team 2 – 3 weeks post the restriction change. We did this in Alberta and Saskatchewan with no negative feedback from guests and only a few from the team. Overwhelmingly it was received positively from our guests as it becomes a very awkward time for everyone as they navigate the final stages of the pandemic. The delay also buys you some time to watch case counts if the by-law is reenacted in your region and avoids having to reinstitute the policy.

We plan to keep our barriers between booths in place, however, tables have been added back to the dining rooms and floor plans have been returned to pre-pandemic standards. We will continue to build new restaurants with barriers between booths as this becomes a normal fixture in most restaurants.

We ask that everyone remains diligent on handwashing, cleanliness and sanitation standards as the public is still paying attention to these standards in the Restaurant industry. These best practices will continue to provide a safe environment for your guests and teams.

Please do not hesitate to contact me directly should you have any questions or concerns at jkaytor@smittys.ca or 403-930-8741.

Yours truly,
SMITTY'S CANADA INC.

Jason Kaytor

Jason Kaytor
Vice President Operations