

# LANG

## RESTAURANT GROUP

### TEAM MEMBER HANDBOOK

#### Steel City Samiches

#### BAR & GRILLE

SLINGIN' SLAW SINCE 1983



## PIG IRON

PUBLIC HOUSE

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## COMPANY HISTORY

Lang Restaurant Group began in 2008, when the Langs opened Steel City Samiches in Indiana, Pennsylvania. Steel City Samiches was a 3,500 square foot sandwich shop intended to serve the late night bar patrons with delicious food after the local bars let out. Since then, Steel City's menu has evolved to include more than just sandwiches and is a full service family-friendly restaurant. In 2011, Steel City Samiches acquired a liquor license, which set up the Company for its first expansion.

In 2012, the Company expanded for the first time. It acquired the 3,500 square foot space directly adjacent to Steel City Samiches and opened a second concept, Twisted Jimmy's Bar & Lounge. Twisted Jimmy's is a high volume college bar with 20 beers on tap and quickly became Indiana's Craft Beer Headquarters.

In 2014, The Company acquired the former Lone Star Steakhouse location in Mars, Pennsylvania. The space was renovated and opened up in 2015 as a third concept, Pig Iron Public House. Pig Iron Public House is a family friendly restaurant and bar with 60+ beers on tap. Pig Iron focuses on serving craft liquor and locally sourced food in a casual atmosphere.

## COMPANY MISSION STATEMENT

Lang Restaurant Group's mission is to ensure an outstanding dining experience by providing excellent service of food and beverages using quality ingredients, in a clean and comfortable environment.

## EQUAL OPPORTUNITY EMPLOYER

Lang Restaurant Group and its affiliates also referred to, as the Company for the purposes of this document, are an "Equal Opportunity Employer". It is and will be the policy of our Company to comply with the law, Federal and State, applicable to the Company's operations.

Our policy stresses the importance of having the entire organization understand that in our recruitment and employment, our Company wants the best qualified applicants and team members in all categories of employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.

This policy applies to all terms, conditions, and privileges of employment including, but not limited to hiring, introductory period, training, placement and team member development, promotion, transfer, compensation, benefits, layoff and recall, social and recreational programs, employee facilities, termination and retirement.

## I.) TEAM MEMBER RECORD AND PAYROLL POLICIES

- Company Employment Records

The Company maintains various records relative to a team member's employment. There is certain information that must be provided and kept current in all personnel records. Team members have a responsibility to keep their personnel records up to date and should notify the Company in writing of any changes in at least the following:

- Name;
- Address;
- Telephone number;
- Marital status (for benefits and tax withholding purposes only);
- Number of dependents;
- Addresses and telephone numbers of dependents and spouse or former spouse (for insurance purposes only);
- Persons to be notified in case of emergency.
- Restricted Scheduling Status
- POS data form
- Direct Deposit form
- Tax forms
- I-9 Employment Eligibility form
- W-4

The Company views the privacy of our team members as an important matter and seeks to protect our team members' right of privacy in every way. Under no circumstances is an team member to obtain from Company records the names, addresses, and phone numbers of fellow workers, or compensation rates, individual salaries and salary rates or ranges, and to reveal or discuss this information with anyone. A violation will lead to discipline up to and including termination.

Team members who believe that any file material is incomplete, inaccurate, or irrelevant may submit a written request for file revisions to the Company.

Team members should refer all requests from outside the Company for personnel information concerning applicants, team members, and past team members to the store managers. The Company normally will release personnel information only after

obtaining the written consent of the individual involved. Exceptions may be made to cooperate with legal, safety, and medical officials who need specific team member information. In addition, exceptions may be made to release limited general information, such as the following:

- Employment dates;
- Position held; and
- Location of job site.

Team members may review their own personnel file, however the team member must submit a request to the company in writing. The Company will schedule a mutually convenient time during normal business hours for the requested review. All reviews must be conducted in the presence of a designated Company representative.

The team member may place a written statement of disagreement in the file, provided such disagreement does not violate company policy.

Only supervisory and management team members who have an employment-related need-to-know for information about another team member may inspect the files of that team member. The Company prior to any file review must approve the inspection.

- Payroll Policy

Our business operates on a Monday to Sunday system for scheduling and payroll purposes. Pay periods run MONDAY to the 2nd SUNDAY following and are paid the following FRIDAY. (Example: Direct Deposit for Monday the 1<sup>st</sup> through Sunday the 14<sup>th</sup> would be in your account on Friday the 19<sup>th</sup>.)

- We do NOT issue paper checks or paper pay statements/stubs.
- Direct Deposit Authorization is required for all team members.
- Direct Deposit forms are to be completed at the time of hiring and with a voided check.
  - You will be sent an email from the Company's payroll company (ADP) to access your pay statements.
  - Register your "Employee Access" immediately to ensure that you can receive and review your pay statements.
  - If you prefer to not utilize direct deposit to a checking account you can request an ADP Payroll Card.
- Pay statements are only accessible to you via your account on ADP

Employee Access. If any information is incorrect on your online pay statements, inform management immediately. Any changes in address and contact or personal information should be submitted promptly to ensure our ability to provide you with any items that require your attention such as year-end tax information. Please keep in mind that temporary addresses such as addresses to STUDENT RENTALS or TEMPORARY HOUSING should never be given for employee files or on tax forms, as this is where tax information will be sent regardless of it being a non-current address should you neglect to update this information with us.

If you are job coded for multiple jobs, our POS timekeeping system will prompt you to select what you are punching in as on each shift. It is your responsibility to be making the correct selection for each shift.

The Company does not grant pay advances or loans other than in cases of errors on paychecks, in which case the manager in writing must approve it and the team member must sign a written promissory note. Any variation of this policy will be considered misuse of Company funds and, therefore, will result in termination of employment of all parties involved.

- Payroll Deductions

Deductions are made from a team member's paycheck according to requirements of state and federal regulations pertaining but not limited to: social security, federal withholding taxes, etc. The Company must also deduct local taxes where applicable and court ordered wage attachments.

- Errors on Paychecks

An error will be investigated and if confirmed, it will generally be corrected within the next two (2) pay periods.

- Voluntary Terminations

Team members are requested to give written notice of their intent to resign. This allows us time to find and train a replacement. Failure to give written notice may result in ineligibility for re-employment.

When you leave, all Company property, uniforms, cellular phones, automobiles, displays, products, company records, keys, tools, equipment, etc., must be returned by the team member. The Company reserves the right to charge the team member the replacement cost of any item not returned. The team member authorizes the Company to deduct such monies from any monies owed them by the Company.

- Probation Period

During the first 90 days of employment by the Company, team members are under a strict probation period and are subject to job performance and policy evaluations. If at any time during these 90 days management does not feel that the team member is meeting the employment criteria in a satisfactory manner, then the Company reserves the right for immediate termination of employment.

- Promotions

To provide an opportunity for continued advancement, it is the policy of the Company, whenever possible, to promote team members from within the ranks of the organization. These promotions are based on performance, job-related qualifications, and work records. In line with this policy, all considerations are without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.

## II.) ATTENDANCE AND SCHEDULE POLICIES

- Time Clock and Attendance

Store hours are set as a result of competitive situations and customer demands. Each team member will be scheduled to work the hours when needed most. This schedule will be posted prior to the next week to be worked; unforeseen circumstances may cause the schedule to be altered at anytime. All team members will be scheduled to work the hours most needed, which may result in additional hours beyond those originally scheduled.

All team members must use the POS system to punch "in" at the beginning of a work shift and "out" at the end of a work shift. Punching "in" must be done when you are ready to start work. Team members must be ready for work before punching in for their work shift. Punching "out" must be done when all end of shift duties are complete and the manager on duty grants permission.

Team members are permitted to punch in no more than five (5) minutes before or after their scheduled hours of work, without manager approval.

Team members must record their own time. No team member may make any punches for or on behalf of another team member or request someone else to punch or alter their time record. This will result in discipline up to and including termination of employment for all team members involved.

The time clock is the official basis upon which pay is determined. If a team member does not punch in or out for the scheduled shift, there shall be no official record of the team member working.

Care in punching the time clock will assist the Company in computing a full and accurate pay.

No off-duty team member shall be permitted to distract others who are working. No friends, former team members, or relatives are permitted in any area of the restaurant (not normally open to the public).

The Company appreciates hard work and dedication, but no team member is permitted to volunteer off duty time, or be instructed to work during off duty time, to perform work for the Company without first obtaining permission from the Company and recording the time by punching in.

- Punctuality

The Company realizes that dependable workers are an indispensable asset, and advancement is based on many factors, but the one factor that never escapes notice is a team member's ability and desire to be punctual. Please make every effort to be ready to commence work at your assigned starting time.

Unnecessary tardiness impairs store operations, is unfair to fellow team members, and will not be tolerated. Punctuality will make the job easier for all if all team members will follow this practice.

Violations will result in disciplinary action up to and including termination of employment.

- Reporting Absences and Call-off Procedure

The Company utilizes the Hot Schedules program to its full extent, including for the Company's call-off procedure. Any team member who is unable to work his or her scheduled shift must follow the call-off procedure and receive manager approval before the team member is no longer responsible for the scheduled shift. All call offs must be for a valid reason to miss work. Management determines valid call off reasons.

All absences must be reported. Team members must notify the restaurant manager of the reason for an absence, give a telephone number where you can be reached, and inform the Company if you will be reporting for your next scheduled work shift. Only the team member can report an absence; no one else is permitted to do so. Failure to do so will be considered an invalid call-off and, therefore, subject to discipline up to and including termination.

Any team member, who falsifies his or her reason for absence, has an invalid call-off or a team member switching schedules with another team member without authorization of the manager will be subject to discipline up to and including termination from employment. All call-offs are invalid unless approved by management.

The call-off procedure is as follows:

- Team member must enter into the Hot Schedules site and begin a Shift Release (Shift releases are passive and do not notify other team members that your shift needs covered, this is the team member's responsibility)
- If no fellow team members have picked up the released shift on Hot Schedules, it is the team member's responsibility to contact all fellow team members that hold the same position to verify if a fellow team member is or is not available to pick up the released shift.
- If no team member is willing to pick up the released shift **and** the team member has contacted all fellow team members, then the team member must contact a manager. The manager must be contacted within two (2) hours of the start of the shift, or the team member will be held accountable for the shift.
- If it is discovered that a team member has not contacted ALL team members available to cover their shift, the team member will still be held accountable for the shift.

- Work Schedules / Schedule Requests

Each week, the work schedule will be posted in advance of the coming week, which runs from Monday through Sunday. All scheduling adjustments, including swaps or releases, must be made through the online scheduling site that the Company uses, Hot Schedules. Management will not accept paper schedule requests, and any team member attempting to submit a paper request will be subject to disciplinary action.

- Conflicts of Interest

It is the policy of the Company to prohibit its team members from engaging in any activity, practice, or conduct which conflicts with, or appears to conflict with, the interests of the Company, its customers, or its suppliers.

Team members are expected to represent the Company in a positive and ethical manner. Thus, team members have an obligation to avoid conflicts of interest and to refer questions and concerns about potential conflicts to a manager.

Team members may not engage in, directly or indirectly either on or off the job, any

conduct, which is disloyal, disruptive, competitive, or damaging to the Company. Prohibited activity also includes any illegal acts in restraint of trade.

Team members may not accept any employment relationship with any organization that does business with, or competes with, the Company. This prohibition on employment includes serving as an advisor or consultant to any organization of that type, unless the activity is conducted as a representative of the Company.

Team members must disclose any financial interest they or their immediate family have in any firm that does business with the Company or that competes with the Company. The Company may require divestiture of the interest if it considers the financial interest to be in conflict with its best interests.

Team members and their immediate family may not accept gifts, or any special discounts or loans from any person or firm doing, or seeking to do, business with the Company.

Team members may not give, offer, or promise, directly or indirectly, anything of value to any representative of a customer, or a potential customer in connection with any transaction or business that the Company may have with that customer, or potential customer.

Any conflict or potential conflict of interest must be disclosed to the Company. Failure to do so will result in discipline, up to and including termination.

- Outside Employment

It is the policy of the Company to allow its team members to engage in outside work or hold other jobs, subject to certain restrictions as outlined below.

The Company requires that team members' activities and conduct away from the job do not compete, conflict with or compromise its interest or adversely affect job performance and the ability to fulfill all responsibilities to the Company; such as, performing any services for customers on non-working time that are normally performed by Company personnel, or being unable to fulfill a work schedule due to conflicting schedules, etc. School schedules and extracurricular accommodations may be made for team members, if and only if there is a set, predetermined schedule for classes and/or activities.

If a team member seeks outside employment from the Company, the team member will need to complete an availability request change through Hot Schedules. If the availability request is approved through Hot Schedules, the Company will respect the team member's new availability. However, the Company does not have an obligation to grant post-hiring availability changes and reserves the right to deny the request.

Team members are not eligible for a leave of absence or sick leave if the team member maintains other employment while on a leave of absence or sick leave.

### III.) UNIFORM POLICIES

- Personal Appearance Code and Cleanliness

Ours is a business where personal appearance and cleanliness are most important factors. A well-groomed team member presents an immediate, favorable impression of both the restaurant and the products sold to the customers. The following rules must be strictly observed and adhered to.

All team members must comply and adhere to the strict uniform policy. Any team member in violation of the uniform policy will be subject to disciplinary action.

The standards outlined below apply to all team members including managers, unless specified otherwise. In the below guidelines FOH stands for Front of House team members (Host/Hostess, Servers, Food Runners, Bartenders, Bar Backs, Security). BOH stands for Back of House team members (Kitchen Staff, Expos, Bussers, Dishwashers).

- Hair
  - Styling/color – neatly groomed, clean, conservative, natural appearance
  - Length – hair must be restrained back or pulled up so that it does not fall into the face, onto shoulders/back or touch collar
    - Only exception is bartenders after 10 PM
- Facial hair
  - Must be either clean-shaven or neatly trimmed and maintained
- Nails
  - Must be neatly trimmed; clean - use nail brushes as needed to remove dirt from under and around nails
  - Length – Not to exceed a half inch measured from fingertip
  - No nail jewelry or charms
    - FOH TEAM MEMBERS:
      - Acrylic nails must be properly adhered and filed, broken nails must be immediately fixed or removed
      - Polish – Natural, conservative color with no chips

- BOH TEAM MEMBERS :
    - No curl at nails, polish, nail jewelry or charms
- Body piercings
  - Permitted – Tongue bars (clear/flesh color ONLY)
  - Not permitted – Other facial Piercings must be removed; it is unacceptable to use a bandage to cover
- Jewelry
  - All jewelry must be conservative in nature and non-offensive
  - Any jewelry that could be a safety hazard must be removed
  - Earrings
    - Permitted – Post style or hoops, up to dime size
    - Not permitted – Barbells, plugs or dangles
  - Necklaces – Must be tucked into shirt; no chokers
    - FOH TEAM MEMBERS:
      - Watches are permitted
      - Bracelets and arm bands - Up to two per arm; cannot dangle, No charm bracelets; must be washable with each hand washing
      - Rings – Up to two per hand
    - BOH TEAM MEMBERS:
      - No jewelry on arms or hands, with the exception of single band ring
- Tattoos
  - Any visible tattoo cannot be racial, sexual or offensive in nature
    - If a visible tattoo is deemed inappropriate in the workplace it must be covered
    - To cover tattoos on arms, a long sleeve shirt must be worn; it is unacceptable to wear turtlenecks, or bandages to cover visible tattoos
- Shirts
  - Managers
    - Company shirt ordered through an approved vendor
      - Short or long sleeve

- Polo or button-down
  - Clean, pressed or professionally laundered
  - Ties should be long neckties (no bowties). Must be professional and work appropriate
  - Pregnant team members – Approved company maternity shirt
- Team members
  - Approved company team member shirt
  - Clean, free of stains
  - Must fit neatly
  - T-shirt underneath must be solid white, black or same color as company shirt
  - Pregnant team members – Approved company maternity shirt
- Pants
  - Managers
    - Business professional slacks
    - BOH Manager ONLY: Chef pants are also acceptable
    - FOH Manager ONLY: Skirts – can be no shorter than 4 inches above the top of the knee
    - Jeans, corduroy, leather, carpenter pants are not permitted
  - FOH TEAM MEMBERS:
    - Jeans & Color: Light or dark blue denim only; no fading, permanent creases or bleaching
      - Style:
        - Permitted – Five pocket, straight leg or boot cut; must sit on hips or waist, conservative, stitched design on pockets
        - Not permitted – Carpenter, corduroy, leather, overalls; ragged hems, tears, excessive bagginess, embellishments; cannot drag on the floor

- Shorts/skirts:
  - Can be no shorter than 4 inches above the top of the knee or no longer than 1 inch below the knee
  - Same color/style specs as jeans
- BOH TEAM MEMBERS:
  - Color – Solid color, no patterns
  - Style:
    - Permitted – Jeans, Dickies, Dockers-style, or chef pants; must be loose fit, must sit high on hips or waist
    - Not permitted – Shorts, skirts; corduroy, leather, carpenter, bell bottoms; ragged hems, tears, excessive bagginess, cannot drag on the floor
- Shoes
  - Must be certified slip resistant
  - Slip resistant overshoes are permitted only on temporary basis
  - Color
    - Managers – Solid black or brown
    - Team members - Solid black
  - Style - closed toe and heel; No more than two inch heel
  - Not permitted – cloth, canvas or unsafe rubber materials
- Belts
  - Managers
    - Color - black or brown
    - Style – Plain no designs, no rivets, no large buckles
  - Team members
    - Color – Solid black
    - Style – Conservative; must be visible
    - Permitted – Plain or small rivets/metal holes
    - Not permitted – Large buckles, designs
- Hats
  - BOH team members only; required for health code
  - Style – Approved company hat or hair restraint
  - BOH Manager: Optional unless required by health department

- Aprons
  - FOH TEAM MEMBERS
    - Required – Servers
    - Not required – Host/hostess, Food Runners
  - BOH TEAM MEMBERS
    - Please check with your manager regarding the standard in your area
- Socks
  - If visible must be solid black or solid white
  - If not visible any color is permitted
- Personal Appearance and Cleanliness
  - Breath must not be offensive
    - Breath mints – permitted; not during customer interaction
    - Chewing gum – not permitted
  - Bodily odors are unacceptable in the restaurant/bar business. You will be sent home from shifts if this becomes an issue

Management reserves the right to decide what is considered proper dress as conditions and times may dictate. It is desirable for the Company to be liberal in dress, yet conservative to the point that we maintain our high standard for which we are recognized in the industry and community.

#### IV.) CUSTOMER RELATIONS POLICIES

- Customer Relations

It is the policy of the Company to be customer and service oriented and to require team members to treat customers in a courteous and respectful manner at all times. The customer is the primary source of the Company's revenue and, therefore, the ultimate source of each team member's job security and income. All team members have an obligation to represent the Company in a positive fashion and to make customers feel as comfortable and positive as possible in their dealings with our Company. Violators will be subject to discipline up to and including termination.

- Team Member Entrance/Exit

All team members must enter the establishment through the front door entrance ONLY. Team members are expected to show up for the start of their work shift in proper Company attire and prepared to work.

Team members are only permitted to enter the store during normal business hours, unless otherwise scheduled. Violators will be subject to discipline up to and including termination.

Team members are required to leave the establishment through the front door of the building ONLY. Other doors of the establishment are not to be used for team member entrances or exits.

- Team Member Parking

In order to offer convenience to our customers and visitors, we require that you use the areas designated as team member parking areas. If personal security is a concern, an escort to your car will be provided upon request. Please contact a manager so an escort may be arranged.

Steel City Samiches and Twisted Jimmy's:

- Parking in the parking garage costs an hourly fee but guarantees no chance of a parking ticket. This is the recommended option.
- Borough parking enforcement works M-S 8am-7pm.
- Parking at the metered spots requires feeding the meters 60 cents every hour. A citation for not feeding a meter costs \$7.

Pig Iron:

- Team members are to use the rear most parking spots at all times during their scheduled shifts.

- Cellular Phones

No team member is permitted to have in his or her possession during working hours a cellular phone unless expressly authorized by the manager.

The Company does not permit personal cellular phones to be used or in the possession of a team member on Company property or when performing duties for the company, unless the phone is a part of the team members job or expressly authorized by the restaurant manager.

Managers are to never be visible while using their cell phone for work purposes.

- Smoking

Smoking is NOT permitted at any time before, during, or after your scheduled work shift. There is a strict no smoking policy while on the clock for the Company and while in work uniform.

Cigarettes and/or tobacco products are not to be seen in the restaurant or bar areas, including but not limited to in your hands, mouth, behind ears, etc. Any team member having a cigarette or tobacco products visible on the Company's property will be subject to disciplinary actions.

- Telephone Calls and Electronic Devices

Whenever you answer a telephone, you are representing the Company. Projecting polite, friendly communication over the telephone is essential. There are some basic rules to follow when answering the telephone.

- Answer the phone within three (3) rings;
- Answer pleasantly stating the name of the company and your name;
- Help the caller even if the caller is upset, never become irritated to the point of being rude on the telephone;
- Make sure the caller receives the information he/she has requested even if you cannot assist the caller personally;
- When transferring a call, make sure the caller gets an answer or assistance rather than just transferring and assuming the person you are transferring to, is available to take the call.

The Company telephones and electronic devices are for business use only. The

Company phones are not intended to be used for personal calls of our team members. Team members should not use Company communications services and equipment for personal purposes except in emergencies or when personal use is unavoidable. Any team member making unauthorized long distance calls and/or "charge per call" 900 numbers will be subject to termination of employment.

All Company communications services and equipment, including the messages transmitted or stored by them, are the sole property of the Company. The Company may access and monitor team member communications and files as it considers appropriate. Communications equipment and services include mail, e-mail, courier services, facsimiles, telephone systems, personal computers, computer networks, on-line services, Internet connections, computer files, video equipment, cellular phones, electronic tablets, and bulletin boards.

Only team members specifically authorized by the Company may access the Internet. All computer communications are subject to Company inspection and are not permitted to violate Company policy. Games are not permitted to be used on company computers. In addition, team members should not duplicate or download from the Internet or from e-mail any software or materials that are copyrighted, patented, trademarked, or otherwise identified as intellectual property without express permission from the owner of the material. When appropriate Internet material or e-mail files are downloaded, they should be scanned using the Company's antivirus software.

The Company will not accept or distribute personal mail sent on behalf of team members.

Team members should ensure that no personal correspondence appears to be an official communication of the Company since team members may be perceived as representatives of the Company and, therefore, damage or create liability for the Company. All outgoing messages, whether by mail, facsimile, e-mail, Internet transmission, or any other means, must be accurate, appropriate, and work-related. Team members may not use the Company's address for receiving personal mail or use Company stationery or postage for personal letters. In addition, personalized Company stationery and business cards may be issued and used only by authorized representatives of the Company.

Improper use of Company communications services and equipment will result in

discipline, up to and including termination. Improper use includes any misuse as described in this policy as well as any harassing, offensive, demeaning, insulting, defaming, intimidating, or sexually suggestive written, recorded, or electronically transmitted messages.

- Suggestions/Complaints Procedures

The Company encourages team members to make constructive suggestions for the improvement of the operation of the company. Examples of valuable suggestions include:

- More efficient ways to do a job or reduce costs;
- Improvements in product quality or customer service;
- Better methods to produce goods or services;
- Ways to reduce waste or spoilage;
- More efficient ways to use restaurant or office space;
- New sources for obtaining parts, materials, or supplies;
- Ideas for improving attendance and punctuality;
- Methods of making work areas safer, cleaner, or more comfortable; and
- Better ways to safeguard Company and team member property

Any team member who has a constructive suggestion or a complaint regarding the operation of our store is encouraged to communicate this to management. Any suggestion or complaint which is submitted to management in writing will receive due consideration and will be responded to. We intend to maintain an OPEN DOOR POLICY, because it is only through good lines of communication that we learn and grow to meet the needs of our team members, our customers, and our community.

All suggestions, once submitted, become the property of the Company. The Company will not guarantee or imply that royalties or compensation will be offered for the suggestions if implemented for the betterment of the Company.

The Company reserves the right to modify, change, or eliminate the Suggestion Program at any time.

- Media Policy

This policy exists to assure that information disclosed by the Company is timely, accurate, comprehensive, authoritative, and relevant to all aspects of the Company. Adherence to this policy is intended to provide an effective and efficient framework to facilitate the timely dissemination of information.

This media policy applies to all team members of the Company. This policy covers all external news media including broadcast, electronic, and print.

- Designation of Company Spokesperson
  - Corporate Communications is designated as the Company's principal media contact and spokesperson. This department has expertise in media relations and weighs each media inquiry to determine the best way to provide information in relationship with other information that is not yet public. Corporate Communications will convey the official position of the Company on issues of significance or situations that are particularly controversial or sensitive in nature. Among Corporate Communications responsibilities:
    - Increase public awareness and understanding of the Company, the services that we provide our communities, and our future prospects for growth.
    - Promote a positive public image of the Company and the work we do to the audiences that are important to the Company, which includes existing and prospective customers, team members and vendors/landlords as well as government officials, banks, shareholders, and our industry peers.
  - Depending on the situation, an individual external to Corporate Communications may be asked to be a spokesperson on a particular issue due to their knowledge, experience, and expertise. Corporate Communications will work with that designated spokesperson to prepare them for the media interview as needed. Preparation may include developing talking points as well as counseling, training, and practicing for the interview.
- Guidelines for Talking with the Media
  - A reporter, producer, or other news media may contact you for a number of reasons, for example:

- To get information about the Company.
  - To get information about a recent unexpected event such as natural disasters, thefts or arrests, accidents or injuries, customer or team member complaints, federal, state or local regulatory actions; etc.
  - To get information or comment about an action or event that could impact our industry, new competitive entrants, new product launches, changes in government or Company policies.
  - To get general information on a topical story in your community such as changes in local governmental officials or policies, problems or issues specific to the community you serve, etc.
- Refer all media calls to Corporate Communications. Please do not say you are not allowed to talk to a reporter or have to get permission to do so. Instead, tell the reporter: "The Company policy is to refer all media inquiries to Corporate Communications. You can reach them at 724-698-5264."
  - Whenever taking a call from the media, the same courtesy and professionalism in which we approach customers should be displayed toward the media. Please act quickly when approached by the media to ensure that the reporter's deadline is met. This is important because the way this call is handled may be the reporter's first impression of the Company and that first impression may end up in the story, published, or in the news segment broadcast. In order to promote our customer service image, it is important to respond quickly, courteously, and professionally to all media calls.
  - Please remember to contact Corporate Communications if and when the media has approached you. Even though you have referred the media, Corporate Communications will need your help to prepare a response. Do not let a reporter compel you to answer questions on the spot. It is always beneficial to prepare in advance in order to provide accurate and relevant information.
- Guidelines for Photographs and Film

- A similar process as described above will be used when someone from the media is requesting permission to take photographs or to film inside our facilities. Refer the caller to Corporate Communications. No one will be given access to our facility for a photo or filming without approval from Corporate Communications, and equally important, Corporate Communications will not give approval without talking in advance with the manager of the facility. This is a joint decision between the facility and Corporate Communications. Decisions will be based upon a number of considerations including but not limited to:
  - What does the Company have to gain from the photo and filming?
  - How much disruption will this cause to operations?
  - What is the condition of the facility?
  - Does the facility look “picture perfect” good?

- Social Media Policy

The Company is very passionate about what we do on a daily basis. At the Company we believe in open communication, and you are encouraged to tell the world about your work and share your passion. Whether you do so by participating in a blog, wiki, online social network, or any other form of online publishing or discussion is completely up to you.

However, these new ways of communication are changing the way we talk to each other and even to our consumers, target audiences, and partners.

In order to avoid any problems or misunderstandings, we have come up with a few guidelines to provide helpful and practical advice for you when operating on the internet as an identifiable team member of the Company and its brands.

- When you discuss the Company or brand-related matters on the internet, you must identify yourself with your name and, when relevant, your role at the Company. Only very few people in this company are official spokesperson for the Company or its brands, so if you are not one of them you must make clear that you are speaking for yourself and not for the Company. You can use a disclaimer like "The postings on this site are my

own and do not necessarily represent the position, strategy, or opinions of the Company and its brands." Please always write in the first person and don't use our company email address for private communications, and please consider that even anonymous postings on Wikipedia can be traced back to the Company.

- You are personally responsible for the content you publish on blogs, wikis, or any other form of user-generated media. Please remember that the internet never forgets. This means everything you publish will be visible to the world for a very, very long time. Common sense is a huge factor here. If you are about to publish something that makes you even the slightest bit uncomfortable, review it. If you are still unsure and it is related to the Company and its brands, talk to your manager or Corporate Communications.
- Just because information is on the internal network (like Hot Schedules or Schoox), it is not okay to let the rest of the world know about it. If an item features the sentence "for internal use only" then that is exactly what it means, and it is absolutely not to be forwarded to anyone who is not employed by the Company. No exceptions. Messages from management to all team members are not meant for the media.
- If you have signed a confidentiality agreement you are expected to follow it. If the judgment call is tough, about private or other issues discussed, please ask your manager before you publish or forward. Please act responsibly with the information you are entrusted with by the Company.
- Do not comment on work-related legal matters unless you are an official spokesperson and have the legal approval by the Company or its brands to do so. In addition, talking about revenues, future products, pricing decisions, unannounced financial results, or similar matters will get you, the Company, or both into serious trouble. Stay away from discussing financial topics and predictions of future performance at all costs.
- Respect your audience. Don't use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the Company's workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory (like religion or politics).

- Think about consequences. Imagine you are waiting on a table and the customer brings out a printout of a colleague's post that states that the product you were about to sell "completely sucks". Talk about a tough pitch. So, please remember: Using your public voice to trash or embarrass your employer, your customers, your co-workers, or even yourself is not acceptable - and not very appropriate or professional.
- Have you posted something that just wasn't true? Be the first to respond to your own mistake. In a blog, if you choose to modify an earlier post, make it clear that you have done so.
- Please respect copyright. If it is not yours, don't use it. It is very simple. It is that person's choice to share his or her material with the world, not yours. Before posting someone else's work, please check with the owner first.
- Don't cite or reference clients, partners, or suppliers without their approval. When you do make a reference, where possible, link back to the source.
- Be aware that others will associate you with your employer when you identify yourself as such. Please ensure that your Facebook, Linked-in, Twitter, MySpace, or any other social media profile and related content is consistent with how you wish to present yourself with customers and coworkers.
- Even if you act with the best intentions, you must remember that anything you put out there about the Company can potentially harm the Company. This goes for all internal media as well, like the intranet or any newsletters you send out. As soon as you act on the Company's behalf by distributing information, you are upholding the Company's image. Please act responsibly. If in doubt, please contact the HR Manager.

## V.) PROPERTY AND ILLEGAL OR DISHONEST CONDUCT POLICIES

- Off the Clock Policy-
  - Team members are not permitted behind the counter when off shift for any reason, regardless of situation. This means any part of the restaurant or bar behind the counter (kitchen, dish-room, storage rooms, closets, behind bar, etc.). Do not serve yourself food or beverages, cook food, get cleaning items for tables, or run dishes etc. **DO NOT TOUCH THE POS WHEN OFF THE CLOCK!**
  - It is highly discouraged to leave personal items in the hall near the time clock as you will only have access to them when on shift. This policy has no exceptions. When you are not on the clock you are not to be working no matter how simple you may feel the task is. This is a very serious issue and will not be handled lightly.
  
- Team member Discount Offer

The Team member Discount provides the opportunity for team members to enjoy the Company's product at a lesser price than typical customers; however, any abuse of this offer will potentially lead to the discontinuation of this program. The Team member Discount includes the following restrictions:

- In-house dining only, intentionally over-ordering to take out will not be tolerated and you will lose your discount privilege.
- 50% off only food items.
- Discounts are on your food only and are non-transferrable. You may not use your discount on anyone else's food, even another team member.
- Discounting cannot be combined with other specials or discounts.
- You are entitled to one meal discount per business day open to close.
- If you leave a tab unpaid overnight the discount will be removed and you will need to pay full price.

A manager must enter your discount. Do not manually enter any lesser pricing of any items. If a team member participates in entering lower prices for oneself, it will be treated as stealing the Company's property and will be treated as such through the Company's disciplinary actions.

- Team member Packages, and Bags

The Company reserves the right to inspect, without prior notice, an team member's packages or bags, (this includes bringing packages and bags, knapsacks/backpacks onto the Company premises and taking them from the Company premises). Team members are expected to exercise reasonable care to safeguard personal items of value brought to work. The Company does not assume responsibility for the loss or theft of personal belongings, and team members are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.

- Bulletin Board

The Company bulletin board is the property of the Company and only Company policies, important notices about team member activities, and pertinent laws and regulations are to be posted on the bulletin board. The bulletin board is an official means of communication with team members, and only authorized personnel will be permitted to put up, take down, deface, or alter items on the bulletin board.

The team member bulletin board postings are subject to approval of the management. Any violation of this policy will result in disciplinary action up to and including termination.

- Lost and Found Policy

All money or articles found by an team member are to be turned in to the manager even if you believe the article was discarded. Team members to whom customers turn over money or valuable articles should call a management person who will take the finder's name and address. The procedure for handling lost and found articles will include that a record must be kept with the following information:

- The date found;
- The location found;
- Finder's name, address and phone number;
- Brief description; and
- A signature line to be signed by the owner or the finder, whoever received the item.

Violations may result in termination of employment.

- Retail Theft and Damages/Civil Demand

Certain violations of our Company policy constitute a violation of state retail theft laws. Examples of those violations include, but are not limited to the theft, removal, transfer, altering of product, concealment or consumption of product or property, (or the attempt of any of the foregoing acts), without authorization and/or without first making a proper purchase. This also includes the intentional under ringing, under pricing, and incorrect weighing of merchandise, failure to charge for or collect payment for merchandise sold, improper coupon redemption, etc. The Company reserves the right to take any and all legal action against team members who violate these policies and/or laws, including criminal or civil prosecution. The Company may take civil action against team members who violate the above rules to recover damages, including the return, replacement, or payment for items taken, along with civil penalty damages in the amount of ONE HUNDRED AND FIFTY (\$150.00) DOLLARS in excess of the value of the merchandise taken.

Please be aware that team member pilferage is one of the most serious problems facing the retail food industry, and that the Company will take legal action, where appropriate, to protect the business and the job security of its team members from unlawful acts.

- Illegal Activities or Dishonest Conduct

Any on the job or off the job conduct involving illegal activity or dishonest conduct may result in termination of employment.

- Lethal Weapons Policy

The official Company policy with respect to lethal weapons is as follows: other than duly constituted law enforcement officers working on a contract basis for the Company, or a representative of the Company working under specified conditions, no officer, team member or other Company representative shall be permitted to carry or conceal any lethal weapon while on Company premises, or while conducting Company business, regardless of whether the person has a permit to carry such a weapon. For purposes of this policy, a list of lethal weapons includes, but is not limited to: pistols, revolvers, rifles, shotguns, zip guns, fire arms in general, explosives, knives with blades over four inches long, switchblade knives, straight razors, brass knuckles, bats, billy clubs, blackjacks, night sticks or other types of clubs, various weapons associated with

oriental martial arts, etc.

- Distribution of Drugs or Medicines

The Company does not distribute any drugs, medicine, or medication to team members for any reason. Please be advised that this policy is designated to protect the team member and the Company from any possible adverse reaction, which the medicine may cause. The Company shall, however, continue to treat non-threatening medical problems with items available in the restaurant's first aid kit. Qualified medical staff at a health care facility should only treat more serious medical problems, which require more than basic attention.

Do not ask your supervisor for any items such as aspirin, pain relievers, cough syrup, antacids, anti-histamines, etc., as they are not permitted to be provided in accordance with this policy. Your safety is our concern, and your cooperation is greatly appreciated.

- Relationship Policy

- Employment of Relatives policy

- The company hires and promotes based on the best qualifications and merit for every job opening. Relatives of team members may be hired and permitted to work at the same location, provided there is no direct reporting, reviewing or scheduling relationship exists, and no other apparent or actual conflict of interest exists. For purposes of this policy, a relative is defined as a spouse, domestic partner, parent, child, sibling, grandparent, grandchild, uncle, aunt, cousin, niece or nephew of a team member or of the team member's spouse or domestic partner. Relatives also include step relationships such as stepchild and stepparent and in-laws such as mother-in-law, father-in-law, brother-in-law, or sister-in-law.
- If two team members marry or become related they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other team member. Team members must manage their family relationships in the workplace.

- Non-fraternization policy

- The company expects its team members to act in a professional

manner and therefore prohibits fraternization. The company desires to avoid misunderstandings, complaints of favoritism, possible claims of sexual harassment and team member morale issues.

- The company's definition of fraternization includes, but is not limited to:
  - Socializing between two team members with a direct reporting relationship that creates potential conflict of interest or hostile work environment.
- If two team members enter into a personal relationship they may not remain in their reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other team member. Team members must make mention aware of any such relationship.
- Manager / Team Member Dating Policy
  - The Company strongly believes that a work environment where team members maintain clear boundaries between team member personal and business interactions is most effective for conducting business and enhancing productivity. Although this policy does not prevent the development of friendships or romantic relationships between co-workers, it does establish boundaries as to how relationships are conducted during working hours and within the working environment.
  - Individuals in supervisory or managerial roles, and those with authority over others' terms and conditions of employment, are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, and their ability to affect the terms and conditions of employment of individuals in subordinate positions.
  - This policy does not preclude or interfere with the rights of team members protected by the National Labor Relations Act or any other applicable statute concerning the employment relationship.
- Team Member Expectations
  - During working time and in working areas, team members are expected to conduct themselves in an appropriate workplace manner that does not interfere with others or with overall productivity.

- During nonworking time, such as breaks, and before and after work periods, team members engaging in personal exchanges in non-work areas should observe an appropriate workplace manner to avoid offending other workers or putting others in an uncomfortable position.
  - Team members are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate by a reasonable person while anywhere on company premises, whether during working hours or not.
  - Team members who allow personal relationships with co-workers to adversely affect the work environment will be subject to the appropriate provisions of the Company's disciplinary policy, including counseling for minor problems. Failure to change behavior and maintain expected work responsibilities is viewed as a serious disciplinary matter and will be approached as such.
  - Team member off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace. An exception to this principle, however, is romantic or sexual relationships between supervisors and subordinates.
- Manager Expectations
    - Any supervisor, manager, executive, or other company official in a sensitive or influential position with the Company must disclose the existence of a romantic or sexual relationship with another co-worker. Disclosure must be made to the owners. This disclosure will enable the Company to determine whether any conflict of interest exists because of the relative positions of the individuals involved.
    - When a conflict-of-interest problem or potential risk is identified, the Company will work with the parties involved to consider options for resolving the problem. The initial

solution may be to make sure the parties no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, and financial transactions are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage. In some cases, other measures may be necessary, such as transfer to other positions or departments.

- If one or both parties refuse to accept a reasonable solution or the offer of alternative position, if available, such refusal will be deemed as a voluntary resignation.
  - Failure to cooperate with the Company to resolve a conflict or problem caused by a romantic or sexual relationship between co-workers or among managers, supervisors, or others in positions of authority over another team member in a mutually agreeable fashion may be deemed insubordination and cause for immediate termination. The disciplinary policy of the Company will be followed to ensure fairness and consistency before any such extreme measures are undertaken.
- The provisions of this policy apply regardless of the sexual orientation of the parties involved.
  - Where doubts exist as to the specific meaning of the terms used above, team members should make judgments on the basis of the overall spirit and intent of this policy.
  - Any concerns about the administration of this policy should be addressed to the HR Manager.

## VI.) CONFIDENTIALITY POLICY

Team members shall not, either during or after employment with the Company, disclose or use confidential information of the Company, except as required to perform their jobs for the Company. Confidential information means any information, data, and documents relating to the Company's business that has not previously been publicly released by the owner. Some examples of confidential information include, but are not limited to the following: recipes, sales, earnings, marketing, pricing and other financial data, customer information, legal affairs, wages, and benefits.

It is the responsibility of all team members to ensure the confidentiality and security of the Company information by:

- Preventing any unauthorized attempts to access Company information.
- Reporting any unauthorized attempts to access or obtain Company Information to the owner
- Returning all confidential information and Company documents containing confidential information when you leave the employment of the Company.

Team members are prohibited from attempting to obtain confidential information for which they have not received authorization. Team members violating this policy will be subject to discipline, up to and including termination, and may be subject to legal action.

All media inquiries and other inquiries of a general nature should be referred to a manager. In addition, the owners must approve all press releases, publications, speeches, or other official declarations in advance. See the Media Policy in the handbook. Questions about team member references or other information concerning current or former team members are required to be referred to the Manager.

## VII.) COMPANY RULES AND REGULATIONS

- Conduct

Team members are expected at all times to conduct themselves in a positive manner in order to promote the best interests of the Company. It is the policy of the Company that certain rules and regulations regarding team member behavior are necessary for efficient business operations and for the benefit and safety of all team members. Conduct that interferes with operations, discredits the Company, or is offensive to customers or coworkers will not be tolerated. Team members must conform to standards of reasonable conduct. Conformity is particularly vital in our organization because the action of one team member may adversely affect the company's business operation or standing in the community, which would affect the job security and chances for job opportunities of fellow team members.

Team members will be disciplined, up to and including termination, for infractions of the Company policy including, but not limited to:

- Pilferage. (Items removed from the store, taken to the break or back room, opened, altered, utilized or consumed without purchasing in accordance with the purchase policy.)
- Granting or receiving unauthorized discounts to or from a customer or team member.
- Improper time card procedures.
- Dress code violations.
- Insubordination or failure to perform work as requested.
- Intoxication (drugs and/or alcohol) - possession, use, or sale of any illegal or non-prescribed drug on company property or working under the influence of drugs; consumption of alcoholic beverages on Company premises during work shift or working under the influence of alcohol.
- Behavior or conduct that is offensive or undesirable, or which is contrary to the Company's best interests.
- Carelessness and/or incompetence.
- Absenteeism/tardiness/invalid call-offs.
- Falsifying reason for absence
- Horseplay and fighting, threats, intimidation or use of profanity, lewd remarks or gestures to customers, team members, or management.
- Misusing, defacing, or destroying Company, team member, or customer property.
- Failure to observe safety rules and regulations, including failure to wear

- assigned safety equipment or abiding by safety rules and policies.
- Falsification of Company records or reports
  - Failing to treat customers, fellow team members, managers, or visitors in a courteous and respectful manner.
  - Misuse of Company funds.
  - Acts of discrimination and or intimidation
  - Any on the job or off the job conduct involving illegal activity or dishonest conduct.
  - Refusing to cooperate with company investigations.
  - Refusing to allow a search of handbags, packages, lockers and cars parked on company premises.
  - Deliberately restricting production/operations or encouraging others to do so
  - Violating company confidentiality policy.
  - Leaving work without permission prior to the end of a scheduled work shift.
  - Posting or circulating offensive materials
  - Failure to report to management suspicious, unethical, illegal or potentially damaging to the company, conduct by coworkers, customers, or suppliers.
  - Sleeping or appearing to sleep on the job.

Any failure on the part of any team member to comply with these policies and/or regulations will be subject to discipline up to and including termination. Discipline will remain a part of a team member's file for the duration of employment.

\*\*\*NOTE: This Team member Handbook does not constitute an employment contract. These policies are subject to unilateral change by the company at any time. If any problems or questions should arise from any of the policies and/or regulations, they should be directed to the management of the store.

Notwithstanding, anything that might be deemed to the contrary herein; The Company reserves the right to assess the severity of the misconduct or violation of policy (written or unwritten) attributed to a team member. The Company may, upon such assessment and at its discretion, implement the termination of a team member rather than implementation of progressive disciplinary action.

- Liquor Policies

These policies have been formed to protect the best interests of the team members and the business. As a first and only warning, job termination may be used as punishment when management is addressing situations in which any team member did not act in accord with the listed policies. Punishment WILL BE USED in response to all actions that disregard company policy.

- VIPs (Visibly Intoxicated Persons) Policy-
  - VIPs are identified are people who slurring speech, stumbling, acting incoherent, etc. Please don't refrain from cutting someone off or removing beverages from VIPs, and do not second-guess yourself. Also make sure you do not serve someone that another team member has cut off. Communicate with other staff when a patron may have had too much.
  - VIPs are to be treated in the same fashion as an underage person and shall not be permitted to consume or purchase any alcohol, regardless of whether or not they are a VIP coming from another establishment or have become intoxicated within our premises. Once a patron is deemed a VIP, alcoholic beverages should immediately be removed from them and they should promptly be escorted off our premises (see: Send Home Safe Policy).
  - Serving a VIP or neglecting to respond correctly when encountering one is punishable by law, the same as serving or furnishing a minor and can result in fines and citations for any and all team members involved in the situation. Allowing a VIP to continue consuming alcohol is negligent and could have the same repercussions as serving them drinks.
  
- Service Carding Policy-
  - If an ID appears fake for any reason, do not accept it even if it scans through the machine correctly. The ID must look correct in every aspect before you scan it.
  - All team members serving customers must card all patrons requesting alcohol that appear under the age of 40 years. Any time you card a patron, that card must be processed through our database to log proof of carding. Even if the patron is someone appearing under 30 years that you know and are sure is old enough to purchase alcohol legally, they still must provide a valid ID and it must get processed for proof of carding.
  - Proof of carding via our carding system is legal defense and can save you and the Company from citations or further action.

- Team member Drinking Policy-
  - Please keep in mind, just because you are now an team member you will not gain special treatment and will be handled as a customer when you are a customer.
  - Absolutely no drinking is permitted while on the clock OR before your shift.
  - Team members are not to be under the influence at all for a shift, you will be sent home and will be considered a no-show for that shift which may result in job termination. This is not discretionary. Not even one drink is acceptable.
  - Team members are to always respect their co-worker's decisions to cut them or another team member off at any point
  - Any team member who causes a "scene" if cut off or whose actions result in a complaint from another team member or a customer will lose all privileges to drink on the Company's property.
  - Any team member who attempts to self serve alcohol will be fired immediately, no exceptions.
  - Any team member who attempts to enter any part of the store behind the counter will lose the privilege to drink on the Company's property.
  
- Incident Documentation Policy-
  - All team members are required to review an Incident Documentation form so that they understand what is to be done for one before they are in a situation in which they must complete the form. They are to be completed when a problem arises, even if that said problem resolves itself.
  - The incident forms will help with keeping Lang Restaurant Group and LRG Cranberry and its team members from being held accountable for some situations.
  - The forms will be used when cutting people off, turning away VIPs, turning away underage drinkers with fake IDs, if there is an accident where a patron is injured, in danger because of their level of intoxication, etc. Do not second-guess yourself, fill out a form.
  
- Send Home Safe Policy-
  - If a patron is intoxicated to the point where they may be in danger when they leave the premises, team members must make sure they attempt to get the person to safety. Suggest contacting friends or

calling a cab. If the patron is too drunk to be helped by us or becomes dangerous to you or other team members, allow them to leave if they wish and then immediately call the 911 and report that a dangerously intoxicated person has just left.

- You MUST also fill out an Incident Report Form as well.
  - If a patron falls asleep and will not respond to attempts to wake them, call 911 and request an ambulance and a police escort to remove the patron safely.
  - Do not hesitate to call 911 if an intoxicated person leaves our premises and drives away. You never know whom they could be putting in danger by driving, a roommate, best friend, fellow team member, or a family member.
  - Never hesitate to call the police if any situation escalates beyond your control.
- One Team Policy-
    - Communicate. If you cut someone off, tell security so that they are aware of a VIP being on premises. Tell the other bartenders and security about the patron and situation so that they can also be knowledgeable of your decision. We are all on the same side. If one team member cuts off a patron, all are required to obey that decision. This also applies if a patron is banned from entering the Company's property. All team members, regardless of who this patron is, even if they are a friend, etc, must enforce a ban.
  - Last Call and End of Night Policy-
    - Last Call will automatically happen every night at 2 a.m. in accordance to the state law but can be called earlier at choice of the manager, in which case all alcohol sales are done for that night, no exceptions.
    - It is house policy that every night all purchased to-go packs of alcohol must be off restaurant property by 2 a.m. Tell patrons who purchase to-go alcohol close to 2 a.m. about this policy and encourage getting any food to go as well. No to-go beverages are to be opened for in-house consumption in any case as it is a violation of Pennsylvania Liquor Code. If a customer does this, immediately inform them that it against the law and ask them to stop drinking the beverage.
    - All in-house consumption alcohol must be consumed or thrown away by 2:30 a.m. This is state law. There are no exceptions.

## VIII.) COMPANY DISCIPLINARY ACTIONS

The following definition and classifications of violations, for which corrective counseling, performance improvement, or other disciplinary action may be taken, are merely illustrative and not limited to the following examples. A particular violation may fall in various categories, depending on the surrounding facts or circumstances.

- Group I Violations:

The list below is a non-comprehensive list of examples of Group I violations.

Commitment of any of the following Group I offenses will result in:

1<sup>st</sup> Offense: Written Warning

2<sup>nd</sup> Offense: Suspension

3<sup>rd</sup> Offense: Termination

- Excessive tardiness and/or absenteeism
- Unsatisfactory job performance
- Interfering with another team member's job performance
- Failure to observe working hours, such as the scheduled starting time or given end time
- Failure to obtain coverage of a scheduled shift or notify management of absence within the two (2) hour call-off time frame.
- Unauthorized use of company telephone, internet, and equipment for personal usage
- Smoking on company property
- Discourteous, inattentiveness, or unprofessional treatment of customers or team members
- Violation of dress code, personal hygiene, or appearance policies
- Failure to follow instructions or failure to complete work assignments that are responsible for the job description
- Solicitation, distribution, or posting of materials or notices without prior written authorization from the owner
- Loitering or loafing during work hours
- Interfering or interrupting the business operations while off of the clock
- Failure to report to the supervisor, the personal use of prescribed medication, which may affect job performance
- Improper use of Lang Restaurant Group or LRG Cranberry
- Two or more absences in a 90 day period
- Violation of the personal cellular phone policy
- Failure to suggestive sell products, programs, and promotions as mandates by management

- Knowingly failing to report unsafe or unsanitary conditions
- Absence from work assignments without reasonable excuse.  
Documentation of the reason absence is required of the individual, cosigned by a manager
- Group II Violations:

The list below is a non-comprehensive list of examples of Group III violations:

Commitment of any of the following offenses:

1<sup>st</sup> Offense: Termination without notice

- Fighting on company premises
- Repeated occurrences of related or unrelated minor violations, depending upon the severity of the violation and the circumstances.
- Bringing firearms, weapons, or drugs of any kind onto the company property.
- Deliberately stealing, destroying, abusing, or damaging company property, tools, or equipment, or the property of another team member or customer.
- Willful disregard for company policies and procedures.
- Willful falsification of any company records
- Giving away products without charge or at a discounted charge
- Violation of any federally regulated liquor policies noted in Liquor Policy section of this handbook
- Engaging in immoral conduct or indecency in the facility
- Physical or verbal mistreatment of the customers or fellow team members
- Removing, destroying, or consuming property of the facility or other team members
- Reporting to work under the influence of alcohol or drugs
- Possession or use of alcoholic beverages or drugs (unless medically indicated by a written doctors order) on the facility property
- Sleeping during work hours
- Falsifying information or intentional omission of required information on team member applications or interviews
- Job abandonment
  - Examples: No call or no show for a scheduled shift; leaving work before end of shift without permission from supervisor
- Soliciting or exploiting customers or fellow team members for own personal gain
- Sexual harassment
- Placing any pictures of customers or team members at workplace taken

- o via personal cellular phone or other means on social media websites
  - o Discussing or releasing information concerning the customers, team members, or business financial records
  - o Negligence of work assignments
  - o Engaging in obscene, abusive language and/or malicious gossip of any team member, customer, or visitor and/or spreading rumors or harassing fellow team members
  - o Punching the time card for another, having another person punch your time card, or giving inaccurate information on your time card
  - o Failure to carry out a direct order from a supervisor, except where the team member's safety may reasonably be jeopardized by the order.
  - o Discriminatory conduct or actions against any other person
  - o Intimidation toward customers, staff, or visitors
  - o Violation or neglect of safety rules, or contributing to hazardous conditions or injury to a customer or team member
  - o Defacing company property
- Disciplinary Policy
    - o Written Warning
      - The written warning defines the problem and how it may be corrected. The seriousness of the problem is again emphasized, and the written warning shall indicate that probation or termination may result if improvement is not observed.
      - Written warning becomes part of the team member's personnel file, although the owner/manager may direct that the written warning be removed after a period of time, under appropriate circumstances.
    - o Suspension
      - Three days to a week suspension **without pay** may be justified when circumstances of a serious incident in which the team member was allegedly involved.
      - In implementing a suspension, a written report should set forth the circumstances justifying the suspension. Such a report shall become part of the team member's personnel file. Legal action may be taken in such cases that the police or attorneys need to be involved.
    - o Termination
      - All concerned will treat terminations in a confidential, professional

manner. The owner/manager must assure thorough, consistent, and evenhanded termination procedures. This policy and its administration will be implemented in accordance with the Company's equal opportunity statement.

- Terminated team members are entitled to receive all earned pay.
- Employment with the Company is normally terminated through one of the following actions:
  - Resignation: Voluntary termination by team member. See the Voluntary Termination noted in the Attendance Policy section of this handbook.
  - Dismissal: Involuntary termination for substandard performance, misconduct, or violation of the Company's policies.
    - Substandard Performance: A team member may be terminated if his or her performance is unacceptable. The owner/manager shall have counseled the team member concerning performance deficiencies, provided direction for improvement, and warned the team member of possible termination if performance did not improve within a defined period of time.
    - Misconduct: An team member found to be engaged in activities such as, but not limited to, theft of company property, insubordination, conflict of interest, violation of liquor policies, or any other activities showing willful disregard of company interest or policies, will be terminated immediately. Legal action may take place if needed depending on the circumstances.
- Layoff: Termination due to reduction of the work force or elimination of a position.
  - Termination resulting from misconduct shall be entered into the team member's personnel file. The team member shall be provided with a written summary of the reason for termination.
- Layoff: Termination due to reduction of the work force or elimination of a position.
  - When a reduction in force is necessary if one or more positions are eliminated, team members will be identified for layoff after evaluating the following factors:
    - Company work requirements
    - Team member's abilities, experience, and skill
    - Team member's potential for reassignment within the organization

- The owner/manager will personally notify team members of a layoff. After explaining the layoff procedure, the team member will be given a letter describing the condition of the layoff.
- Termination Processing Procedures
- On the final day of employment, the owner/manager must receive all keys and company property from the team member. Legal action will take place if the company's property is not returned.

## IX.) HAZARD, ACCIDENTS, AND EMERGENCY POLICIES

- Hazardous Machinery

In accordance with federal and state laws, no team member under the age of 18 is permitted to operate, set up, clean, repair, or assist in the operation of the following machinery.

- Meat slicer
- Deep fryers
- Mixers
- Ovens

Violations of this policy will result in termination from employment.

- Accidents and Emergencies

Occasionally, and despite every precaution, an accident or emergency may occur. When something out of the ordinary happens, keep calm, give necessary assistance as required, and follow the instructions of management at the scene. IN CASE OF AN ACCIDENT INVOLVING A TEAM MEMBER: Report all injuries which occur on the job to your supervisor.

If the injury is not minor, arrangements will be made for additional medical treatment to whatever extent the situation requires.

The company takes every possible precaution to eliminate accidents. These precautions include efforts to increase your awareness of accident hazards and of the opportunities for accident prevention through your involvement. If you feel there is a particular area, which could be the scene of an accident, please report it to a member of management at once. If the area contains an immediate accident hazard, such as a liquid spill on the floor, you should accept responsibility for the elimination of the hazard. DO NOT WAIT FOR SOMEONE ELSE TO TAKE CARE OF IT. Other emergencies are subject to specific guidelines, which vary by incident and locations. Your manager will advise you in other training sessions of what action you should take in the event of each such emergency.

- Robberies

In any situation that involves money, there is always the possibility of a robbery. The following are some guidelines to remember in such a situation:

- DO NOT TAKE CHANCES ...OBEY THE INTRUDER!
- Make mental notes of the intruder's description. After the intruder has left and you have contacted the police, write down physical descriptions and any characteristics you noticed.
- Call the police immediately after the intruder leaves the store. (Do not call 911 while the robbery is in progress as this could result in unnecessary injury to team members and/or customers.)

- Security Video Cameras

Cameras are used throughout the Company premises to record and monitor activity in the store.

- Fire Emergency Procedures

In case of a fire, the following procedures must be followed:

- Your safety comes first - leave the fire area immediately. Do not attempt to extinguish the fire yourself.
- Contact the manager to advise him or her of the fire and its location.
- Use your best judgment as to whether or not it is necessary to leave the building. If it is required that you leave the building, remain in the front of the store so that the Company may account for you when verifying that all team members have vacated the building.
- If evacuation from the building is necessary, do not re-enter the building unless authorized by the fire/police department(s) or your store manager.

If you have any questions regarding the fire emergency procedure, please address them to your manager. A full and complete copy of the fire emergency procedure plan is available for your review and may be obtained from the office.

- Fire Prevention

- Nothing may be placed or stored on or near heating, refrigeration, or electrical equipment.
- Fire extinguishers and electrical boxes must not be blocked or covered.
- Team members shall be familiar with the location of the exits.
- Exit aisles and doors must not be blocked or locked.
- All electrical equipment such as ovens, fryers, slicers, etc., shall be turned off when not in use.
- Extension cords shall not be used unless expressly authorized by management.

## X.) LEGALLY/FEDERAL REGULATED POLICIES

- No Solicitation/Distribution Policy

In order to maintain the efficiency of our team member work force and in the interest of the convenience and the continued good will of our customers, the Company has adopted the following policy.

Non-team members - Non-team members may not engage in solicitation or distribution or sale of merchandise to team members within the store at any time for any purpose.

Store Team members - Team members may not engage in solicitation or distribution of literature on store property for any purpose when any party to the solicitation is on "Work Time". "Work Time" means time when team members are to be performing their job duties, but does not include meal times or recognized "break" times whether or not the team member may be paid during such times.

Team members of the Company may not sell merchandise (other than as per job duties) or engage in distribution of materials (including literature) in any customer area or "Working Area" of the store. "Working Area" means the areas of the restaurant where team members perform their job duties and includes all office and storage areas. This rule does not apply to authorize facility promotional activities such as the distribution of informational literature or promotional materials to customers.

- Political/Religious Activity on Store Premises

The Company maintains a long-standing position of political / religious neutrality. In accordance with that position, the Company does not allow any form of political / religious motivated activity to take place on its store premises. This policy is enforced uniformly without regard to the nature of the activity or the party affiliation of the would-be users.

The following is a statement of the Company's position:

No political/religious rallies, demonstrations, speeches, campaigning, soliciting, pamphletting, leafleting, posting of politically/religiously oriented or politically/religiously motivated activity of any nature is permitted on the company's premises, regardless of content or party/religious affiliation, if any. Including the

wearing or exhibiting of visible politically and/or religious paraphernalia.

- Family Medical Leave Act Policy

If applicable under Federal law, team members who have been employed for at least one (1) year and for at least 1,250 hours during the preceding twelve (12) months period are eligible for family medical leave. For team members not eligible for family medical leave, the Company will review business considerations and the individual circumstances involved. Team members will return to the same or equivalent position upon completion of family medical leave.

Family or medical leave will consist of appropriate accrued paid leave and unpaid leave. If leave is requested and approved for any of the reasons listed below, the team member may use all of his or her accrued paid leave (such as vacation leave, personal days, and disability leaves). The remainder of the leave period will then consist of unpaid leave.

All team members who meet the applicable time and hours of service requirements may be granted family or medical leave consisting of appropriate accrued paid leave and unpaid leave, for a period of twelve (12) work weeks for the following reasons:

- The birth of the team member's child and in order to care for the child;
- The placement of a child with the team member for adoption or foster care;
- To care for a spouse, minor child, or parent who has a serious health condition; or
- A serious health condition that renders the team member incapable of performing the functions of his or her job.

The entitlement to leave for the birth or placement of a child for adoption or foster care will expire twelve (12) months from the date of the birth or placement.

In all cases, an team member requesting leave must request such leave in writing. The application may be obtained from your immediate supervisor or the office and must be filled out completely. A Medical Verification Certification form may be required and must be fully completed by your health care provider and returned to the Company within fifteen (15) days of being notified of requirement. In addition, any prior team member absence deemed by applicable law to be FMLA leave will be charged / credited toward an eligible team member FMLA entitlement regardless of whether or

not an application for FMLA leave was submitted.

An team member intending to take family or medical leave because of an expected birth or placement, or because of a planned medical treatment, must submit a request, in writing, at least thirty (30) days before the leave is to begin. If leave is to begin within thirty (30) days, an team member must give notice to the owner as soon as the necessity for the leave arises.

If the team member is needed to care for a spouse, child, or parent with a serious health condition, the certification must so state, along with an estimate of the amount of time the team member will need. If the team member has a serious health condition, the certification must so state, along with an estimate of the amount of time the team member will need. If the team member has a serious health condition, the certification must state that the team member cannot perform the functions of his or her job.

During a period of family or medical leave, an team member will retain their existing Company sponsored health care benefit plan, if eligible, under the same conditions that applied before leave commenced. To continue health coverage, the team member must continue to make any contributions that he or she made to the plan before taking leave, if applicable.

An team member eligible for family medical leave will be restored to his or her old position or to a position with equivalent pay, benefits, and other terms and conditions of employment, unless the team member would have been subject to a layoff or reduction during the period of the leave. The Company cannot guarantee that an team member will be returned to his or her original job. The Company will make a determination as to whether a position is an equivalent position.

The Company reserves all rights of judgment on all requests of the Family Medical Leave Act, providing it is in compliance with the regulations.

While on Family Medical Leave team members are not permitted to actively engage in or acquire employment with another employer.

- Compensation

If you suffer a work related injury, or suffer from a condition, which you believe may be work related, you may be entitled to benefits including (but not limited to) medical treatment. If you suffer a work related injury, your employer and/or its insurance company must pay for your reasonable and necessary medical treatment related to the

injury. However, in order to insure payment for the treatment you receive, you have certain obligations and duties to satisfy:

- You must always report your injuries to your employer PROMPTLY!
  - A list of physicians/health care providers is posted in the store. If you require treatment, you must treat with one of the listed providers for ninety (90) days from your initial visit. If you do not treat with one of the listed providers, your employer is not liable to pay for the treatment during that initial ninety (90) day period.
  - If you still require treatment after the initial ninety (90) day period, you may seek treatment with any licensed physician or practitioner of the healing arts ("provider") which you choose. However, you should notify your employer within five (5) days of your first visit to a chosen provider each time you elect to treat with a new or different provider. If you fail to so notify your employer, you may lose your right to payment for treatment rendered during the period that notice is not given. Please note that a provider who you choose for treatment must file periodic reports with the employer. An initial report must be filed within ten (10) days of the initial treatment, and thereafter, the provider must file a monthly report so long as treatment continues. The employer will not have to pay for the treatment until the required reports are filed.
  - If you are faced with a medical emergency, you may secure treatment from a practitioner of the healing arts of your choice.
- Sexual Harassment Policy

It is the policy of the Company to promote a productive work environment and not to tolerate verbal or physical conduct by a team member, which constitutes sexual harassment. Team members are expected to act in a positive manner and contribute to a productive work environment that is free from sexual harassment.

Behavior that can constitute sexual harassment:

- Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and/or other verbal, visual, or physical conduct of a sexual nature where:
  - Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
  - Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or,

- Such conduct has the purpose or effect of unreasonable interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- Such conduct may also include actions by members of the team member's own sex. Thus, no manager, supervisor, or other team member shall threaten or suggest, either explicitly or implicitly, that another team member or applicant's refusal to submit to sexual advances in any form will adversely affect that person's employment, performance evaluation ratings, wages, compensation, advancement, assigned duties, or any other term or condition of employment. In addition, offering, promising, or granting favored treatment to any other team member or applicant for employment as a result of that person's engaging in or agreeing to engage in sexual conduct, as well as seeking in any way to make the performance of a person's job more difficult because of that person's sex or the refusal of that person to submit to sexual advances is strictly prohibited.
- The following behavior is also prohibited: physical assaults of a sexual nature; other unwanted and unnecessary physical contact with another team member; unwelcome propositions or sexual flirtations; direct or subtle pressure or requests for dates or sexual activities; verbal abuse of a sexual nature, including but not limited to inappropriate verbal comments about an individual's body or sexual activities; the inappropriate use of sexually explicit or offensive language in discussions with or to describe an individual; sexually explicit or offensive jokes; and the display in the workplace of sexually suggestive objects or pictures.

Sexual harassment will not be tolerated in the work place. The policy of the Company is that all team members or applicants for employment are entitled to a safe and non-discriminatory work place, free of improper conduct, regardless of the source. If any such physical or verbal conduct takes place, the offended individual must inform the restaurant manager or owner(s) so that the problem can be investigated immediately.

The management is committed to maintaining a work place free from sexual harassment. Any team member who believes that a team member's or a non-team member's actions or words constitute sexual harassment has a responsibility to report or complain about the situation as soon as possible.

The Company will investigate all allegations of harassment in as prompt and confidential manner as possible and will take appropriate corrective action when warranted. Any team member who is found, as a result of such an investigation, to have engaged in harassment or discrimination in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of employment. Furthermore, retaliation in any form against an team member or applicant who exercises his or her right to make a complaint under this policy or who cooperates in the investigation of any such complaint is strictly prohibited, and will itself be cause for appropriate disciplinary action.

Any team member, supervisor, or manager who is found to have engaged in sexual harassment of another team member will be subject to appropriate disciplinary action, up to and including termination.

- Productive Work Environment

It is the policy of the Company to promote a productive work environment. The Company will not tolerate verbal or physical conduct by a team member, which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment. Team members are expected to act in a positive manner and contribute to a productive work environment that is free from harassing or disruptive activity. No form of harassment, intimidation, or violence will be tolerated.

The Company wants all of its team members to be able to work in a secure and dignified environment. This means that team members should be free from harassment, including but not limited to:

- The threat or suggestion that your job, advancement, assignments, wages, etc., depend on whether or not you submit to sexual demands, tolerate harassment, intimidation, or violent conduct;
- Retaliation against team members for complaining about sexual harassment or a hostile environment (i.e., harassment, intimidation, or violence).
- Harassment, intimidation, or violent conduct of any nature will not be tolerated in the work place. The policy of the Company is that all team members are entitled to a safe and non-discriminatory work place, free of improper tensions such as those created by ethnic, sexual, or religious

remarks, threats (physical, verbal, or visual), or inappropriate language or conduct, regardless of the source. If any such physical or verbal conduct takes place, the offended individual must inform the restaurant manager or owner(s), so that the problem can be investigated immediately.

The management is committed to maintaining a work place in a non-hostile environment, which is free from harassment and intimidation. Any team member who believes that a team member's or a non-team member's actions or words constitute unwelcome harassment has a responsibility to report or complain about the situation as soon as possible.

All complaints of harassment or intimidation will be investigated in a timely, impartial, and confidential manner, to the greatest extent possible. Team members are required to cooperate in any investigation. Retaliation against any team member for filing a complaint or for participating in any investigation is strictly prohibited.

Any team member, supervisor, or manager who is found to have violated this policy will be subject to appropriate disciplinary action, up to and including termination.

## XI.) GENERAL POLICIES

- Team members must advise friends and relatives that people may not visit with them or distract them while the team member is working.
- No team member is permitted to moonlight in the food industry in competition within the Company's competitive area, unless expressly authorized by the restaurant manager.
- Our customers are entitled to our team members' complete attention. Team members are not to engage in conversation with other team members and ignore the customer. Customers deserve your full attention, as they are the reason we are here.
- If a team member cannot handle complaints or answer questions from customers in a courteous, satisfactory manner, the team member should call a manager.
- Only management personnel may check and sign for merchandise delivered, unless expressly authorized by the restaurant manager.
- Maintaining a safe working environment and preventing injuries is the Company's responsibility as well as the team members'.

The Company is concerned about meeting its responsibilities for safety. Members of management inspect facilities regularly and any recommendations made by them are carefully evaluated. If you observe any unsafe working conditions, it is your responsibility to report them immediately to your supervisor. Every team member should be aware of safety and working safety. Remember, accidents don't just happen - they are caused.

# LANG RESTAURANT GROUP

## TEAM MEMBER HANDBOOK ACKNOWLEDGMENT FORM

This Handbook will be updated from time to time. Management reserves the right to add to, delete from, and otherwise modify this Policy at any time.

Is there anything within this Handbook that you do not understand or would like to have clarified?

Yes \_\_\_\_\_

No \_\_\_\_\_

I have read and understand the attached rules and regulations this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

I have been provided with a copy of these policies and I am aware that this signed statement will be placed in my personnel file.

I understand that this handbook modifies and replaces all previous handbooks in its entirety, including any prior policies or procedures.

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(Print Name)

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(Signature)