

CHUY'S COMMITMENTS



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IT'S ALL ABOUT OUR RELATIONSHIPS

At Chuy's, our business is based on the relationships we build with our customers, employees and the communities in which we serve. Our Environmental and Social Initiatives are focused around an unwavering, ongoing commitment to those relationships and how we can continue to strengthen them. And our Governance Initiatives relate to our commitment to do things the right way.

COMMITMENT TO CUSTOMERS

Our first rule at Chuy's is "Do everything you can for the customer."

That's not just about bringing over a second bowl of Creamy Jalapeño (though it definitely helps!). It's being fully committed to customer service and food quality on a moment-to-moment basis. Because "See Y'all at Chuy's" isn't just something we say – it's a standing invitation. And you wouldn't invite guests over and not give 'em your best.



**SEE Y'ALL
AT CHUY'S**

We welcome guests to our unexpected neighborhood and add color to their story – an experience that begins the second they step in and doesn't even end until well after the Tres Leches is gone. Our people are empowered to provide personal WOW experiences with a fresh energy that matches our one-of-a-kind food and atmosphere. They bring the hustle and heart that allows customers to sit back, relax and make meaningful mealtime moments.

COMMITMENT TO FOOD

We like to say, “We don’t take anything seriously, except our food.”

Of course there’s plenty more that matters, but what we do at its most basic is serve great food and drinks and send people home happy and full.

We enjoy doing things the hard way because it’s a difference you can taste.

It’s our hand-pulled chicken, fresh-squeezed lime juice, handmade tortillas and from-scratch signature sauces. It’s what makes every (incredibly full) plate of our food and every sip of our world-famous ‘Ritas (cheers!) worth coming in for. We take a lot of pride in our food, and we always will, because it’s such a big part of what makes Chuy’s so Chuy’s.

Serving fresh, high-quality food and drinks.

- We make food from scratch. That’s not just a statement – it’s the way we run our business. It means we’re starting with fresh produce and making small batches throughout the day – down to our chips and salsa.
- Our reputation is based on serving quality food and drinks, made from ingredients sourced from great suppliers.
- The quest for quality products is a continuous process. Every day we check the produce coming through our back door against our high standards. Recipes and procedures are followed with each batch to ensure everything is made correctly.
- Each shift we taste the food being produced in our kitchens, watch the drinks coming out of the bar and inspect each plate that passes from the kitchen to the dining room to make sure each one meets our high standards.



COMMITMENT TO FOOD

Working with vendors prioritizing conservation, sustainability and community.

- Chuy's works with many vendors leading the way in their conservation efforts, sustainable practices and service to communities. To name just a few, we proudly partner with Bueno Foods as a fourth-generation green chile farmer based in Hatch, New Mexico, Tito's Handmade Vodka as a fellow Austin original and world-renowned distillery, and Coca-Cola as our primary supplier of nonalcoholic beverages.
- Bueno Foods sources the New Mexican-grown green chiles featured in the heart of several of our menu items (Steak Burrito, Hatch Green Chile Enchiladas and fajita marinade). With a mission to preserve the New Mexican heritage, Bueno started the ["Keep New Mexico Green" Awareness Campaign](#) aimed at supporting chile farmers and producers and preserving the cultural heritage of green chiles.
- Tito's Handmade Vodka, through "Love, Tito's," has supported thousands of causes – lending a hand to rebuild communities after devastation, spreading joy to those who need a little more and protecting the environment we all share. The goal of ["Love, Tito's"](#) is simple: to turn spirits into love and goodness.
- The Coca-Cola Company purpose is ["To refresh the world and make a difference."](#) One way they achieve this is through their sustainability efforts, including developing eco-friendly packaging solutions for a [World Without Waste](#), operating with water stewardship and security, and supporting efforts to reduce their carbon footprint.



COMMITMENT TO EMPLOYEES

Another one of our favorite phrases around here: “Our employees are our number one customer.” But more than that, the Chuy’s team is family. To make sure that we treat each other as family, we focus on these key things that can be counted on at every Chuy’s.

Positive and Affirming Culture.

One of the most important rules at Chuy’s is to Have Fun!!

Whether it’s greeting each other with a smile or a high-five or giving a compliment, we believe that fun and positivity are infectious and reinforce the belief that we’re all in this together.

New Employee Orientations and Culture Clubs teach our values, rules and philosophies.

At Chuy’s, our quirky and affirming culture has been the backbone of our business for decades, providing a structure that helps employees feel engaged, respected and empowered. This translates to committed employees who make excellent food, provide great service and enjoy working in a respectful and fun environment.

Continuously teaching culture.

Whether you’ve been with Chuy’s for 30 years or three days, you know that culture is important to our success. We continuously teach culture to all employees across every level, such as in New Employee Orientations, local Culture Club events, scheduled fun days and at any other times when we gather together. This constant emphasis helps bring everyone together to learn, teach and bond over our shared values and goals and helps us all succeed both individually and together.



COMMITMENT TO EMPLOYEES

Personal Development.

Chuy Chats for one-on-one development.

Chuy Chats are an essential part of the Chuy's workplace environment, where managers meet one-on-one with every employee to hear from them and connect on a personalized and individual level.

Open and honest communication.

At Chuy's, we practice feedback for constructive teaching and oversight.

- Communication is the most important skill we teach and practice. Our communication style is reflected in the Four F's – Firm, Fair, Friendly and Fun. A high-performing team creates an environment where our employees are happy, respected and involved, and everyone takes personal responsibility for their job and actions.
- Our employees often give the best feedback, which allows us to learn and improve as an organization.



Helping employees achieve their personal goals.

"Use Chuy's for what you need to use Chuy's for" is a motto we take seriously. The point is that our employees should use Chuy's to make their lives better. For some, Chuy's is a lifelong career. For others, Chuy's is a stepping stone to their next achievement. Whatever their path, we appreciate their time here and hope the valuable skills they learn and practice will serve them well in their current position and life ahead.

COMMITMENT TO EMPLOYEES

Well-Being and Fair Treatment.

Making wellness a priority.

We offer professional wellness support to all employees – hourly, management and corporate. We view our employees' mental health and emotional wellness to be just as important as their physical well-being.

An equal opportunity employer.

Chuy's promotes equality and opportunity for everyone.

Diversity and Inclusion.

Reflecting the communities we serve.

In addition to giving back to our communities and the organizations doing good work in and around our restaurants, we work hard to reflect each of our community's ideals and individual, diverse makeup. This diversity supports our authenticity and culture of welcoming and celebrating each person's unique qualities. It also fosters our awareness and understanding and helps us attract and connect with a wide range of employees and customers on a personal level. All of this establishes mutual respect, trust and a sense of belonging and improves the lives of our employees, the experience of our customers and the reach and strength of our business. We all gain by valuing and prioritizing diversity.



COMMITMENT TO EMPLOYEES

Supporting women in the workplace through the Women's Forum.

Women's issues are everyone's issues. We acknowledge that women face unique challenges in the workplace. Chuy's is dedicated to supporting our female workforce with equality and providing outlets for mentoring, development and community through our internal Women's Forums.



Valuing unique qualities.

We value diversity in its broadest sense, such as diversity in experiences, education, skills, perspectives and leadership as well as the individual qualities that contribute to the company's overall diversity, such as race, ethnicity, sexual orientation, gender and national origin. In prioritizing diversity, we focus on how a multitude of experiences and skill sets complement each other to create a balanced workforce with diverse viewpoints and expertise.

Workplace Health and Safety.

Fun, safe and healthy workplace.

We have three main rules at Chuy's, and one of them is to "keep the restaurant impressively clean and organized." We know that when our restaurant is clean and organized, it's a safe, fun and healthy workplace.

Free from discrimination and harassment.

Safety comes in many forms. We believe Chuy's should be a place where our employees are free from all forms of discrimination and harassment. We do not tolerate discrimination and harassment.

COMMITMENT TO EMPLOYEES

Properly trained, supervised and supported staff.

The more we teach and develop our people to help them advance, the quicker Chuy's can grow. And as we grow, Chuy's will provide more and more opportunities for everyone.

Open door policy.

We promote open and honest communication among our employees. We encourage feedback and discussion about any matter of importance. This policy means that employees are free to talk with any manager, area supervisor, operations VP or HR at any time, as well as any other leader at Chuy's.

Help when needed.

The Chuy's Redfish Relief Fund provides a way for employees to support their fellow employees who experience certain financial hardships. It is administered by an independent nonprofit organization for the equitable distribution of funds. Since its inception in 2015, a total of \$548,962 in grants has been made to over 900 employees in need.



COMMITMENT TO COMMUNITY

Giving Back.

At Chuy's, it's not just our responsibility to give back, it's our privilege. We know that we strengthen our relationships in the community through donations, sponsorships and volunteering our time.

Getting involved locally.

Whether it's sponsoring local charities as part of our new restaurant openings or joining our employees and customers in causes important to them, we build our teams and community ties through our local service. Over the years, we have supported hundreds of small, local charity partners doing good in the communities we serve by raising funds and awareness for their causes.

Serving in ways that unite and inspire.

It's a beautiful thing when we serve the pressing needs of our customers, employees and communities in ways that move and inspire us all.

- At Chuy's, we feel compelled to support organizations that advocate for children who cannot advocate for themselves. In addition to our partnership with St. Jude, we annually support Operation Blue Santa in Austin, Texas, collecting thousands of dollars and toys for kids each year. We raised over \$295,000 in the past two years alone, enabling Operation Blue Santa to purchase more toys and food for Austin families. We've supported Operation Blue Santa for over 30 years.
- Along with celebrating our customers' dogs with our World Famous Dog Walls, we also frequently support local animal charities (like rescue organizations) that benefit dogs and unite them with loving owners.
- In the past 10 years we have donated over \$1 million in monetary and in-kind donations to hundreds of local causes. As we grow, we are privileged to be able to increase our support of local communities.



COMMITMENT TO COMMUNITY

Coming together nationally.

One of our strongest partnerships is with St. Jude Children’s Research Hospital – Chuy’s national charity partner. Every year our restaurants unite in St. Jude’s mission to “find cures and save lives” by raising funds and awareness to benefit the research of childhood cancer and other terminal illnesses.

- Since becoming a St. Jude partner in 2017, Chuy’s has raised over \$1.5 million to support the fight against childhood cancer.
- At St. Jude, families never receive a bill for treatment, travel, housing or food – so they can focus on helping their child live.



COMMITMENT TO COMMUNITY

Sustainability.

As part of serving our communities, we strive to build, source and operate efficient restaurants in an environmentally responsible, safe and sound manner that maximizes overall efficiency to the betterment of our planet.

- **Energy Conservation.**

- LED Lighting – We install LED lighting in all new restaurants (both interior and parking lights) and are gradually transitioning to LED lighting in our other existing restaurants.
- Enhanced Energy Systems – At three restaurants, we are testing an energy management system to monitor our HVAC equipment performance for efficient operations.
- In-Store Energy Operations – We power up high-energy-consumption equipment on a staggered basis to reduce spikes in our energy demand load.

- **Efficient Water Usage.**

We install hands-free faucets and low-flow toilets in all new restaurants and are gradually transitioning to their use in our other existing restaurants.

- **Utility Cost Controls and Oversight.**

We implemented various cost controls to reduce gas, water and electric usage and use a third-party vendor for utility management to monitor our usage and reduce excess use.

- **Minimizing Food Waste.**

We align purchasing, distribution and food preparation with forecasted demand.

- **Promoting Recycling and Reuse Programs.**

- We practice cardboard recycling in all restaurants.
- We've been testing composting in four restaurants.

COMMITMENT TO PROFIT

These commitments work together to enrich the experiences of Chuy's customers, improve the lives of Chuy's employees, strengthen the communities of Chuy's restaurants and expand the reach and profitability of Chuy's business, all of which drives value to our shareholders. We all win by valuing and prioritizing these commitments.



Beavercreek, OH

GOVERNANCE

At Chuy's, we believe acting ethically, honestly and transparently is the right way to do business. Good governance not only feels right, but it also helps make sure that we are managed for the long-term benefit of our stockholders.

Board Directors and Committees.

Our board of directors diligently oversees and consistently supports Chuy's. The board of directors has three standing committees – an audit committee, a compensation committee and a nominating and corporate governance committee, as well as charters for each of these committees, and corporate governance guidelines. These governance documents are all available on our website in the Investors section.

Board Member Selection.

The nominating and corporate governance committee reviews the skills and experience required for members of our board, taking into account numerous factors, including diversity in its broadest sense. The nominating and corporate governance committee also helps identify director nominees, and, in doing so, considers diversity in its overall selection strategy. As a reflection of this, our board of directors includes members who are racially/ethnically and gender diverse.

Risk Oversight.

Chuy's management is responsible for managing the day-to-day risks of Chuy's, with the support and oversight of our board of directors. Our audit committee is responsible for overseeing Chuy's risk assessment and risk management functions.

Ethics.

Being ethical is core to Chuy's culture. Chuy's has adopted a code of business conduct and ethics that applies to all Chuy's directors, officers and employees, and under which employees have several options for voicing and escalating their concerns. Chuy's also has an insider trading policy that promotes compliance with securities laws and helps preserve the reputation and integrity of Chuy's and everyone associated with Chuy's.

GOVERNANCE

ESG Oversight.

Our nominating and corporate governance committee oversees Chuy's strategy, initiatives, risks, opportunities and related reporting on environmental, social and governance matters.

For more information on Chuy's governance, please see the Investors section of [Chuys.com](https://www.chuys.com).

ETHICS, HONESTY & TRANSPARENCY

