



University of Beer – Roseville

EMPLOYMENT HANDBOOK

Let us build a great and enduring company—the kind we are proud to work for, and our guests cannot stop talking about.

Highlighted sections have undergone changes or additions since the last edition.



University of Beer Employment Handbook

Welcome Letter

Welcome to TEAM UOB. We look forward to the opportunity to work with you.

Our continued success in providing the highest quality experience to our guests depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning the Company and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, talk to your trainers, manager, or contact Human Resources (HR) for assistance. HR information is at the bottom of every page of this handbook. We are all here to help you succeed.

Once again, welcome to University of Beer!

Sincerely,

Team UoB



University of Beer Employment Handbook

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If you have any questions regarding Company's policies, please contact **Human Resources (HR):** HR@theuob.com • (916) 996-3494 • 3188 Industrial Blvd, West Sacramento, CA 95691



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University of Beer Employment Handbook

1 INTRODUCTION

This handbook is designed to help employees get acquainted the Company. It describes our values, culture, beliefs, policies, and some of the basic terms and conditions of employment with the Company. **Employees are expected to read this handbook carefully. Employees must know and understand this handbook's contents.**

The Company reserves the right to make changes to this handbook. Employees are responsible for acknowledging, knowing about, and understanding those changes once they have been disseminated. The Company also reserves the right to interpret the provisions of this handbook. For this reason, employees should check with Human Resources ("HR") to obtain information regarding specific employment guidelines, practices, policies, or procedures.

Employees should not interpret anything in this handbook as creating a contract or guarantee of continued employment. In addition, this handbook is not intended to cover all possible situations that may arise in your employment relationship with the Company.

This handbook is the property of the Company, and it is intended for the personal use and reference by employees of the Company. Distribution outside the Company is prohibited.

1.1 RULE #1: DON'T HESITATE TO ASK

If you are not 100% certain that you know a policy, ask your manager, Human Resources, or consult this Handbook. It is impossible for the Company to write down every scenario or interaction that will occur on the job. As such, we rely on you to ask good questions, clarify procedures, and ask for feedback to ensure you have the tools to succeed at your position. DON'T HESITATE TO ASK. If you assume and guess wrong, it can create an inconsistent experience for our guests and staff.

1.2 DEFINITIONS

Management Team: The Owner(s) and Officers of the Company, General Manager(s), and Assistant Manager(s).

Manager: The General and/or Assistant General Manager(s). Managers are exempt employees. As such, all sections referring to employees or exempt employees of Company also apply to Managers.

Workday: The workday begins at 4:01 AM ends the following day at 4:00 AM.

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Workweek: The workweek at the Company begins at 4:01 AM Monday and ends the following Monday at 4:00 AM.

Work year: The work year at the Company begins at 4:01 AM on January 1 and ends the following January 1 at 4:00 AM.

Human Resources (HR): Company works with professionals to perform many services, including but not exclusive to, payroll, record keeping, employee development, recruitment services, training, legal services, and employee benefits on behalf of and for the benefit of Company and its owners, managers, and employees. In most cases, Human Resource professionals are independent contractors and not employees of Company.

Human Resources professionals work for, or in conjunction with, the Company and its legitimate business interests. HR professionals are not attorneys, doctors, or therapists; therefore, employees should have no reasonable expectation of confidentiality when communicating with HR, except where legally required.

Operations: Company works with professionals to perform many services, including but not exclusive to, IT services, security, maintenance, web services, and workflow systems on behalf of and for the benefit of Company and its owners, managers, and employees. In most cases, Operations professionals are independent contractors and not employees of Company.

1.3 HANDBOOK REVISIONS

The Company reserves the right to make changes to this handbook and to any employment policy, practice, work rule, or benefit, at any time without prior notice. Employees' at-will employment can only be changed as stated in the separate "Employment at Will Policy" contained in this handbook. Any other change to this handbook or any employment policy, practice, work rule, or benefit is effective only if it is in writing and is signed an Owner of the Company. No one has the authority to make any promise or commitment contrary to what is in this handbook.

This handbook replaces all earlier handbooks and supersedes all prior policies, practices, and procedures.

1.4 HANDBOOK ACKNOWLEDGEMENT

Upon hire and upon each subsequent version of this handbook, employees of Company should sign the Acknowledgement Form at the end of this handbook, which will provide the Company with a record

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that each employee has received and read the most current version of this handbook.

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2 ABOUT UNIVERSITY OF BEER

2.1 OUR STORY

At University of Beer “UoB” our idea of relaxation is enjoying a quality brew with genuine people, so we created a beer lover’s paradise for that exact purpose.

Our passion is beer. We believe that every craft beer has a story to tell and take great pride in showcasing the diverse and extraordinary works of America’s small and independent breweries, especially those from our local communities.

Our bar features a colossal number of draft lines with beers, carefully selected to ensure a wide variety of styles—both popular and niche—and a sampling of the best local beers unique to the area. When a keg is empty, we replace it with something completely new to ensure that every visit to UoB is a unique experience.

UoB bartenders are Cicerone Certified Beertenders, a credential which ensures that the employee serving your beer is fully trained on the fundamentals of beer styles and flavors, proper pouring technique, and how to care for our equipment to ensure our guests are enjoying their beer as it was intended to be served by the brew master who created it.

2.2 OUR VISION

We aim to build a great and enduring company—the kind our people are proud to work for, and our guests cannot stop talking about.

2.3 KEYS TO OUR SUCCESS (THE 3 FUNDAMENTALS)

The restaurant industry is an honest one. Mishandle a guest’s food or drink, and they will not be back. Success will only occur if we consistently provide legendary hospitality, the kind of unique and genuine sort of personal care and attention that our guests tell stories about.

To accomplish this goal, we orient ourselves toward the following three fundamentals:

1. Customer Service
2. Quality Products
3. Great Ambiance

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2.4 CORE VALUES

Our success depends on our people. Our business can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We recognize however, that success is not measured by sales, guest counts, and numbers alone. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. Our core values embody our culture, spirit, and dedication to building a great and enduring company. They influence every decision we make and form the foundation of our measurement of success.

EXCELLENCE IS IN THE DETAILS

Excellence occurs when we commit ourselves to doing ordinary things extraordinarily well.

THERE IS ALWAYS ROOM FOR IMPROVEMENT

If we aim to create something great, we cannot stop at good enough.

TAKE RESPONSIBILITY

Success and fulfillment only come after we decide to accept responsibility.

COMPLAINTS ARE OPPORTUNITIES IN DISGUISE

If we truly resolve to create something wonderful, we must constantly seek negative feedback.

LEARN SOMETHING NEW EVERYDAY

Today's thinking will not solve tomorrow's challenges.

LEAVE THINGS BETTER THAN YOU FOUND THEM

We endeavor to add value in everything we do, rather than removing it.



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3 EMPLOYMENT POLICIES

3.1 EQUAL OPPORTUNITY EMPLOYER

It is the Company's policy to provide equal employment opportunity for all applicants and employees). The Company does not unlawfully discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity (including transgender identity and transitioning), gender expression and sex stereotyping, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information (including genetic information), family care or medical leave status, military caregiver status, military status, veteran status, marital status, domestic partner status, sexual orientation, status as a victim of domestic violence, sexual assault or stalking, enrollment in a public assistance program, engaging in protected communications regarding employee wages, requesting a reasonable accommodation on the basis of disability or bona fide religious belief or practice, or any other basis protected by local, state, or federal laws. Consistent with the law, the Company also makes reasonable accommodations for disabled applicants and employees; for pregnant employees who request an accommodation, for pregnancy, childbirth, or related medical conditions; for employees who are victims of domestic violence, sexual assault, or stalking; and for applicants and employees based on their religious beliefs and practices.

The Company prohibits sexual harassment and the harassment of any individual on any of the other bases listed above. For information about the types of conduct that constitute impermissible harassment and the Company's internal procedures for addressing complaints of harassment please refer to the Company's Policy Against Harassment and Discrimination.

This policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer, disciplinary action, and social and recreational programs. It is the responsibility of all managers and employees to conscientiously follow this policy. Any employee having any questions regarding this policy should discuss them with a Manager. If you feel you have been subject to any form of impermissible harassment or discrimination, please provide a written complaint pursuant to Company's policy on "Reporting and Investigating Harassing Conduct".

3.2 EMPLOYMENT AT-WILL

All employment at the Company is "at-will." This means that both employees and the Company have the right to terminate employment at any time, with or without advanced notice, and with or without

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cause. Employees also may be demoted or disciplined, and the terms of their employment may be altered at any time, with or without cause, at the discretion of the Company. No one other than an Owner of the Company has the authority to alter this arrangement, to enter into an agreement for employment for a specified period, or to make any agreement contrary to this at-will status. Any such agreement must be in writing, must be signed by an Owner of the Company, and must express a clear and unambiguous intent to alter the at-will nature of the employment relationship.

3.3 INTRODUCTORY PERIOD & PROBATIONARY EMPLOYEES

The term “probationary employees” is sometimes used in this Handbook/Manual to refer to those employees who are within their introductory period, i.e., the first 90 days of employment with the Company. During this time, you will learn your responsibilities and get acquainted with fellow employees. At the Company’s discretion, the introductory period may be extended for an additional period. Upon completion of the trial period, your performance will be reviewed. If your Manager finds your performance satisfactory and decides to continue your employment, you will be advised of your employment status and any improvements expected in your job performance. Completion of the trial period does not entitle you to remain employed by the Company for any definite period. During this period, as with the entirety of your employment with Company, both you and the Company are free, at any time, with or without notice and with or without cause, to end the employment relationship.

3.4 TRAINING

To help you be successful in your job you will receive adequate training. You will not be expected to be on your own until you are ready. You will participate in detailed training programs and receive training materials to help you perform your job the right way. Your trainers are considered our “best” and have been certified to train for that position. We spend considerable time and money educating our trainers to prepare each new employee for their job. We want you to be a knowledgeable and productive member of our staff.

3.5 EVALUATIONS

In addition to constant, daily feedback, all employees receive written and verbal performance evaluations at the end of their introductory period and every six months thereafter. The evaluation process is intended to let you know how well you are performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

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The evaluation process is an opportunity to identify accomplishments and strengths as well as openly discuss areas and goals for any improvement. Depending on factors such as your position and performance, you may be eligible for a pay increase. Pay increases are never guaranteed. Rewards are based on multiple factors, including (but not limited to) a person's job performance, current staffing needs, the health of the business or department, and the short and long-term goals of the organization.

3.6 WORK SCHEDULES

Schedules are prepared to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly (generally on Saturdays); however, business needs may require the Manager to adjust the schedule prior to or throughout the workweek. Employees will be notified of any changes to their schedules as soon as practicable. Each employee is responsible for working their scheduled shifts.

You should arrive for your shift with enough time to make sure you are ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins (or as so permitted by policy) and be ready to start work immediately. Employees must enter and exit through designated areas, typically the back door. Check with your supervisor for location specific policies related to entering and exiting the building.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must indicate the change on the posted schedule. The restaurant usually requires high levels of staff on or around holidays, sporting, and other special events. We expect our employees to act like professionals. This means requesting important dates off far enough in advance for our management team to properly prepare (14-days' notice) and limiting requests for time off to fewer than 14-days per calendar year. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

See "Non-Exempt Employee Attendance Policy" for additional details.

3.6.1 OUT-TIMES

Employees should be aware that scheduled out-times (the time that the schedule says that your shift ends) are estimations. No one can predict if a co-worker is going to call out sick or a large party of guests will walk-in right at the end of your shift. In the hospitality industry, we must always adapt to the needs of our guests. As such, it is often the case that managers will require employees to stay beyond their estimated out-time to ensure that business needs are met. Conversely, if business needs

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do not justify keeping an employee to the end of their scheduled shift, a manager may end the employee's shift early (commonly known as "cutting" the employee) to save on labor costs, provided the employee has worked the greater of either two (2) hours or at least 50% of their scheduled hours. An exception to this rule can be made under any of the following circumstances:

- The employee refuses to perform or unreasonably delays performing the duties/responsibilities of their position (i.e., insubordination), provided the duties are not illegal.
- There is a threat to the business or property which requires it to be shut down (such as a gas leak, flood, or natural disaster).
- The employee volunteers or requests to go home early.
- The employee is unfit for work (e.g., intoxicated).
- The employee goes home sick.

In each of these cases, the Manager must provide written record to Human Resources explaining the reasoning or necessity for the exception.

3.7 FULL-TIME/PART-TIME STATUS

An employee who successfully completes the introductory period (including any extension) and is regularly scheduled to work 30 hours per week for a period of indefinite duration, is referred to as a regular full-time employee.

An employee who successfully completes the introductory period (including any extension) and is regularly scheduled to work fewer than 30 hours per week for a period of indefinite duration, is referred to as a regular part-time employee.

Independent contractors are not employees.

3.8 EXEMPT/NON-EXEMPT STATUS

Most employees are considered non-exempt, which means they are paid an hourly wage and eligible to receive overtime, as applicable by wage and hour laws. Overtime pay requirements are set forth in the section of this Handbook/Manual entitled "Hours of Work, Overtime, and Pay Day."

Exempt employment status is typically reserved for managers who customarily and regularly exercise discretion and independent judgment in their jobs; pass certain salary tests; and are, by definition, exempt from earning overtime compensation.

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In most cases, an exempt employee must spend more than fifty percent of their time performing exempt job duties to qualify for an exemption. Any exempt employee who spends more than fifty percent of their working hours in a single pay period on non-exempt duties should contact Human Resources immediately, as their employment status may have changed, and the employee may be entitled to adjusted compensation at an hourly rate with applicable overtime.

3.9 JOB LEVELS

All employees are assigned a job level which corresponds to their position in Company's organizational hierarchy. Job levels play a large part in how the Company assigns responsibility, compensation, and access.

3.9.1 LEVEL 5: EXECUTIVE MANAGEMENT

Executive management includes any role that regularly interfaces with Owners of the Company and other primary stakeholders such as investors. Senior executive managers are typically indicated by the prefix "chief" such as Chief Executive Officer and Chief Operating Officer. Other job titles may include Vice President, Executive Chef, or Executive Director. Executives may only be appointed by Owners of the Company. Executive managers are exempt employees and not eligible to receive tips.

3.9.2 LEVEL 4: MIDDLE MANAGEMENT

Middle management is any role that customarily reports to executive management. Middle managers often have multiple teams—led by lower-level managers—reporting to them or they may be high level advisors with no direct reports. Common middle management titles include Director, Regional Director, or Regional Manager. Middle managers are exempt employees and ineligible to receive tips.

3.9.3 LEVEL 3: MANAGEMENT & ADVISORS

Management are the primary team builders and talent developers in the Company. Managers direct and control functions in an organization. Additionally, they are usually responsible for hiring, training, scheduling, coaching, rewarding, disciplining, and terminating staff. Common management titles include General Manager, Assistant General Manager, Manager, and Assistant Manager.

Advisors are non-managers with responsibilities that place them at the same level as management. For example, a bookkeeper might not have any direct reports, but the responsibility of the job demands a higher degree of access and compensation than a typical employee.

Managers and advisors may be classified as either exempt or non-exempt depending on the job

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functions. Exempt status managers are ineligible to receive tips.

3.9.4 LEVEL 2: DEPARTMENT LEADS

Department leads are non-exempt employees with an advanced knowledge of their department (e.g., front of house or kitchen). While the majority of their time will be spent on standard operations (such as preparing or serving food/beverage), leads also frequently train new associates and assist the Management Team with some administrative duties. Department leads are often given building keys and additional security clearance in the Point of Sale (POS).

Leads regularly oversee the work of staff in conjunction with the manager's direction. However, they are neither managers nor supervisors and do not possess the authority to hire, adjust compensation, discipline, promote, demote, or terminate the employment of any employee. Department leads are always non-exempt employees and typically eligible to receive tips, provided that at minimum of eighty percent of their time worked was related to customer service. Consult HR for more information on tip eligibility for department leads.

3.9.5 LEVEL 1: ASSOCIATES

Associates perform the ordinary work of the Company. They are most likely to regularly interface with our guests, serve our products, and maintain our facilities. With little exception, associates are individual contributors, meaning that they are responsible for their own work and not the work of others. Common associate job titles include barback, bartender, cook, and office assistant.

3.9.6 JOB TITLE QUALIFIERS

To indicate further distinction beyond levels, some job titles may be prefixed (or qualified) by terms indicating hierarchy within a position. Qualifiers can be found at all levels of the organization. The most common prefixes are "Senior" and "Associate".

Senior is a higher rank that distinguishes an employee as particularly skilled in their current job functions. This title most often awarded as consequence of a consistent pattern of achieving above average results. Because of their skills and knowledge, senior employees often work closely with management, acting as coaches and advisors on their teams—even if they do not technically have any direct reports of their own. Example titles include Senior Shift Lead or Senior Operations Manager.

Junior is a lower rank, typically indicating an experience or responsibility deficit. Most often, this qualifier is used to differentiate inexperienced or part-time employees from full-time, experienced employees.

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3.10 SEPARATION

3.10.1 VOLUNTARY RESIGNATION & MINIMUM COURTESY NOTICE

Although Company hopes that employment with the Company will be a mutually rewarding experience, it is understood that varying circumstances do cause Employees to voluntarily resign employment. Should this time come, Employees are asked to follow the guidelines below regarding notice and exit procedures.

Employees are always encouraged to talk with their manager before submitting a formal notice of voluntary resignation. In some cases, the circumstances that would cause the resignation may be resolvable with collaborative effort between the employee and the manager.

If voluntary resignation must occur, the employee should complete Company's form "Notice of Voluntary Resignation" (a copy of this form is available upon request from HR) and email the signed notice to their supervisor and Human Resources (HR@theuob.com). This will be considered the date of the notice of voluntary resignation. The Company will consider notice to have been given only upon receipt of this completed form. This act of notice is a courtesy and in no way is intended to infringe on the Employment-at-Will relationship between the employee and Company. However, failure to provide courtesy notice may affect the employee's eligibility for rehire and trigger a cooling-off period (see "Cooling-Off Period").

The Company requests as a courtesy to Company that employees provide a minimum amount of notice prior to resigning. This provides the Company time to find and train a replacement.

The length of the courtesy notice corresponds to the employee's level of responsibility within the organization.

- For non-bartender, non-server associates (such as barbacks, cooks, and dishwashers), Company requests a courtesy notice of two (2) weeks prior to resigning.
- For bartenders, servers, department leads, and members of the Management Team, Company requests a courtesy notice of four (4) weeks prior to resigning.
- For directors and executives, Company requests a courtesy notice of six (6) weeks prior to resigning.

Company reserves the right to provide an employee with pay in lieu of notice in situations where job or business needs warrant. Such a decision should not be perceived as reflecting negatively on the Employee, given that it may be due to a variety of reasons not known to the individual or other

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Employees.

Employees are not permitted to rescind or amend their notice of voluntary resignation once provided. Requests to rescind or amend notice of voluntary resignation only will be considered by Human Resources. An employee wishing to do so must email HR@theuob.com and explain the change. Human Resources will consider the request, the effect on the business, and provide the Employees a timely determination in writing.

3.10.2 INVOLUNTARY TERMINATION

An employee may be terminated involuntarily for reasons that may include poor performance, misconduct, or other violations of the Company's rules of conduct as set forth below. Notwithstanding this list of rules, the Company reserves the right to discharge or demote any employee with or without cause and with or without prior notice.

3.10.3 JOB ABANDONMENT

Company expects employees to report for work on-time for every scheduled shift. An employee who is unable to report to work at the designated time is required to properly notify his or her supervisor as soon as practical. Proper notification requires the employee to call their manager's cell phone and leave a message if there is no answer. All other forms of communication (such as email, text message, phone calls to the restaurant, and messenger apps) will be disregarded.

Employees who fail to report to work for three consecutive shifts without properly notifying the Company of the absence will be considered as having voluntarily resigned as a result of job abandonment. Additionally, Employees who fail to return from an approved leave of absence on the date specified by the Company will be considered as having voluntarily resigned as a result of job abandonment.

If the employee is unable to properly contact the Company for any absence, the employees should ask a representative (such as a family member or friend) to do so on the employee's behalf. If the employee or a representative is unable to contact Company due to extreme circumstances (such as a medical emergency or natural disaster that prohibits the employee or his or her representative from contacting the company within three days), the employee or the employee's representative must contact the Company as soon as practicable to explain the situation. In extreme circumstances, Human Resources will consider the explanation and its timing before determining if the voluntary resignation will be upheld.

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3.10.4 TERMINATION DUE TO REORGANIZATIONS, ECONOMICS, OR LACK OF WORK

It is possible that the Company may need to terminate an employee because of reorganizations, job eliminations, economic downturns in business, or lack of work. Should the Company consider such terminations necessary, the Company will attempt to provide all affected employees with advance notice when practical. Layoff benefits associated with such terminations, if any, will be as specified in the notice.

3.10.5 EXIT INTERVIEW

Employees who leave the Company for any reason may be asked to participate in an exit interview. This interview is intended to permit terminating employees the opportunity to communicate their views regarding their work with the Company, including job duties, job training, job supervision, and job benefits. At the time of the interview, employees are expected to return all Company-furnished property, such as uniforms, tools, equipment, I.D. cards, keys, credit cards, documents, and handbooks. Arrangements for clearing any outstanding debts with the Company and for receiving final pay also will be made at this time.

3.10.6 COOLING-OFF PERIOD

The Company may choose at its discretion to apply a cooling-off period to any person (including employees, guests, or contractors) for any reason or no reason at all, provided the reason is not illegal. During a cooling-off period, the affected person is not permitted to enter Company's establishments and participate in Company-sponsored events. Their presence at Company's establishments will be considered by Company to be trespassing. When the cooling-off period lapses, the affected person will be permitted to resume an ordinary relationship with Company. Company reserves the right to extend a cooling-off period temporarily or permanently at its discretion with or without notice to the affected individual.

Human Resources will be responsible for tracking all cooling-off periods and communicating the relevant details to on-site managers and supervisors.

3.10.7 EMPLOYMENT AT WILL

Nothing in this Guideline is intended to alter the at-will status of employment with the Company. Either you or the Company may terminate the employment relationship at any time with or without cause and with or without prior notice. The Company reserves the right to terminate any employment relationship, to demote, or to otherwise discipline an employee without resort to the above

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disciplinary procedures.

3.10.8 REFERRALS & REFERENCE CHECKS

All requests for referrals and reference checks from employment agencies or employers other than Company must be submitted in writing to Human Resources. Employees and managers are prohibited from representing the Company by delivering work-performance related referrals, reference checks, and providing letters of reference to or on the behalf of Company's former or current employees.

Sometimes, a current or former employee will ask for a specific letter of reference or character from a manager. It is Company's policy that Human Resources must approve the final draft of the letter before delivering the letter to the current or former employee. A copy of the letter must be saved into the employees' file.

3.10.9 EMPLOYMENT INQUIRIES (ANSWERING THE QUESTION: ARE YOU HIRING?)

For all inquiries related to job opportunities, employees of Company should direct those seeking employment with Company, or those following up on an already submitted employment application, to contact one of Company's recruiters. Their information is listed at the bottom of the careers page on Company's website (www.uobcareers.com).

4 SAFETY & SANITATION

4.1 GENERAL SAFETY

The safety and health of the Company's employees is a top priority. The Company makes every effort to comply with all federal and state workplace safety requirements, including the following Company workplace safety rules and regulations:

- Be cautious, especially when handling glassware, dining ware, bar equipment, and all other restaurant property.
- Follow food safety and sanitation guidelines.
- Be cognizant of the overall safety of fellow employees and guests.
- Wipe up spills immediately.
- Never run in hallways or the kitchen, always walk carefully. Even when it is busy, take small steps and pay attention.
- Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager where to purchase them.

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- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Pay special attention when using hazardous equipment such as knives, slicers, deep fryers, grills, and chemicals.
- Use a ladder to obtain hard to reach items. Do not climb on any kegs, boxes, tables, chairs, or other surfaces not intended to support your weight.
- Never try to catch a falling knife. Knives are easier to replace than fingers. The same thing goes for falling kegs and toes.
- Place broken glass in a designated broken glass area. Never in the trash can.
- Place soiled knives in a designated knife container. No one wants a surprise cut when reaching into a dirty dish pit.
- Let people know when you are carrying anything hot. Do not be shy, yell something out like, “Hot stuff coming through.”
- Do not put hot food, glass, open liquid containers, or sharp objects in front of small children.
- Use proper lifting techniques. Never lift too much. If it is uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with your legs, not with your back.
- **Physical Requirement:** Must be able to lift 85 Pounds and able to team lift/push/pull Full Kegs (165+ Pounds).
- **Chemical Safety:** All employees must be able to use all cleaning products provided by the Company in accordance with safety guidelines for each product. In the event of accidental consumption, eye contamination, or skin irritation material safety data sheets are kept on file for each cleaning product.

Each employee is expected to obey all safety rules and exercise caution and common sense in all work activities. Immediately notify a member of the Management Team if you are aware of any workplace hazards. In compliance with Proposition 65, Company will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

4.2 PERSONAL HYGIENE

We all carry disease-causing bacteria on our bodies. Bacteria can be transmitted to food, where it can make guests or other employees sick. This likelihood of transmission can be significantly reduced by ensuring you are healthy and clean.

4.2.1 IF YOU HAVE A CUT OR WOUND

- Let a Manager know immediately. You may need to be temporarily assigned to work in a non-food

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- handling area.
- Wash your hands thoroughly with soap and warm water.
 - Clean and bandage the wound.
 - Cover any wounds on your hands with disposable gloves to limit the potential for bacteria transfer to food.

4.2.2 PERSONAL HABITS

- Bathe daily and wear clean uniform.
- Do not use your pants as a hand towel.
- Do not eat, drink, or chew gum while you are working. In addition to being unprofessional, this limits potential bacteria transfer.
- Do not sneeze or cough near food/drink. Cover your mouth and nose with your hand, tissue, or turn your shoulder. Wash your hands immediately after you sneeze or cough.
- If you are sick with a fever, flu-like symptoms, or diarrhea, notify a Manager.
- Make sure all cuts and open wounds are properly bandaged and kept dry. Wear a clean disposable glove over bandaged wounds to prevent bacteria transfer.
- Wash your hands before beginning your shift and frequently throughout your shift to reduce the level of bacteria on your hands.
- Avoid touching your face and hair or placing your hands in your pockets and immediately wash your hands after you do.

4.2.3 HAND WASHING

Your role as a food handler is very important. Your personal hygiene and how you handle the food are crucial to food safety. Failure to properly wash your hands frequently and when appropriate is one of the leading causes in the transmission of bacteria, which can make people sick.

Hand washing should only be done in hand washing sinks, not food preparation sinks. If you notice that the water does not get hot, there is no soap by the hand washing sink, or the paper towel dispenser is empty, notify a Manager immediately.

Hand washing should be done:

- Before starting work;
- After using the restroom;
- After touching your hair, face or body;

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- After sneezing or coughing;
- After eating, drinking or smoking;
- After handling garbage;
- After touching door knobs or cooler handles; and
- After touching anything that could contaminate your hands.

4.2.4 HAND WASHING PROCEDURES

Proper hand washing incorporates the following steps:

1. Use warm water;
2. Moisten hands and apply soap;
3. Clean fingernails in between fingers;
4. Rub hands together for at least 20-seconds;
5. Rinse hands thoroughly; and
6. Dry hands thoroughly.

Always use disposable towels to dry your hands after washing. A sanitized or dry hand towel is never an acceptable substitute for handwashing! Employees may never wear towels on their person (around their waist, under their belts, or in their pockets). Reusable hand towels must always be kept in a clean sanitizer bucket or discarded once used.

4.2.5 GLOVES, LOTIONS, AND FINGERNAILS

Gloves are used to cover any sores, cuts, or abrasions. **GLOVES ARE NOT A SUBSTITUTE FOR HAND WASHING.** Food handlers must wash their hands prior to putting on gloves and when changing to a fresh pair of gloves.

Gloves should be changed:

- When they become worn or soiled;
- Before starting different tasks;
- After handling raw meat, fish, or poultry; and
- After at least every two hours of continued use.

4.2.6 GENERAL FOOD SAFETY GUIDELINES TO KEEP IN MIND

- Do not operate any equipment until you have been properly trained to operate it. If you are unsure

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- of the safety procedures for a piece of equipment consult a Manager.
- Clean up any liquid spills on the floor immediately. Have an employee fetch the cleaning equipment while you stay near the spill to warn passing staff and guests. Place a wet floor sign over the spill to warn other employees and or guests of the danger. Leave the sign up until the floor is clean and dry.
 - Work in a controlled and conscientious manner. Politely alert coworkers when you are opening door or coming around a corner.
 - Keep your work area neat, clean, sanitized, and organized.
 - Never directly touch food/drink with your hands.
 - While walking with a knife, walk with the blade facing down and avoid swinging your arm. Communicate with your co-workers when walking near them with a knife.
 - Place soiled knives in a designated area. Never leave dirty knives in a sink; an unaware person may suffer serious injury while cleaning dishes.
 - Do not leave food out longer than is necessary or safe.
 - Always use acceptable thawing procedures.
 - Wear slip-resistant shoes.
 - Non-kitchen employees are not allowed to touch any food or kitchen supplies while in the kitchen area.
 - Clean up and dispose of glass with designated equipment. Never touch broken glass with your hands or with cleaning towels. Discard glass in designated glass disposal containers; never discard glass in trash cans.

4.3 CRIME AND ROBBERY

If you are ever involved in a robbery, **DO NOT RESIST**. Statistics show that people, who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow employees and guests are our highest priority. Do not be a hero, always cooperate fully and do not resist!

4.3.1 COOPERATING WITH A POLICE INVESTIGATION & REQUESTS FOR CAMERA FOOTAGE BY A POLICE OFFICER

In the event that a police officer, private investigator, or similar government authority asks you for information about a crime that occurred either on premise or nearby, or makes an inquiry about our security cameras, the proper response is to direct the inquiring officer to Human Resources. Employees are not to represent the Company in any way or commit to providing Company resources, such as security camera footage without written consent from HR or an Owner of the Company.

4.4 FIRE PROTECTION

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All employees must know the specific location and operation of fire protection. The business is equipped with many fire-extinguishing systems in the ducts, hood, over the stoves and other cooking equipment that contains a dry chemical. They can be set off immediately by pulling the ring attached to each system. We also maintain handheld CO² systems (behind the bar, in the kitchen, etc.) Be very specific before setting off a fire alarm or notifying someone to take action.

If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the establishment is under “Fire Alarm Status” and it is their responsibility to leave the establishment through the nearest exit.

4.5 LIFTING & MATERIAL HANDLING

Lifting heavy items is one of the leading causes of injury in the workplace. In 2001, the Bureau of Labor Statistics reported that over 36 percent of injuries involving missed workdays were the result of shoulder and back injuries. Overexertion and cumulative trauma were the biggest factors in these injuries. Bending, followed by twisting and turning, were the more commonly cited movements that caused back injuries. Strains and sprains from lifting loads improperly or from carrying loads that are either too large or too heavy are common hazards associated with manually moving materials.

When employees use smart lifting practices, they are less likely to suffer from back sprains, muscle pulls, wrist injuries, elbow injuries, spinal injuries, and other injuries caused by lifting heavy objects. In this section, you will learn more about safe lifting and material handling.

Proper lifting procedure includes four stages:

1. Preparation
2. Lifting
3. Carrying
4. Setting Down

4.5.1 PREPARATION

Before lifting or carrying, plan out your lift. Think about:

- How heavy/awkward is the load? Should I use mechanical means (e.g., a hand truck) or another person to help me with this lift? Is it possible to break the load into smaller parts?
- Where am I going with the load? Is the path clear of obstructions, clutter, debris, slippery areas, overhangs, stairs, and other uneven surfaces? Are there closed doors that need to be opened?

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- Are there adequate handholds on the load? Do I need gloves or other personal protective equipment? Can I place the load in a container with better handholds? Should another person help me with the load?

4.5.2 LIFTING

Get as close to the load as possible. Try to keep your elbows and arms close to your body. Keep your back straight during the lift by tightening the stomach muscles, bending at the knees, keeping the load close and centered in front of you, and looking up and ahead. Get a good handhold and do not twist while lifting. Do not jerk; use a smooth motion while lifting. If the load is too heavy to allow this, find someone to help you with the lift.

4.5.3 CARRYING

Do not twist or turn the body; instead, move your feet to turn. Your hips, shoulders, toes, and knees should stay facing the same direction. Keep the load as close to your body as possible with your elbows close to your sides. If you feel fatigued, set the load down and rest for a few minutes. Do not let yourself get so fatigued that you cannot perform proper setting down and lifting technique for your rest.

4.5.4 SETTING DOWN

Set the load down in the same way you picked it up, but in the reverse order. Bend at the knees, not the hips. Keep your head up, your stomach muscles tight, and do not twist your body. Keep the load as close to the body as possible. Wait until the load is secure to release your handhold.

Important Things to Remember

- Use mechanical means (e.g., hand trucks, pushcarts, mechanical hoists/lift, etc.) when possible for heavier or awkward loads. Remember to obtain training and authorization before using a mechanical hoist/lift to lift objects.
- It is typically easier and safer to push than to pull.
- Keep loads as close to the body as possible and do not twist while lifting, carrying, or setting down a load. Nose, shoulders, hips, and toes should all be facing the same direction.
- Minimize reaching.
- As a rule, bend at the knees, not the hips.
- Get help when needed. Do not lift or carry things you do not feel comfortable with, no matter how light the load.
- Plan ahead for all parts of the lift: lifting, carrying, and setting down.

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- Try to utilize proper handholds while lifting. If an item does not have a good handhold, think of ways to remedy this, such as placing the item in a container with good handholds, creating a safe and proper handhold with an appropriate tool, etc.
- Use personal protective equipment where needed, such as gloves with good grip.
- Implement rest breaks and job rotation for frequent and/or heavy lifting.
- Place items to be lifted within the “power zone”. The power zone is close to the body, between the mid-thigh and mid-chest of the person doing the lifting. This is the area where the arms and back can lift the most with the least amount of effort.

4.5.5 WEIGHT OF OBJECTS

Heavier loads place greater stress on muscles, discs, and vertebrae.

Where possible, use mechanical means such as hand trucks or mechanical hoists/lift (if trained and authorized to do so) to transport heavy items. Ramps can be helpful in moving heavy items from one level to another. Materials that must be manually lifted should be placed at “power zone” height: about mid-thigh to mid-chest of the person doing the lifting. Ensure that proper lifting principles are used. Try to order supplies in smaller quantities and/or break loads up into smaller, lighter quantities where possible. Is the container itself heavy? Perhaps a smaller or lighter container is available. Limit weight you lift to no more than 50 pounds. When lifting loads heavier than 50 pounds, use two or more people to lift the load.

4.5.6 AWKWARD POSTURES

Bending while lifting causes several problems for the back. It adds the weight of the upper body to the weight of the object being lifted. Bending and/or reaching moves the load away from the body and allows leverage to significantly increase the effective load on the back, leading to stress on the lower spine and muscle fatigue. Carrying loads on one shoulder, under an arm, or in one hand creates uneven pressure on the spine.

Move items close to the body and use the legs when lifting from a low location to minimize bending and reaching. Ensure proper housekeeping is taking place so that you may get as close to your lifting load as possible. Store and place materials that need to be manually lifted at the “power zone”: mid-thigh to mid-chest height. This can be accomplished by placing objects on shelves, tables, racks, or stacked pallets; or by using ladders or aerial lifts where necessary to elevate yourself and minimize overhead reaching. Ensure that proper lifting principles are used, including avoiding twisting and holding the load close to the body.

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4.5.7 HIGH-FREQUENCY AND LONG-DURATION LIFTING

Holding items for long periods, even if loads are light, increases the risk of back and shoulder injury since muscles can be starved of nutrients and waste products can build up. Repeatedly exerting can fatigue muscles by limiting recuperation times. Inadequate rest periods do not allow the body time to recover.

Plan ahead when beginning work that will require high-frequency and long-duration lifting. This way, the work can be organized in such a way to minimize the time workers spend holding loads. Adequate rest breaks can be planned in, as well as job rotation between employees. This includes both rotating tasks (employees trade off on differing tasks) and teamwork (two or more employees work together doing different parts of the same activity to reduce strain). Planning can also include the pre-assembly of work items to minimize the time spent handling them during the actual work.

4.5.8 INADEQUATE HANDHOLDS

Inadequate handholds, such as boxes without handles or oddly shaped loads, make lifting more difficult, move the load away from the body, lower lift heights, and increase the risk of contact stress and of dropping the load.

Where possible, utilize handholds such as handles, slots, or holes that provide enough room for gloved hands. Try to use materials that are packaged with proper handholds (your supplier may be able to provide different containers) or move materials into containers with good handholds. Wear protective equipment to avoid finger injuries and contact stress. Ensure that gloves fit properly and provide adequate grip. Suction devices are helpful in lifting junction boxes and other materials with smooth, flat surfaces. Other tools may be available that can create temporary handles.

4.5.9 ENVIRONMENTAL FACTORS

Be aware of extreme temperatures that can affect lifting and material handling. For example, muscle flexibility decreases in cold temperatures, and hot temperatures can lead to heat stress. Low visibility or poor lighting increases the chance of trips and falls.

Do what you can to adjust work schedules to minimize exposure to extreme temperatures or low visibility. Wear appropriate clothing for the temperature in which you will be working. Drink lots of water to avoid dehydration in excessive heat. Provide proper lighting for areas with low light and try to perform work during daylight hours when possible.



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4.6 BEER KEGS & KEG ROOM SAFETY

Beer kegs are extremely heavy and must be handled with care to prevent injury. Employees must exercise caution when lifting, stacking, and moving kegs to prevent injury. **Company's policy is that all employees must be capable of lifting 85 lbs.**

Important Things to Remember:

- Always follow the 4-steps of proper lifting procedure.
- Never lift a keg by yourself that weighs more than 85 lbs. A half-barrel (15.5 gallon) keg weighs approximately 140-170 lbs. A sixth-barrel or "sixel" (5.16 gallons) weighs approximately 58-60 lbs.
- Use a mechanical hoist/lift whenever possible. Make sure to securely fasten the chains to the keg handles and stand out of the way in case the keg was to fall. (You must obtain proper training and written authorization from the Management Team before using mechanical lifts.)
- Always stack kegs using a safety spacer.
- Never stack more than one keg on top of another (i.e., no triple stacking).
- When sliding stacked kegs, never push or pull on the top keg. Place one hand on the bottom keg to apply force and use your other hand to keep the top keg steady. If you push/pull on the top keg, they will topple.
- Whenever possible, ask a teammate for help sliding/moving kegs.
- All kegs should be received and stored on safety wheels.
- Never move or slide a keg without safety wheels.
- Check the path beforehand to ensure there are no obstacles or debris.
- If kegs fall, do not try and catch them. Get out of the way – beer is easier to replace than toes.
- When receiving deliveries of kegs, employees should provide the delivery driver with Company's keg safety wheels and request the driver to place the keg on safety wheels. Employees should not lift kegs onto wheels themselves.

4.7 FOOD SAFETY & SANITATION

We strive to serve our guests food that is both delicious and safe to consume. Proper food safety protects you and other employees; protects our guests; is required by law; and is simply good business practice.

4.7.1 FOOD HANDLING TRAINING

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No later than 30 days from the start of employment, each employee will be required to present a current food handler certificate, or to take an online course in food safety which grants a food handler certificate. The Management Team may require each employee to obtain a food handler certificate by an earlier date. This certificate will supplement the following information in this section.

All Managers of Company are required to present a current Manager-level food handler certificate no later than 90 days after their appointment to Manager employment status.

4.7.2 YOUR ROLE IN FOOD SAFETY

Every employee plays an important role in food safety. Each of us must ensure that our premises are clean, sanitary, and safe. We can achieve these standards by practicing good personal hygiene, washing our hands frequently, handling all food products properly, and making sure that hot foods are kept and served hot, cold foods are kept and served cold. All surfaces throughout the facility must always be kept clean.

4.7.3 WHAT IS A FOOD BORNE ILLNESS?

A food borne illness is a disease transmitted to people from food. Most food borne illnesses are caused by microorganisms, which include bacteria, viruses, parasites, and fungi. Bacteria are the biggest threat to food safety. Once bacteria begin to grow on food, anyone eating that food may get sick.

4.7.4 POTENTIALLY HAZARDOUS FOODS

Various foods are more conducive to microorganism growth and should be handled with even greater care. These foods include seafood, meats, poultry, dairy, garlic and oil mixtures, cooked rice, sliced melons, and eggs.

4.7.5 HOW FOOD BECOMES UNSAFE

There are four primary ways that food becomes unsafe for human consumption:

- Poor personal hygiene;
- Cross-contamination;
- Time and temperature; and
- Improper cleaning and sanitizing.

4.8 DOGS & ANIMALS IN THE WORKPLACE

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Company prohibits any person from bringing a pet (a domestic animal kept for pleasure or companionship) to work or having a pet in Company's controlled buildings and premises, with three exceptions:

1. Service animals for a person with disabilities (see Service Animals).
2. Dogs under the control of a uniformed law enforcement officer.
3. As part of our Dog-Friendly Area policy (see Dog-Friendly Areas).

4.8.1 Service Animals

According to the Americans with Disabilities Act (ADA), a service animal is defined as "any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items."

A person with a disability uses a service animal as an auxiliary aid. In compliance with the ADA, service animals are welcome in all buildings on Company property and may attend any meeting or other event. There may be an exception to certain areas.

If a guest, contractor, official, or other non-employee individual attempts to bring a service animal into Company's facility, you may ONLY ask the following two questions:

1. whether the dog is required because of a disability, and
2. what work the dog is trained to perform.

Note: You may not inquire about the disability of the individual, only the specific task that the dog is trained to perform.

Employees requesting accommodation for a disability that includes a service animal must contact the Human Resources (HR) Department and complete a Documentation of Disability form (a copy of this form is available upon request from HR). All employee service animals must be registered with HR.

Requirements for all service animals and their owners include:

- All animals need to be immunized against rabies and other diseases common to that type of animal. All vaccinations must be current.
- Animals must wear a rabies vaccination tag.
- All service animals must be licensed per state law.

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- Service animals must wear an owner identification tag (which always includes the name and phone number of the owner).
- Animals must be in good health.
- Animals must be on a leash, harness, or other type of restraint always, unless the owner/partner is unable to retain an animal on leash due to a disability.
- The owner must be always in full control of the animal. The care and supervision of the animal is solely the responsibility of the owner/partner.
- The owner/partner must provide HR with information as to how the animal accommodates for the individual's disability.

Reasonable behavior is expected from service animals while on company property. The owners of disruptive and aggressive service animals may be asked to remove them from Company's facilities. If the improper behavior happens repeatedly, the owner may be told not to bring the service animal into any facility until the owner takes significant steps to mitigate the behavior.

Cleanliness of the service animal is mandatory. Consideration of others must be considered when providing maintenance and hygiene of service animals. The owner/partner is expected to clean and dispose of all animal waste.

4.8.2 Dog-Friendly Areas

Certain areas, typically patios at Company's facilities, are designated "Dog-Friendly Areas". In such designated areas, well-behaved dogs are permissible upon the following conditions:

1. Only dogs are permitted as pets in "Dog-Friendly Areas". Other pets (e.g., cats, snakes, lizards, etc.) are not permitted.
2. Pet dogs must enter from a separate patio entrance – not through the restaurant front door.
3. Pet dogs are not permitted in areas used for food preparation and that are usually open for consumers, such as dining, kitchen, and sales areas.
4. Dogs must be on a short leash (no longer than 6 ft) or confined in a pet carrier and under the full control of the pet's owner.
5. Dogs, like the owners, must be well-behaved. Company reserves the right to ask a rowdy dog (or rowdy owner) to leave.
6. Dogs that are aggressive towards other dogs, patrons, or staff will be asked to leave.
7. Dogs that are disturbing the peace by barking excessively or otherwise disturbing other guests may be asked to leave.
8. Owners are responsible for cleaning up after their pet.

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9. Company's glasses and dishes, intended for human use, should not be used for dogs. Company will maintain separate bowls for dogs.
10. Dogs are not permitted on tables, chairs, laps, purses, backpacks, or anywhere else but on the ground.

4.8.3 Touching & Feeding Animals

It is Company's policy that all pet dogs are served a bowl of fresh water and a dog treat (delivered to the pet owner) upon arrival at their table.

Employees are not permitted to touch, pet, or feed dogs. Dog treats and dog food should always be delivered to the pet owner.

Pet dog owners may not order food for their animals, unless the food is listed on Company's specific Dog Menu. All Dog Menu items should be served to the pet dog owner (not the dog), and the owner should be warned if the dish is hot, as hot food could burn the dog's mouth.

4.8.4 Reporting Dog-Related Accidents & Injuries

All dog related accidents, injuries, attacks, or bites should be immediately reported to a member of the Management Team (see "Reporting Workplace Accidents") and an Incident Report form should be delivered to Human Resources by the end of the workday (a copy of this form is available upon request from HR).

The manager or department lead on duty should obtain the contact information (name, phone number, and a copy of their ID) of the pet's owner and provide this information as part of the incident report.

4.9 ACCIDENTS IN THE WORKPLACE

4.9.1 ACCIDENTS INVOLVING EMPLOYEES

The Occupational Safety and Health and Worker's Compensation laws require you to report all on-the-job injuries, no matter how minor, to a member of the Management Team. The Manager who receives such a report should, as soon as possible, inform HR of the injury.

4.9.2 ACCIDENTS INVOLVING GUESTS

In the case of an accident involving a guest, contact a member of the Management Team immediately, so the Management Team can assess the situation.

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4.9.3 EMPLOYEE GUIDELINES INVOLVING ACCIDENTS OR INJURIES

- If an employee becomes ill, falls, or is otherwise injured - notify the Management Team immediately.
- Assist the Management Team, if necessary, in securing names, addresses, names of witnesses, and accounts of the accident.
- Do not attempt to move a person that appears to be ill or injured.
- Be alert for choking signs such as a person inability to speak, holding or pointing to the throat, coughing, etc.
- If breathing is impaired, person is unconscious, injury appears serious, etc., call 911.
- Do not make any comment on the injury or its possible cause to anyone other than the Management Team or an emergency responder.

4.9.4 WORK-RELATED INJURY

The Company, in accordance with state law, provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include:

- Medical care.
- Cash benefits, tax free, to replace lost wages.
- Job displacement benefits (for injuries occurring after January 1, 2004).

To ensure that you receive any workers' compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury to the HR.
- Seek medical treatment and follow-up care, if required.
- Complete a written Employee's Claim Form (DWC Form 1) and return it to HR (a copy of this form is available upon request from HR).
- Provide the Company with a certification from your health care provider regarding the need for worker's compensation disability leave and an ability to return to work verification from the leave.

4.9.5 REPORTING WORKPLACE ACCIDENTS

The company encourages employees to report all accidents and injuries, especially in the case of serious injury or damage to Company property. Small cuts or bruises that would not require action on behalf of the Company do not need to be reported. However, it is always best to error on the side of caution. When in doubt, report!

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The following are all examples of injuries that would require an Incident Report (a copy of this form is available upon request from HR).

- Fatalities
- Damage to the head, skull, and face
- Damage to any of the senses (e.g., partial or complete loss of hearing, sight etc.)
- Incapacitation or dislocation of limbs that hinder functionality and movement (including paralysis and amputation)
- Damage to the skin (e.g., extensive burns, bruises, or cuts)
- Blows or injuries to the spine, back and ribs
- Harm to the nervous system or loss of consciousness through electrocution, hypothermia etc.
- Poisoning
- Contamination from hazardous substances or transmission of diseases
- Any other injury that requires hospitalization or medical care

Especially when an employee needs medical coverage, the accident must be reported immediately since insurance benefits may have to be approved after the investigation.

Employees are also required to report occurrences that may not have involved injuries or victims but could be potentially dangerous in that respect if repeated. These include but are not limited to:

- Explosions
- Slippery surfaces
- Water or gas leaks
- Inadequate insulation of circuits
- Collapses of walls, ceilings etc.
- Breaking of window glasses or frames

When an employee witnesses or is involved in an incident they must report it immediately to a member of the Management Team. It is Company's policy that members of the Management Team report all accidents to Human Resources no later than 48-hours after the accident occurred. If the employee anticipates an accident due to perceived negligence or inadequate safety, they must notify a member of the Management Team or Human Resources as soon as possible so the accident can be prevented.

Depending on the incident, official forms may have to be completed and submitted. Human Resources can assist you with completing any required paperwork. The most common of these forms is an Incident Report (a copy of this form is available upon request from HR), which will ask you to provide

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specific details of the accident such as:

- The place of the accident
- The date and time of the accident
- The people involved or injured
- Their position or involvement in the accident
- Their actions immediately after the accident
- Any witnesses

The Company places a great deal of importance on this policy. All employees are obliged to comply. Any employee that is discovered to have been aware of a serious accident and failed to report it will face appropriate disciplinary consequences. When employees are the cause of an accident, they must report it immediately to minimize legal repercussions.

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4.10 RESPONSIBLE SERVICE OF ALCOHOL

As a business that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our guests' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our guests to enjoy alcoholic beverages in moderation, but if a guest shows signs of drinking too much, a manager should become informed immediately.

4.10.1 WHO CAN SERVE ALCOHOL?

Our Company's brand is tied to craft beer knowledge and education. As such, it is imperative that guests are served alcohol by expertly trained staff. Only Company's bartenders and managers are permitted pour or serve alcohol. Barbacks may deliver beverages to tables (provided they are of legal age to serve alcoholic beverages), but they may not take guest orders for alcohol.

If a guest requests to order an alcoholic beverage from you, and you are not permitted to do so, politely inform the guest that you are not yet trained on to bartend and offer to find someone to assist them with their order.

4.10.2 ALCOHOL SERVICE POLICIES

Employees who serve guests, must abide by the Company's policies on alcoholic beverage service:

1. We will not knowingly allow anyone on our staff that is under the legal drinking age to serve or dispense alcoholic beverages.
2. We will not serve alcoholic beverages to an intoxicated person.
3. We will not knowingly serve alcoholic beverages to a person under the legal drinking age.
 - a. It is our policy to card anyone who appears to be under 40 years old
 - b. We will only accept four forms of identification:
 - i. United States issued passports and passport cards
 - ii. United States issued visas
 - iii. United States military IDs
 - iv. State issued state IDs (Non-California IDs must be verified by a manager).
 - c. We will check the ID carefully to ensure the guest is over the legal drinking age; the ID is not expired; and the picture and physical description match the guest.
4. We will limit alcoholic drinks to one drink at a time per guest. If the guest wants to order drinks for friends, it is our policy to:
 - a. Verify all person's drinking and ensure they are over the legal drinking age.

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- b. Professionally and respectfully monitor the table to ensure that any underage or intoxicated guests that should be denied service are not drinking alcoholic beverages purchased by other guests.
5. We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.
6. Our staff will assist intoxicated guests in obtaining safe transportation by calling a taxi or ridesharing service (e.g., Uber, Lyft).

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5 HOURS OF WORK, BREAKS, PAY, AND TIPS

5.1 WORK HOURS

5.1.1 WORKWEEK

The workweek at the Company begins at 4:01 AM Monday and ends the following Monday at 4 AM

5.1.2 HOURS OF WORK

Each non-exempt employee will be assigned work shifts. Each work shift is not a guarantee of a certain number of hours. Non-exempt employees may be sent home before the work shift ends based on the needs of the Company. Managers will assign work schedules for non-exempt employees on the Saturday before the workweek. Exempt employees are expected to work as much of their workday as is necessary to accomplish their job responsibilities.

All non-exempt employees must accurately clock in and clock out for work using the Company's time management system. Exempt employees must report full days of absence from work due to vacation, sick leave, personal business, etc. Due to possible changes in the workforce and business needs, the Company reserves the right to change employees scheduled starting and quitting times and the scheduled number of hours worked.

Employees must begin their shifts precisely at the scheduled time. They may not clock-in early or late without approval from Management. Employees are forbidden from reporting hours other than their own or clocking in/out other employees.

5.1.3 DAY OF REST

All non-exempt employees are entitled to one day of rest per workweek. Employees are not permitted to work more than six days within one workweek.

Employees who feel they were not provided a day of rest as required by this policy should inform the Management Team.

5.1.4 HOLIDAY HOURS

All employees may be required to work on all holidays other than Thanksgiving and Christmas Day, unless otherwise advised by the Management Team. The Company does not provide paid holiday leave.

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The Company will be fully closed on Thanksgiving and Christmas. Other variations of normal hours may be made at the discretion of the Management Team.

5.2 MEAL AND REST PERIODS (BREAKS)

5.2.1 REST PERIODS

The Company authorizes and permits non-exempt employees working at least three and one-half hours in a day to take a ten-minute, off-duty, uninterrupted paid rest period for each four hours worked or major fraction thereof. The ten-minute minute period does not include the reasonable time it takes to walk to and from a break area. Employees who work more than six hours in a day may take a second off-duty, uninterrupted rest period. Employees who work more than ten hours in a day may take a third off-duty, uninterrupted rest period. Employees should take their rest periods in the middle of each work period to the extent it is practicable to do so, and not combine them with meal periods or skip them to leave work early.

Employees must inform a Manager (or a “Designated Employee” appointed by a Manager to oversee break schedules in the absence of a Manager) when they would like to take a ten-minute break. The employee may not take a ten-minute break until a Manager or Designated Employee approves it. If an employee has worked three and one-half hours and has not asked for or been approved for a ten-minute break, the employee must inform a Manager or Designated Employee that they have worked three and one-half hours without a ten-minute break. The Manager or Designated Employee will then ensure that the employee gets a ten-minute break before the employee has worked four hours. The same procedure shall be used for each additional ten-minute break the employee is entitled to in a workday.

Employees who feel they were not provided the opportunity to take all rest periods authorized and permitted under this policy should inform the General Manager.

5.2.2 MEAL PERIODS

The Company provides employees who work more than five hours in a day with an unpaid 30-minute, uninterrupted meal period starting no later than the end of the fifth hour of work. The Company provides employees who work more than ten hours in a day with a second unpaid 30-minute, uninterrupted meal period starting no later than the end of the 10th hour of work. Employees who work no more than six hours in a day may waive the first meal period. Employees who work no more than 12 hours in a day may waive the second meal period if they took their first meal period.

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Employees must inform a Manager when they would like to take a meal break. The employee may not take a meal break until a Manager approves it. If an employee has worked four and one-half hours and has not asked for or been approved for a meal break, they must inform a Manager that they have worked four and one-half hours without a meal break. A Manager will then ensure that the employee gets a meal break before they have worked five hours. The same procedure shall be used for each additional meal break the employee is entitled to in a workday.

Employees who feel they were not provided a meal period that complies with this policy should inform a Manager.

5.2.3 MEAL AND REST PERIODS ARE ENCOURAGED

Employees are entitled, encouraged, and expected to take all meal periods provided under this policy and not waived, and all rest periods provided under this policy. During meal periods and rest periods, the Company will relieve employees of all duty and will not exercise control over employees' activities. Employees are free to spend their meal period and rest period time as they choose and are not required to remain on-premises or "on-call" during off-duty meal periods and rest periods. Employees who have work-issued phones should turn those devices off while taking meal periods and rest periods.

No employee may impede or discourage employees from taking meal periods and rest periods provided under this policy.

5.3 OVERTIME PAY

5.3.1 OVERTIME DEFINITION AND RATES OF PAY

All non-exempt employees who work more than eight hours in one workday or more than 40 hours in one workweek will receive overtime pay computed as follows:

1. Overtime at the rate of 1½ times the employee's regular rate of pay for all hours worked in excess of 40 in any one workweek.
2. Overtime at the rate of 1½ times the employee's regular rate of pay for the hours worked in excess of eight hours in any one workday up to 12 hours, and for the first eight hours worked on the seventh day of work in any one workweek.
3. Overtime at the rate of double the employee's regular rate of pay for all hours worked in excess of 12 in one workday, and for all hours worked in excess of eight on the seventh day of work in one workweek.

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Only those hours that are actually worked are counted to determine an employee's overtime pay.

5.3.2 WORKWEEK AND WORKDAY

For the purposes of calculating overtime, each workweek begins on Monday at 4:01 AM and each workday begins at 4:01 AM, unless otherwise provided.

5.3.3 PRE-AUTHORIZATION

Non-exempt employees may not work overtime without the express prior approval of a Manager, absent an emergency. Non-exempt employees must seek express approval from a Manager at least 30 minutes before they are going to work overtime.

5.3.4 TIP REPORTING

The law requires employees who receive \$20 or more in tips during any calendar month to report said tips to the company. Tips are part of an employee's taxable income and failure to report accurate information may result in an employee being audited by the state and federal government.

5.4 EXEMPT TEAM MEMBER PAID TIME OFF (PTO) POLICY

The Company encourages time off from work for employees to improve quality of life. Accordingly, all eligible employees may participate in the Company's Paid Time Off ("PTO") Program. Subject to certain limitations discussed below, eligible employees may use PTO for any reason (e.g., vacation, illness, medical appointments, personal business).

5.4.1 ELIGIBILITY

All exempt employees, except for executive level employees (e.g., Chief Executive Officer, Chief Operating Officer, etc.) employed by Company are eligible to accrue paid time off. All executive level employees, hourly employees, temporary employees, contract employees, and interns are ineligible to accrue PTO. Eligible employees who receive PTO are also eligible to receive Sick Leave under the Healthy Workplaces, Healthy Families Act of 2014 ("Sick Leave").

5.4.2 ACCRUAL & PTO TIMEBANK CAP

Eligible employees accrue PTO at a rate of 1.231 hours per pay period. Eligible employees may accrue up to 32 hours of PTO per calendar year. PTO is added to the employee's PTO time bank at the end of each pay period and may carry over from one calendar year to the next, subject to the Company's PTO

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time bank cap and exceptions detailed below.

PTO will not accrue while on time off from work, including paid leave, unpaid leave, short- or long-term disability, or workers' compensation. PTO accruals recommence when the eligible employee returns to work.

The PTO time bank cap is 64 hours (eight days based on an eight-hour day). The eligible employee's PTO will stop accruing once the employee's PTO time bank reaches 64 hours. PTO accrual will recommence once the eligible employee's time bank drops below 64 hours. At no time may an eligible employee accrue more than 64 hours in the employee's PTO timebank.

5.4.3 USE & PROCEDURE

Eligible employees may use PTO hours from their PTO bank in hourly increments of no less than one hour. In the event the eligible employee has an unexcused absence from work, Company reserves the right to deduct PTO from employee's PTO time bank in one-hour increments, as necessary, to cover the unexcused absence.

Eligible employees are not permitted to borrow on future accrual of PTO.

Eligible employees may request to use PTO by submitting a written request by email to their Manager. Requests must be made at least 14 days in advance, unless the PTO is used for a legitimate, unexpected emergency. Requests must be approved by the employee's Manager in advance of the requested date(s). Typically, requests are considered on a first-come/first-serve basis. If requests are made by multiple employees for the same date(s) and Company cannot honor all requests, then Company shall have discretion, based on the needs of the Company and its business, which PTO requests may be honored. Company shall also have the right to decline PTO requests at its discretion, based on the needs of the Company and its business.

Eligible employees will not be paid for time-off taken in excess of the amount of time accrued by the employee. Eligible employees taking time off in excess of the amount of time accrued by the employee without previous permission, and if not otherwise constituting another type of leave permitted under state or federal law, may result in disciplinary action, up to and including termination.

5.4.4 PTO PAY RATE & CASH OUT

Eligible employees will receive pay at their normal base rate at the time the PTO is taken.

PTO is only eligible for cash-out/pay-out upon employee's separation with Company or employee's

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reclassification to an ineligible employment status as described above. Upon either event, Company will calculate and cash-out/pay-out employee's accrued but unused PTO time, subject to the caps above. Employee's PTO time will be paid at employee's effective hourly rate, based on a 40-hour week and 52-week year, in effect at the time the employee is separated or reclassified.

5.5 OTHER TYPES OF PAY

5.5.1 REPORTING TIME PAY

Non-exempt employees who report to work at the Company's request but are furnished less than half of their scheduled day's work, will be paid for half the scheduled day's work, without regard to the number of hours they actually worked, unless the reasons for the lack of work are beyond the Company's control. Reporting time pay will not be paid to an employee on paid standby status who is called to perform assigned work at a time other than the employee's scheduled reporting time. Reporting time hours are not counted as "hours worked" for overtime purposes beyond the time in which work actually is performed. For example, if an employee who is scheduled to work an eight-hour shift is sent home after three hours, the employee will receive four hours' pay for that day, but the fourth hour of reporting time pay will not be treated as time worked for overtime purposes.

5.5.2 CALLBACK PAY

A non-exempt employee who is called back for a second work period in the same workday and is given fewer than two hours' work will be paid a minimum of two hours' pay at the employee's regular rate of pay for the second work period, without regard to the number of hours actually worked, unless the reasons for any failure to furnish two hours of work are beyond the Company's control. Callback time is not counted as "hours worked" for overtime purposes beyond the time in which work actually is performed.

5.6 OTHER BENEFITS

5.6.1 HEALTH, DENTAL & VISION BENEFITS

Employees who regularly work more than 30-hours per pay period may be eligible to participate in Company's employer sponsored health, dental, and vision plans.

Employees who are interested in learning more about Company's Health, Dental & Vision benefits should contact Human Resources for more information. Benefits may be subject to waiting and enrollment periods.

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5.6.2 401(K) RETIREMENT BENEFITS & EMPLOYER MATCH

All employees of Company are eligible to participate in Company's 401(K) plan after 90-days of employment. Contact Human Resources for additional information on how to enroll, investment options, and employer matching specifications.

5.6.3 SOCIAL SECURITY (FICA/MEDICARE)

All employees are eligible for United States Social Security retirement and Medicare benefits. The Company matches employee contributions to Social Security and Medicare. If you have questions about Social Security or Medicare, contact the local office of the U.S. Social Security Administration.

5.6.4 WORKERS' COMPENSATION

This insurance compensates you in the event you are injured on the job. Workers' Compensation insurance may cover the costs of approved medical and disability payments for job-related injuries and illnesses. It does not cover your protection in off-duty recreational, social, or athletic activities that are not part of your employment duties including voluntary attendance company sponsored/organized social events.

5.6.5 STATE DISABILITY INSURANCE (SDI)

This insurance is required by the State of California. You pay a percentage of your wages, which is deducted from each of your paychecks. This qualifies you to receive partial income replacement benefits if you cannot work due to a non-work-related illness or injury not caused by employment at the Company or when you are entitled to temporary workers' compensation at a rate less than the daily disability benefit amount. Contact HR if you have any questions about state disability insurance. Pamphlets are available through HR.

5.6.6 FAMILY TEMPORARY DISABILITY INSURANCE (PAID FAMILY LEAVE)

Effective January 1, 2004, employees began making additional contributions, through payroll deductions, to fund a new benefit, Family Temporary Disability Insurance (FTDI) also known as Paid Family Leave (PFL). PFL provides eligible employees with partial wage replacement for up to eight weeks of benefits in a 12-month period to (a) provide care for a family member (child, parent, spouse, or domestic partner) with a serious health condition; or (b) to bond with a minor child within the first year of the child's birth or placement in connection with foster care or adoption.

5.7 TIME AND PLACE FOR PAYMENT OF WAGES

5.7.1 PAY SCHEDULE

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Employees are paid biweekly (every other week) for a total of 26 periods per year. Each pay period will cover two full workweeks, beginning on Monday at 4:01 AM and ending at 4:00 AM the following Monday. Pay for the period will be issued as paper checks on the following Sunday at 5:00 PM. There is no direct deposit available currently.

Only an Owner of the Company may permit an employee to collect their check before the standard 5:00 PM issue time on payday. Managers may not permit release of early paychecks without Owner written approval.

5.7.2 COLLECTING YOUR PAYCHECK

Only a member of the Management Team or a front-of-house department lead may release a paycheck to an employee. There will always be an authorized person available at 5:00 PM on payday to issue checks. If employees cannot collect their check at this time, the employee may collect their check at any opening or closing time or any other period in which Company's guests are not in immediate need of service. Non-exempt employees who are currently working "on the clock" must wait until they are "off the clock" to collect their paycheck. Paychecks will only be released to the employee identified on the check and upon that employee's signed confirmation of receipt.

If you believe that the pay amount or paycheck is incorrect in any way, please email payroll@theuob.com immediately so that the issue may be assessed, and if necessary, corrected. Uncollected paychecks should be returned to Human Resources (HR) 2-weeks after their issue date where they will be processed in accordance with applicable laws.

5.7.3 PAYMENT ON RESIGNATION, TERMINATION, OR COMPLETION OF ASSIGNMENT OR TERM

If an employee resigns, the employee's paycheck will be available on the final day of work, provided the employee has given at least 72 hours' prior notice. If an employee resigns without giving 72 hours' notice, the employee's paycheck will be made available at the office at which the employee was performing services within 72 hours after the employee gives notice of the resignation, unless the employee requests in writing that the employee's final paycheck be mailed, in which case the Company will mail the final paycheck within 72 hours after the employee gives notice. Employees who are terminated involuntarily will be paid on the day of the discharge. If an employee is hired for a specific assignment or otherwise has a defined term of employment, the employee's paycheck will be available upon the completion of the assignment or employment term. In all cases, employees' final paychecks will include payment for all wages owed and any accrued but unused vacation time. Accrued but unused sick leave will not be paid out.

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5.7.4 PERSONAL DATA/INFORMATION

It is very important that all changes to emergency contact names, addresses, and telephone numbers be reported in writing to a Manager without delay. This is necessary so that you and or your family can be reached quickly in cases of sickness, accident, or emergency. Similarly, your payroll and personnel records should be kept up to date by immediately notifying a Manager of any changes in your marital status, dependents, and personal contact information.

5.8 WORK-RELATED EXPENSE REIMBURSEMENT POLICY

In the course of your duties as an employee of Company, you may be required to pay for goods/services that allow you to do your job. All eligible expenses that you incur on behalf of the Company will be reimbursed in full.

5.8.1 QUALIFYING EXPENSES

Company will reimburse all employees for all qualifying expenses, including (but not necessarily limited to):

- Business and travel expenses, such as meals and lodging.
- Tools and equipment required to perform an employee's job.
- Use of an employee's personal cell phone for business purposes.
- Software required to work.

Use of an employee's personal vehicle for business purposes may also qualify for a work-related expense in the following scenarios:

- The employee is transporting Company property or business-related tools/materials in their car to a worksite or work meeting.
- Time spent in reaching an airport or train station that is over and above the time spent in the employee's normal commute.
- Travel to and from a remote work site that exceeds the employee's normal commute.
- Travel between worksites during the employee's regular hours of work.

5.8.2 NON-QUALIFYING EXPENSES

Company will not reimburse employees for expenses that are not required to perform their job duties or are conditions of hire. For example, if a position requires a four-year college degree, the Company

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will not reimburse the employee for their tuition. Similarly, purchases deemed to be unnecessary to perform essential job duties will not be reimbursed. Contact Human Resources for clarification before making work-related purchases for help determining qualification for reimbursement.

5.8.3 PROCEDURES

Employees who incur work-related expenses are required to submit those expenses for reimbursement as follows:

- Employees must complete a “Request for Qualified Reimbursement” form (a copy of this form is available upon request from HR) and submit the form via email to Payroll@theuob.com, along with appropriate supporting documentation such as original receipts, for all work-related expenses.
- In order for reimbursements to be processed in a timely and lawful manner, employees are expected to submit all outstanding reimbursement requests as soon as practicable and no later than 48-hours after the end of each pay period.

Employees who believe that the amount they have been reimbursed does not represent a complete reimbursement should immediately contact Human Resources.

5.9 TIMECARD ERROR

All non-exempt employees are required to use Company’s timecards to accurately document time worked, breaks taken, and jobs performed. Employees are only permitted to make entries to their own timecards and may not clock-in or clock-out their coworkers. On occasion, an employee may make a mistake or forget to enter information on their timecard. Errors should be kept to a minimum to avoid inaccuracies in timekeeping and limit unnecessary time spent on correcting erroneous records. Errors must be brought to the attention of your supervisor as soon as possible so that your timecard may be updated to accurately reflect your work. Employees who make an accidental error on their timecard will be given a Verbal Warning for the first offence and will be subject to progressive disciplinary action for future offenses.

Any employee found to have purposefully manipulated their timecard or another employee’s timecard to reflect work or jobs not performed will be subject to disciplinary action up to an including suspension or termination.

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6 EMPLOYEE DISCOUNTS

Employees of Company are encouraged to enjoy its products and environment in their off-duty time. As such, Company provides discounts to its employees to make their visits to Company's location(s) more affordable.

The Company offers the following discounts subject to the below rules.

- 35% discount on all beer and liquor purchases to a maximum of three (3) alcoholic beverages per day. See "Off Duty Alcohol Consumption" policy.
- 35% discount on a single food item up to three times per day spaced a minimum of four hours between orders.
- 35% discount on non-alcoholic beverages.
- 35% discount on Company's merchandise, including additional uniform items.
- Complimentary soda products that come from a soda fountain.

The above Employee Discounts are subject to the following rules:

- Discounts are for currently employed members of Company's staff only. Independent contractors, former employees, guests, vendors, and other non-employees are not qualified to receive employee discounts.
- Employee discounts cannot be combined with other offers, promotions, discounts, or specials (such as Happy Hour or Mug Club).
- Discounted product is intended solely for employee use/consumption. Employees are not permitted to purchase items using their discount with the intention of distributing said items to a guest, friend, or any other persons.
- Food items purchased at a discount rate are intended solely for the employee who purchased the food item. They cannot be shared or given away to another individual.
- Discounted food items are for on-site consumption only. As such, these items must be served and eaten on a plate/bowl intended for dine-in service (i.e., not in a to-go box). An employee may request a to-go box for any leftover food after the employee has finished eating the meal.
- Employees may not cook their own food without permission from a Manager.
- Food must be ordered through regular service practice (i.e., from a bartender or order taker).
- Employees must pay immediately or open a tab by surrendering a valid credit card to the order taker.
- Employees are neither permitted to cook food without a proper order ticket nor may they deviate from standard food preparation practices (i.e., no modifications or portion size adjustments that

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- are not reflected on the ticket).
- Employees ordering discounted food are subject to no more than two order modifications. Additional modifications will invalidate the employee's discount, and the employee will be required to pay full price for the food item.
 - Company reserves the right not to serve alcoholic beverages to anyone it believes to be intoxicated, including its own employees.
 - Discounts are exclusively for the intended employee in-house and should never be boxed to-go unless leftovers consist of less than fifty percent of the original meal. Employees may not trade or gift any part of a discounted item to co-workers, friends, or swap meals/drinks/favors with other restaurants or businesses. Violation of this policy will be considered theft and subject to disciplinary action.

Failure to adhere to Company's Employee Discount policies may result in disciplinary action, including but not limited to, loss of discount privileges, disciplinary warning, suspension from work, or termination depending on the severity of the violation.

Employees on an action plan for attendance, policy violation, or any other disciplinary reason lose their employee discount on alcoholic beverages until the action plan is lifted on account of expiration or good behavior by Human Resources.

6.1 COMPLIMENTARY MEALS

In addition to the standard discount for all Company's employees, some employees receive complimentary meals depending on their job and the number of hours worked during their shift.

Complimentary meals follow all the same policies and procedures as standard discount employee meals in addition to the following:

- All kitchen staff, lead bartenders (excluding leads in training), and non-exempt managers receive one complimentary meal per non-meeting shift worked in excess of 4 hours. This meal must be consumed either one hour before, one hour after, or during the employee's shift on a designated meal break.
- Exempt managers receive one complimentary meal after 5 hours of work completed and every five hours thereafter in a single day.
- Complimentary meals that are not eaten are lost; meals do not accumulate from day to day.
- Complimentary meals are exclusively for consumption by the intended employee in-house and should never be boxed to-go unless leftovers consist of less than fifty percent of the original meal.

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Employees may not trade or gift any part of their meal to co-workers, friends, or swap meals/favors with other restaurants or businesses. Violation of this policy will be considered theft and subject to disciplinary action.

- Complimentary meals may not exceed \$18 in value. Orders over this cap will be discounted at the standard employee meal discount. Employees may not pay the difference.

6.2 FREE FLIGHT DAYS

The Company recognizes that it is important for its employees to possess excellent knowledge of craft beer, especially among employees who regularly serve Company's customers. As such, Company has created the Free Flight Days promotion so that Company's employees may try the diverse craft beer offerings, improve their knowledge of craft beer, and make better recommendations to Company's customers.

The Free Flight Days promotion occurs during regular business hours on Mondays, Tuesdays, and Wednesdays at Company's establishment but excludes holidays and special event days.

On Free Flight Days, employees may receive a 100% discount on flight of four (4) beers in exchange for completing a "Beer Tasting Worksheet" (a copy of this form is available upon request from HR).

The following stipulations govern this policy:

1. On Free Flight Days, eligible employees will receive a free flight of four beers in exchange for the completion of detailed tasting notes on Company's form "Beer Tasting Worksheet".
2. The total liquid volume of this flight shall not exceed 24 fluid ounces, and the variety shall not exceed four draft beers (no bottled beers). All beers must be unique—no duplicates.
3. Employees who are scheduled to work on qualifying days (non-holiday Mondays, Tuesdays, and Wednesdays) cannot participate until after their shift. If the employee is scheduled to work until close of business, that employee cannot participate, as it is Company's policy not to allow drinks before shifts and not to allow any visitors (including off-the-clock employees) on premise after business hours.
4. Employees may only partake in ONE free flight per week and must sign Company's form "Free Flight Days Sign-Off Sheet" when receiving their flight (a copy of this form is available upon request from HR).
5. Flights cannot be taken to-go. They must be consumed by the intended employee or discarded on-site. No sharing allowed.
6. Company reserves the right to exclude rare or special beers from this promotion.
7. Free Flight Days are for employees in the Front of House department only. Kitchen employees are

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- not eligible to participate. They receive per shift complimentary meals as their department perk (see Complimentary Meals).
8. The Free Flight Days promotion is intended only for active-duty front of house employees. Beers are not to be shared or given away.
 9. Employees may only order permanent handles until they have passed Company's BEER TEST with a score of 100% and the CICERONE CERTIFIED BEER SERVER EXAM. Only after both of these requirements are completed is the employee eligible to select rotating draft beers on their flight.
 10. When eligible employees order their four beers (for their flight), they must surrender a valid credit card with the order taker. All beers should be entered into Company's point-of-sale (POS) just like any other order and cannot be entered/rang-in by the participating employee.
 11. When ordering, employees should ask for a "Free Flight Day Tasting Note Worksheet" (a copy of this form is available upon request from HR).
 12. Employees must complete the tasting note worksheet and turn it in to a manager or front of house shift lead in order to be eligible for a 100% discount.
 13. Poorly written, inaccurate, or incomplete tasting notes will be discarded, and the employee will be charged full price for the flight. This will be determined at manager's discretion.
 14. A Free Flight Day promotional flight counts as two (2) drinks towards the three (3) drink per day maximum (see "Off Duty Alcohol Consumption" policy).
 15. Employees on an action plan for attendance, policy violation, unsatisfactory performance, or any disciplinary reason are not permitted to participate in this promotion until their action plan is complete and their disciplinary status has been restored to satisfactory standing with HR.
 16. As with all consumption of alcohol, employees must drink and act responsibly.

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7 EMPLOYEE CONDUCT

7.1 GUEST SERVICE

Our Company exists only because of guests, and in particular repeat guests who voluntarily choose to return here and spend their money on our food and beverages. Without the guest we do not have a business; they are the only reason we are here. As a result, taking care of our guests is our highest priority, in fact a privilege, never an interruption. At our Company, the guest always comes first!

7.1.1 GUEST COMPLAINTS

Nobody enjoys being the recipient of guest complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our business better, demanding guests force us to be our best and resolving complaints satisfactorily can even increase guest loyalty IF they are handled properly.

When faced with a guest complain:

- Do not get defensive and try to explain.
- Remove the offending item immediately.
- Apologize for the problem and tell the guest you will take care of the problem.
- If you need the assistance of a manager, do not hesitate to ask.

Do everything you can to let the guest you care and that this is not the kind of experience you want them to have at our restaurant.

7.1.2 TELEPHONE COURTESY

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: **"Thank you for calling University of Beer - Roseville. This is [your name] speaking; how may I help you?"**

Respond to any questions that you are absolutely certain. If you are uncertain, ask the caller if you may put them on hold for a moment and quickly refer the call to a manager. Avoid placing the guest on hold for more than two (2) minutes or more than once per call. Always thank the person for calling. Always ask the caller for their name when they ask to speak to a manager or guest.

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7.2 TEAMWORK

We cannot achieve our goals and provide the highest levels of service to our guests without working together as a team. Teamwork boils down to common courtesy and common sense. If a co-worker is overloaded and you are not, help them in any way you can. It is only a matter of time before they will return the favor. Pitch in to help a guest whether they are your responsibility or not. If another employee has not quite caught on to something and you have, ask if you may suggest another way to do it. Genuine teamwork makes for a much more enjoyable and satisfying work experience and results in happier (and more generous) guests.

7.3 CONFLICTS OF INTEREST

Employees are expected to devote their best efforts and attention to the performance of their jobs. Moreover, employees are expected to use good judgment, to adhere to high ethical standards, and to avoid situations that create an actual or potential conflict between their personal interests and the legitimate business interests of the Company. A conflict of interest exists when the employee's loyalties or actions are divided between the Company's interests and those of another, such as a competitor, supplier, or guest. Both the fact and the appearance of a conflict of interest should be avoided. Employees unsure as to whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss it with Human Resources for clarification. Any exceptions to this guideline must be approved in writing by an Owner of the Company.

While it is not feasible to describe all possible conflicts of interest that could develop, some of the more common conflicts that employees should avoid include the following:

1. Accepting personal gifts or entertainment from competitors (the Company shall determine if an entity is a competitor at its sole discretion), guests, suppliers, or potential suppliers over \$3.00, including but not limited to, money, gift cards, alcohol, vacations, tickets to events;
2. Working for a competitor, supplier, or guest;
3. Engaging in self-employment in competition with the Company
4. Using proprietary or confidential Company information, such as Company trade secrets, for personal gain or to the Company's detriment;
5. Having a direct or indirect financial interest in or relationship with a competitor, guest, or supplier;
6. Using Company property or labor for personal use;
7. Acquiring any interest in property or assets of any kind for the purpose of selling or leasing it to the Company;
8. The unauthorized commitment of the Company to give its financial or other support to any outside

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activity or organization; or

9. Developing or having a relationship with a subordinate employee of the Company or with an employee of a competitor, supplier, or guest that interferes, may interfere, or may be perceived as interfering with the exercise of impartial judgment in decisions affecting the Company or any employees of the Company.

If an employee or someone with whom an employee has a close relationship (e.g., a family member or close companion) has a financial or employment relationship with a competitor, guest, supplier, or potential supplier, the employee must disclose this fact in writing to an Owner of the Company.

Part-time employees may engage in outside employment, subject to the above conflict of interest restrictions, if they disclose such employment and get written approval from Human Resources.

Company's Managers and Department Leads are required to notify Human Resources of all legitimate and potential conflicts of interest as soon as practicable.

Failure to adhere to this guideline, including failure to disclose any conflicts or to seek an exception, may result in discipline, up to and including termination of employment.

7.3.1 FRATERNIZATION POLICY

Company encourages managers and employees to develop positive working relationships and share a spirit of teamwork and camaraderie. While it is not the intent of Company to become involved in the personal lives of its employees, we must all recognize work relationships, especially between managers and their directs, make it difficult to operate a business on a purely objective basis.

The following policies apply to all employees:

- Management personnel are not permitted to date, cohabitate, or have any close personal or physical relationship with employees who are under their direct supervision, in their chain of command, or in a position that such manager can affect their assignments, schedules, pay raises, promotions, or advancement opportunities.
- Employees of Company are not permitted to date, cohabitate, or have any close personal or physical relationship with managers who are their direct supervisors or managers, within their chain of command, or in a position that such manager can affect their assignments, schedules, pay raises, promotions, or advancement opportunities.
- Management should not become involved in any relationships or circumstances with any employee (whether in their chain of command or not), on or off duty, which would lead to

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perceptions of favoritism or any other problems which make it difficult to promote harmonious operations.

- Employees who are not in the same chain of command may date, develop friendships and relationships both inside and outside of the workplace if the relationships do not negatively impact the culture of the restaurant, the harmonious work environment, or the productivity of the employees.

Violations of this policy by management or employees can result in disciplinary action, up to and including termination of employment.

7.4 PERSONAL PROPERTY

The Company assumes no risk for any loss or damage to personal property and recommends that all employees have personal insurance policies that cover the loss of personal property left on the premises.

Company provided lockers and employee personal property, including but not limited to, packages, purses, and backpacks, may be inspected by the Management Team upon suspicion of unauthorized possession of Company property, possession of contraband (such as illicit drugs and/or alcohol), unauthorized possession of another employee's property, or possession of evidence of a violation of any Company policy.

Overnight storage in Company provided lockers is prohibited. Items left in Company provided lockers overnight may be discarded without notice.

7.5 KITCHEN PROCEDURES

7.5.1 KITCHEN CLOSING PROCEDURES:

Out of respect to our back-of-house team, staff members must place personal orders no more than 15 minutes before the kitchen closes.

Service staff will continue to take new orders past the end of kitchen hours until ALL four of the following criteria are met:

1. Ten minutes have passed since the termination of kitchen operating hours;
2. All present guests have been notified that the kitchen will be closing soon and given a minimum of 15 minutes to place their orders;

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3. All orders have been cooked and served;
4. And a shift lead has checked on all dining guests to ensure the food was made to the guests' satisfaction.

It is against Company's policy for a staff member to pressure their fellow staff members to close the kitchen or discourage a guest from ordering before all the above criteria is met.

Kitchen employees must be aware that last minute orders at closing time are a regular and acceptable occurrence. Frequently, kitchen staff will need to perform additional clean-up or clean areas previously cleaned to fulfill last minute orders. Company recognizes that this can be a frustrating experience; nevertheless, we expect our kitchen staff to conduct themselves professionally by remaining calm, focusing on quality and presentation, and treating their coworkers and Company's guests with respect.

7.5.2 COOKING FOOD

Only on-duty kitchen employees and Managers are permitted to cook food. All food must be ordered through service staff and entered into Company's Point of Sale (POS) system before food items may be prepared/cooked. Employees must prepare all food items as they appear on the food ticket and in accordance with Company's standard recipes and methods. Employees are not permitted to cook their own food without expressed permission from a Manager.

7.5.3 FOOD MISTAKES, SEND BACKS, AND UNCLAIMED FOOD

Occasionally food errors will occur. A bartender will ring in the wrong item; a cook will toss food in the wrong sauce; or a guest will send back an item they do not like. Food items made incorrectly or sent back to the kitchen are to be discarded. Employees may not consume food made incorrectly or mistake. Unclaimed food items are also to be discarded.

7.5.4 MUSIC / MEDIA IN KITCHEN

Kitchen areas should be free of unnecessary noise to facilitate good communication. Kitchen employees are not permitted to play music or videos in the kitchen through their phones or any other device.

7.5.5 BEER/ALCOHOL FOR FOOD USE

It is Company's regular practice to use alcohol, especially beer, in the cooking of food for our guests. As such, the following policies regulate the use of alcohol in the kitchen:

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- Alcohol is only permitted in the kitchen for use of cooking.
- Alcohol is never to be stored in the kitchen. It should be immediately poured-on/mixed-into whatever recipe the kitchen is currently preparing that requires the alcohol.
- Only a front of house shift lead or manager is permitted to pour beer/alcohol for use of kitchen food preparation. Kitchen employees are never permitted to obtain or handle alcohol.
- All alcohol must be rang-in to Company's Point of Sale (POS) by a front of house shift lead or manager, prior to pouring the beer. The name of the tab should be the name of the recipe (e.g. "Beer Batter"). After ringing in the alcohol, void all items for reason of "Kitchen Use".
- Always check the recipe before pouring alcohol to ensure the quality is correct.
- There should never be any leftover alcohol, but if there is, immediately discard it.

7.6 BAR/DINING AREA RESTRICTIONS

To ensure that our guests get premiere seating and to prevent off-duty employees from distracting working employees, Company has created the following policies:

- Employees are not allowed to sit or stand at or near the bar while on or off-duty.
- Whenever possible, employees should order from bartenders operating order-taking terminals (rather than directly from employees at the bar-top) and upon completing their transaction, move to a table away from the bar.
- Employees may sit at any table until that table is required by a guest, in which case the employee would move to another table, if available.
- On-duty employees should always prioritize guest service to guests above off-duty employees.
- At no time should an off-duty employee distract an on-duty employee from focusing on guests.
- Friends, family, and significant others are welcome to dine and drink, but employees should make sure that their personal guests avoid distracting the employee at work and leave as soon as they are finished with their meal. Personal guests should receive no more attention than any other guest and should conduct themselves appropriately. Employees should discourage spouses, partners, and significant others from lingering in the employee's work area, as they can cause an unnecessary distraction.

7.7 OUTSIDE FOOD RESTRICTIONS

Outside food (food that is not cooked in Company's kitchen) is not permitted to be consumed on Company's premise during hours of operation while Company's kitchen is open for business.

On-duty employees are expected to politely inform guests of this policy.

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7.8 DINING RULES

Employees are not allowed to eat on the premises while on duty. Employees who are not on duty may not have a visible uniform while on the premises.

7.9 RESTROOMS

Restrooms are to be used only when needed and not for personal grooming by employees. Restrooms shall not be used as changing rooms. Employees are expected to arrive to work in full uniform.

7.10 MUSIC POLICY

All music must be played from approved sources that do not violate copyright and music licensing laws. Employees are forbidden from using personal devices (such as cell phones, headphones, or radios) to play or listen to music while working. Ask a Manager for specifics on approved music sources.

7.11 CHANGES TO OPERATING HOURS/CLOSING EARLY OR LATE

Hours of operation are clearly posted at Company's establishment. Changes to hours of operation may only be changed by the Chief Operating Officer (COO) or an Owner of Company. Company reserves the right to change operating hours at any time without notice and will commonly exercise this right for holidays and special events. Employees are not permitted to close or open the restaurant or bar outside of established hours of operation without express permission from a member of the Management Team.

7.12 PRESENCE DURING NON-OPERATING HOURS

Neither employees of Company nor any other persons are permitted to be on Company's premise during hours in which the Company is not open to the public, unless specific permission has been established by a member of the Management Team to perform duties or responsibilities necessary to the business of Company or take part in Company sponsored activities (such as a Company party). guests or friends of employees are not permitted to be on Company's establishment outside of Company's hours of operation, even if they are waiting for the employee to get off work.

Under no circumstance are employees allowed to "hang-out", eat, or drink outside of regular operating hours or at times when guests would not be allowed to do the same. Employees may not order beer or another drink after their shift if they are working past (or within 30-minutes of) closing time.

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7.13 PARKING

Employees shall park in non-time restricted parking zones while at work. Employees that park in a metered or time restricted zone do so at their own risk and the Company is not responsible for any parking violations. The Company will not grant additional breaks to “feed the meter”.

7.14 CHEWING GUM POLICY

Gum Chewing is prohibited while on duty.

7.15 SMOKING & TOBACCO USE POLICY

No smoking, vaping, chewing, or spitting of any kind is permitted inside the Company’s premises. Before their shift or during a break, employees may only smoke, vape, chew, or spit off the Company’s premises out of sight of guests and out of uniform. Employees must ensure that all clothing and breath does not smell like tobacco or any other “smoke” substance while working on the Company’s premises. After their shift has ended, employees may smoke in designated smoking areas out of uniform. Employees are responsible for properly disposing of cigarette waste, including ash and butts.

7.16 DRUG AND ALCOHOL POLICY

Alcohol and drug abuse pose a threat to the health and safety of fellow employees, patrons and to the security of our equipment and facilities. The Company is committed to providing a safe and productive work environment for its employees and patrons by eliminating drug and/or alcohol use and abuse in the workplace.

Company’s Drug and Alcohol Policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. For this policy and its enforcement, ‘drugs’ are classified as any drug that is illegal under federal, state or local law and/or any drug that is illegal under the federal Controlled Substances Act. This policy applies to all Company’s employees and all applicants for employment at Company.

7.16.1 DRUG-FREE AND ALCOHOL-FREE WORKPLACE

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications’ effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor.

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Employees should not, however, disclose underlying medical conditions unless directed to do so by the Chief Operating Officer (COO) or an Owner of the Company.

The following work rules apply to all employees:

- Illegal drugs are defined in this policy to include cocaine, ecstasy, hallucinogens, amphetamines, steroids, heroine, PCP, marijuana, and other substances that are illegal under local, state, or federal law.
- Whenever employees are working or on-duty, are operating any company vehicle, or are conducting related work off-site, they are prohibited from: (a) using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia); and (b) being under the influence of alcohol or an illegal drug as defined in this policy, except when consuming alcohol for educational purposes as a job requirement described in employee's job description (i.e. tasting beer to write flavor-profile descriptions).
- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing Company business is prohibited. Employees who show signs of impairment while working will be sent home immediately and may further result in required testing, suspension, or termination of employment.
- No employee of Company may perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to perform their job duties safely and effectively. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.
- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.
- Employees may not consume any alcohol during breaks.

7.16.2 OFF DUTY ALCOHOL CONSUMPTION

Off duty employees who patronize Company's establishment are subject to the same ordering, sampling, payment, and responsible service of alcohol policies that would apply to any guest. Off duty employees must not be in uniform when consuming alcohol. Employees patronizing the Company's premises shall always conduct themselves professionally and with the utmost respect to the establishment, as well as both those working and those patronizing the Company's premises. Employees are limited to a maximum of three alcoholic beverages per day when patronizing Company's establishment. Beer flights consisting of fewer than 24 fluid ounces will be treated as two alcoholic beverages, and beer flights consisting of greater than 24 fluid ounces will be treated as three alcoholic beverages for the purposes of this policy. Members of the Management Team have broad

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discretion to limit an employee to less than the 3-drink maximum if the manager believes it is in the best interest of the Company's business or the employee to do so.

7.16.3 REQUIRED TESTING

The company retains the right to require the following tests:

- Reasonable suspicion: Employees may be subjected to testing based on observations by a supervisor of apparent workplace use, possession, or impairment.
- Post-accident: Employees may be subjected to testing when they cause or contribute to accidents that seriously damage a Company vehicle, machinery, equipment, or property and/or result in an injury to themselves, another employee, guest, or any other person requiring off-site medical attention. In any of these instances, the investigation and subsequent testing may be scheduled within 2 hours following the accident, if not sooner.

7.16.4 INSPECTIONS

The Company reserves the right to inspect all portions of its premises for drugs, alcohol, or other contraband. All employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol, or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

7.16.5 CRIMES INVOLVING DRUGS

The Company prohibits all employees from manufacturing, distributing, dispensing, possessing, or using an illegal drug in or on Company premises or while conducting company business. Employees are also prohibited from misusing legally prescribed or over the counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

7.17 VIOLENCE IN THE WORKPLACE

7.17.1 STATEMENT OF POLICY

The Company recognizes that workplace violence is a concern among employers and employees across the country. The Company is committed to providing a safe, violence-free workplace. In this regard, the Company strictly prohibits employees, consultants, guests, visitors, or anyone else on Company premises or engaging in a Company-related activity from behaving in a violent or threatening manner. Moreover, the Company seeks to prevent workplace violence before it begins and reserves the right to

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address certain behaviors, even in the absence of violent behavior.

The Company believes that prevention of workplace violence begins with recognition and awareness of potential early warning signs and has established procedures for responding to any situation that presents the possibility of violence.

7.17.2 WORKPLACE VIOLENCE DEFINED

Workplace violence includes, but is not limited to, the following:

1. Threats of any kind;
2. Threatening, physically aggressive, or violent behavior, such as intimidation of or attempts to instill fear in others;
3. Other behavior that suggests a propensity towards violence, which can include belligerent speech, excessive arguing or swearing, sabotage, or threats of sabotage of Company property, or a demonstrated pattern of refusal to follow Company policies and procedures;
4. Defacing Company property or causing physical damage to the facilities; or
5. Except for security personnel, bringing weapons or firearms of any kind on Company premises, in Company parking lots, or while conducting Company business.

7.17.3 REPORTING

If any employee observes or becomes aware of any of the above-listed actions or behavior by an employee, guest, consultant, visitor, or anyone else, the employee should notify a Manager immediately.

Further, employees should notify a Manager if any restraining order is in effect, or if a potentially violent nonwork-related situation exists that could result in violence in the workplace. No adverse employment action will be taken against an employee because the employee notifies the Company of a potentially violent non-work situation.

7.17.4 INVESTIGATION

All reports of workplace violence will be taken seriously and will be investigated promptly and thoroughly. In appropriate circumstances, the Company will inform the reporting individual of the results of the investigation. To the extent possible, the Company will maintain the confidentiality of the reporting employee and of the investigation. The Company may, however, need to disclose results in appropriate circumstances, for example, to protect individual safety. The Company will not tolerate retaliation against any employee who reports workplace violence.

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7.17.5 CORRECTIVE ACTION AND DISCIPLINE

If the Company determines that workplace violence in violation of this policy has occurred, the Company will take appropriate corrective action and will impose discipline on offending employees. The appropriate discipline will depend on the particular facts but may include written or oral warnings, probation, reassignment of responsibilities, suspension, or termination. If the violent behavior is that of a non-employee, the Company will take appropriate corrective action to ensure that such behavior is not repeated.

Under certain circumstances, the Company may forego disciplinary action on the condition that the employee takes a medical leave of absence. In addition, the Company may request that the employee participate in counseling, either voluntarily or as a condition of continued employment.

7.18 MOBILE DEVICE POLICY

Employees are not permitted to use personal handheld mobile devices including cell phones, smart phones, smart watches, and tablets during working hours, unless the use of a such a device is identified in that employee's job description or with written authorization from the Chief Operating Officer (COO) or an Owner of the Company.

Employees may use such devices when they are on designated breaks, but the device must be put away and not on their person upon your return. The Company is not responsible for any loss or damage to employee's personal handheld mobile devices. Employees may not charge their cell phones while on duty or play music over Company's media systems.

The Company recognized that many of our employees use a cell phone as a means for emergency notification by family, schools, hospitals, and other persons or organizations for which emergency contact is necessary. Employees are encouraged to provide care providers with Company's phone number as a means of contact. Subject to special circumstances, limited emergency use of cell phone may be permitted under the following conditions:

1. Employees must obtain written permission by the Chief Operating Officer (COO) or an Owner of the Company prior to use.
2. Cell phones must be in vibrate-only mode.
3. Cell phones must be left in the office or employee locker unless otherwise permitted by the Chief Operating Officer (COO) or an Owner of the Company.
4. If a personal emergency occurs and an employee must make a call, they must ask their Manager for permission and must step away from their workstation while they are using their mobile

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device.

The Company prohibits the use of all handheld mobile devices for work purposes while operating a motor vehicle, or for personal purposes while operating a motor vehicle during working hours or on Company business. Moreover, all use of company-issued mobile devices, or personally owned mobile devices used for work-related purposes, must be made in accordance with Company policy.

Employees may use hands-free mobile devices while driving when safe and lawful to do so. Special care should be taken in situations where there is heavy traffic, inclement weather, or the employee is driving in an unfamiliar area. Employees must adhere to all federal, state, and local rules and regulations regarding the use of mobile devices while driving.

Under no circumstances are employees allowed to use mobile devices to write, send or read any emails, text or other written messages for work purposes while operating a motor vehicle, or for personal purposes while operating a motor vehicle during working hours or on Company business.

7.19 PERSONAL GUESTS

Due to the nature of work and the facility in which employees work, it is a safety liability to have non-employee guests on the premise in non-designated areas. All guests must stay in guest designated areas during business hours unless approved by the Management Team. guests can be considered a distraction and could impermissibly interfere with employee productivity during working hours. Unapproved guests will be asked to leave.

7.20 SOCIAL MEDIA POLICY

At the Company, we understand that social media can be a fun and rewarding way to share one's life and opinions with family, friends, and co-workers around the world. The Company respects the right of employees to use them as a medium of self-expression. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist employees in making responsible decisions about their use of social media, the Company has established these guidelines for appropriate use of social media. This policy applies to all employees who work for the Company. All employees need to follow these requirements when posting on social media.

7.20.1 GUIDELINES

Social media includes, but is not limited to, all means of communicating or posting information or content of any sort on the Internet, including to an employee's own or someone else's web log or blog,

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journal or diary, personal web site, social networking or affinity web site, Instagram, twitter, Facebook, snapchat, web app, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

The same principles and guidelines found in the Company's policies apply to employees' activities online. Ultimately, employees are solely responsible for what they post online. Before creating online content, employees should consider some of the risks and rewards that are involved. Employee conduct that adversely affects job performance, the performance of fellow employees or otherwise adversely affects guests, suppliers, people who work on behalf of the Company or the Company's legitimate business interests may result in disciplinary action up to and including termination.

7.20.2 KNOW AND FOLLOW THE RULES

Employees should carefully read these guidelines and the Company's employment policies that address social media, including the Company Property: Confidential and Personal Information Policy, the External Communications Policy, the Equal Employment Opportunity Policy, and the Policy Against Harassment and Discrimination, and ensure their postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject employees to disciplinary action up to and including termination. Employees should not have an expectation of privacy with respect to information or communications that they post using the Company's computers or networks. The Company has the right to monitor all activity on its equipment and systems, as well as all available information regarding an employee's activities online.

7.20.3 EXERCISE BEST JUDGMENT AND DISCRETION

Employees should always be fair to fellow employees and people who work on behalf of the Company. Also, employees should keep in mind that they are more likely to resolve work-related complaints by speaking directly with co-workers or by utilizing any of the Company's procedures for raising concerns or complaints (i.e., the Company's Open-Door Policy or Procedure for Reporting Employee Complaints, or for concerns involving suspected harassment, discrimination, or retaliation, by using the complaint reporting procedure described in the Policy Against Harassment and Discrimination). Nevertheless, if employees decide to post complaints or criticism, they should avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating, that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy. Employees are personally responsible for what they post, and the Company will not

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assume any liability for those statements.

7.20.4 BE HONEST, ACCURATE, AND TRANSPARENT

Employees should strive to remain honest and accurate when posting information or news, and if they make a mistake, they should be open about it and correct it quickly. This includes being open about any previous posts they have altered. The Internet archives almost everything; therefore, even removed or deleted postings can be searched. Employees should never post any information or rumors that they know to be maliciously false about the Company, fellow employees or people working on behalf of the Company. When using social media, employees should comply with the site's terms of service, acceptable use policy and any other posted guidelines.

7.20.5 POST ONLY APPROPRIATE AND RESPECTFUL CONTENT

- Employees must maintain the privacy of the Company's non-public, proprietary information. Such information may include information regarding unreleased financial data, client lists, internal analyses, pricing, and other information pertaining to the Company's processes. Employees are prohibited from posting internal reports, memoranda, policies, procedures, work product or attorney-client privileged communications or other internal, proprietary communications.
- Employees should not create a link from their blog, website, or other social networking site to the Company's website without identifying themselves as a Company employee. In addition, they must use their best judgment and exercise discretion when linking to people on social media sites. Co-workers and members of the public may see employee connections and make judgments about them or their work.
- Employees must not violate copyright, trade secret, fair use, privacy, libel and defamation, federal securities, and financial disclosure laws.
- Employees should express only their personal opinions. They should never represent themselves as a spokesperson for the Company. Employees are not authorized to speak on behalf of the Company unless given specific prior written approval from the Company. If the Company is a subject of the content employees are creating, employees should be clear and open about the fact that they are an employee and make it clear that their views do not represent those of the Company, fellow employees or people working on behalf of the Company. If employees do publish a blog or post online related to the work they do, or subjects associated with the Company, they should make it clear that they are not speaking on behalf of the Company. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Company." Employees may not promote any of the Company's products or services without fully disclosing their relationship with the Company.

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- Employees should not disparage the Company.
- Employees should respect others in the online community. They should not use ethnic or racial slurs, or obscenity, and avoid personal attacks or threats

7.20.6 USING SOCIAL MEDIA AT WORK

Employees must refrain from using social media while on work time unless it is work-related as authorized by the Management Team or consistent with the Company's policies and the employee's job description. Also, employees may not use the Company's email addresses to register on social networks, blogs or other online tools utilized for personal use.

7.20.7 RETALIATION IS PROHIBITED

The Company prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination. Nothing in this policy is intended to discourage or prohibit Company employees from discussing wages or terms and conditions of employment with other employees or third parties. This Policy will be administered in compliance with applicable laws and regulations.

7.21 NON-EXEMPT EMPLOYEE ELECTRONIC COMMUNICATIONS

Non-exempt employees are prohibited from use of electronic communications devices when not scheduled for work duty.

Employees of Company may perform job duties using a variety of electronic communications depending on the nature of the work and responsibilities involved including cellphones and laptop computers.

As with other types of authorized work, all time spent by non-exempt employees using electronic communications for work purposes will be considered hours worked; the time is compensable and will count toward overtime eligibility as required by law. Therefore, to avoid incurring unnecessary expenses, electronic communications should not be used outside regularly scheduled work hours unless required by management. This includes all types of work-related communication.

Non-exempt employees should not check for, read, send or respond to work-related e-mails outside their normal work schedules unless specifically authorized based on job duties or direction by

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management to do so. Both employees and their supervisors are forbidden from having “standing” or “implied” verbal authorization agreements related to unscheduled work (e.g. “She always lets me work overtime from home on Saturdays”). No matter how small or insignificant, each instance of authorized work outside of a non-exempt employee’s normal work schedule must be confirmed in-writing by the employee’s supervisor prior to the work being completed.

Non-exempt employees using electronic communications for work-related correspondence during unauthorized times may be subject to discipline for violating this policy. Supervisors requiring non-exempt employees to use electronic communications for work-related correspondence at unauthorized times are also subject to discipline up to and including termination.

In the event that electronic communication for work-related correspondence must take place outside of the employee’s normal work hours, the employee must report these supplementary hours to their supervisor so that compensation may be properly calculated. Supervisors are responsible for delivering supplementary hours alongside with their normal payroll reports.

8 DISCIPLINE AND RULES OF CONDUCT

Employees are expected to observe certain standards of job performance and good conduct. When performance or conduct does not meet Company standards, the employee will be subject to discipline up to and including termination.

The rules set forth below are intended to provide employees with notice of what is expected of them. Necessarily, however, such rules cannot identify every type of unacceptable conduct and performance. Therefore, employees should be aware that conduct not specifically listed below but which the Company determines adversely affects or is otherwise detrimental to the interests of the Company, other employees, or guests, may also result in disciplinary action.

8.1 JOB PERFORMANCE

Employees may be disciplined for poor job performance, including but not limited to the following:

1. Unsatisfactory work quality or quantity;
2. Excessive absenteeism, tardiness, or abuse of rest break and meal period policies;
3. Failure to follow instructions or Company procedures; or
4. Failure to follow established safety regulations.

8.2 MISCONDUCT

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Employees may be disciplined for misconduct, including but not limited to the following:

- Failure or refusal to perform a work-related task;
- Dishonesty;
- Theft;
- Discourtesy, rudeness, or unprofessional behavior toward employees, guests, or members of the public;
- Harming or destroying Company property or the property of another on Company premises;
- Violating conflict of interest rules;
- Disclosing or using confidential proprietary information, such as the Company's trade secrets, without authorization;
- Falsifying or altering Company records, including an application for employment or timekeeping records;
- Interfering with the work performance of others;
- Violating the Company's rules against discrimination and harassment;
- Being under the influence of, using, or possessing alcohol or illegal or controlled substances on Company property or while conducting Company business;
- Gambling on Company premises or while conducting Company business;
- Sleeping on the job or leaving your work location/work site without authorization for a purpose other than a legally protected activity;
- Possessing a firearm or other dangerous weapon on Company property or while conducting Company business;
- Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of the Company, its employees, guests, or property;
- Working for another employer or entity while on a leave of absence from the Company, without prior written notice and agreement by the Company;
- Failing to report to the Company, within five days, any conviction under any criminal drug or alcohol statute for a violation occurring in the workplace;
- Adding gratuity to a guest's bill without the guest's knowledge;
- Knowingly serving alcohol to someone under the age of 21 or a visibly intoxicated guest; or
- Failure to check a guest's identification and age before serving alcohol.

8.3 ATTENDANCE

In addition to the general rules stated above, employees may be disciplined for the following:

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- Failing to report to work on time, observe rest break and meal period policies, accurately clock in and out, and obtain approval to leave work early; and
- Failing to notifying a Manager in advance of anticipated tardiness or absence.
- Excessive occurrences of unplanned absence (see **Non-Exempt Attendance Policy**).

8.4 DISCIPLINE PROCEDURE

Except as set forth below, discharge or demotion for poor performance ordinarily will be preceded by an oral warning and a written warning.

The Company reserves the right to proceed directly to a written warning, demotion, suspension, or termination for misconduct or performance deficiency, without resort to prior disciplinary steps, when the Company deems such action appropriate.

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9 PERSONAL APPEARANCE & UNIFORM

9.1 PERSONAL APPEARANCE

Employee appearance reflects not only employees as individuals, but also reflects the Company as a whole. The Company expects employees to take pride in their appearance and to strive to achieve a positive, business-like image when representing the Company.

Specific guidelines for all employees to follow:

- Good personal hygiene is expected of all employees. Excessive perfume or cologne is not permitted, as sometime strong scents can be offensive to guests or clients.
- Fingernails shall be well maintained, and no polish or acrylics are allowed.
- Hair must be clean, combed, and groomed. Hair longer than shoulder length should be pulled back from the face and neatly secured in accordance with health department requirements. Hair coloring is permitted so long as the color is a natural hair color. Extreme colors, such as purple, pink, fuchsia, crimson, and burgundy are not permitted, even as highlights.
- Facial hair must be clean shaven or trimmed and styled in a business appropriate fashion.
- Jewelry is limited to one non-dangling earring per ear, one single nostril ring or stud, and one ring/finger band. Septum piercings, visible necklaces, dangling or hoop earrings, or other facial/tongue piercings are not permitted.
- Visible tattoos are subject to the approval of the Management Team.
- Chewing gum is never permitted while on duty.
- Hands should never be in pockets.
- Employees should always stand up straight and refrain from leaning on tables, furniture, etc.
- Hand towels should never be worn on an employee's uniform (under a belt, in a pocket, turned into trousers, in an apron pocket, etc.). Used hand towels should be stored in sanitizer solution or discarded.

Company reserves the right to alter and/or interpret what constitutes appropriate personal dress at its discretion. When in doubt, always check with a Manager for clarification.

9.2 UNIFORM SPECIFICATIONS

Employees shall be in full uniform before clocking in and assuming their duties and remain in full uniform while on duty.

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9.2.1 ALL NON-EXEMPT FRONT OF HOUSE STAFF

- Shoes must be black, non-fabric, dress-style, waterproof, and polishable with non-skid or rubberized soles. No open toe or heels are permitted. Shoes must be in good condition, and soles must be thick enough to be safe. No sneakers or kitchen clogs.
- Shirts must be those provided by the Company for work purposes, in good condition with no holes. Shirts must be clean and pressed.
- **Pants must be solid black (not gray or charcoal) dress-style slacks, hemmed with no holes (no jeans or pants with contrasting colors and/or stitching and/or conspicuous logos). All pants must be free of stains, cleaned, and pressed. Pants should fit properly (regular or slim fit are acceptable; skinny, baggy, sagging, and boot cut are not allowed). Pants should be traditional waist height (no low riders or high waisted pants). Inseams should be long enough to completely cover the employee's socks while standing up straight with arms at side and rise between 1½ and 2 inches off the ground to prevent dragging. Pants must have belt loops.**
- Black dress-style socks of at least calf length.
- Solid black leather belt in good condition (No logos, pictures, designs, or over-sized belt buckles). Belts should be of standard dress-style width between 1.25 and 1.5 inches in width.
- Speed opener (for bartenders who work with bottled beers on location).
- Two black Sharpies or permanent markers.
- A solid black long-sleeve thermal shirt may be worn under Company provided shirts for warmth.
- Wristwatches and fitness trackers are acceptable. However, smartwatches or other wearables which communicate messages and/or notifications to or from a cellphone are prohibited without written authorization (see "Mobile Device Policy").
- Mobile devices/cell phones must be put away and not on employee's person while on duty. Employees are prohibited from using their cell phones while on duty without written authorization (see "Mobile Device Policy").
- Hats are not permitted to be worn by non-exempt Front of House employees.

9.2.2 ALL NON-EXEMPT KITCHEN STAFF

- Shoes must be black, non-fabric, waterproof, and polishable with non-skid or rubberized soles. No open toe or heels are permitted. Shoes must be in good condition, and soles must be thick enough to be safe. Kitchen clogs are permitted if they fit other guidelines.
- **Solid black chef's jacket, in good condition free of holes or stains. Shirts must be clean and pressed. Shirts must be buttoned up all the way (no open hanging collars displaying chest).**
- **Pants must be solid black (not gray or charcoal) and EITHER dress-style slacks OR chef-style**

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- kitchen pants, hemmed with no holes (no jeans or pants with contrasting colors and/or stitching and/or conspicuous logos). All pants must be free of stains, cleaned, and pressed. Pants should fit properly (regular or slim fit are acceptable; skinny, baggy, sagging, and boot cut are not allowed). Pants should be traditional waist height (no low riders or high waisted pants). Inseams should be long enough to completely cover the employee's socks while standing up straight with arms at side and rise between 1½ and 2 inches off the ground to prevent dragging.
- A belt is NOT required for non-exempt kitchen staff, but if you choose to wear one, it must be a solid black leather belt in good condition (No logos, pictures, designs, or over-sized belt buckles). Belts should be of standard dress-style width between 1.25 and 1.5 inches in width.
 - A black crew neck t-shirt may be worn below the chef's coat with no visible logos.
 - Black dress-style socks of at least calf length.
 - Solid black baseball cap or black hat with the Company's logo.
 - Two black Sharpies or permanent markers.
 - Wristwatches and fitness trackers are acceptable. However, smartwatches or other wearables which communicate messages and/or notifications to or from a cellphone are prohibited without written authorization (see "Mobile Device Policy").
 - Mobile devices/cell phones must be put away and not on employee's person while on duty. Employees are prohibited from using their cell phones while on duty without written authorization (see "Mobile Device Policy").

9.2.3 ALL MANAGERS:

- Shoes must be non-fabric, polishable, and dress-style with non-skid or rubberized soles. No open toe or heels are permitted. Shoes must be in good condition, and soles must be thick enough to be safe. Managers are permitted to wear black or brown leather shoes. No kitchen clogs or sneakers.
- Dress socks must always be worn. Socks do not need to be black; however, managers should refrain from wearing wild patterns and colors that draw unnecessary attention.
- Dress slacks or chino style dress pants are required for managers in either black, gray, or navy colors. Jeans are not permitted. All pants must be accompanied by a leather belt in good condition (No logos, pictures, designs, or over-sized belt buckles). Belts should be of standard dress-style width between 1.25 and 1.5 inches in width and match the manager's shoe color (black or brown only).
- Shirts must dress-style, collared, button-down, long-sleeve, cleaned and pressed. No sleeveless or fades shirts are allowed. Alternatively, managers may wear Company issued dress shirts or polo shirts with Company's logo.

9.2.4 EMPLOYEE MEETING AND TRAINING ATTIRE:

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All employees are expected to attend mandatory employee meetings and training in full uniform as described above. In addition to the standard employee uniform, employees must bring a notepad and pen to all employee meetings. Notepads must be traditional paper (phones, iPads, laptops, or similar electronic notetaking devices are not permitted).

9.2.5 OFF DUTY ATTIRE:

Off duty employees must remove or conceal their Company issued tee shirts (such as covering with a jacket) so that guests do not mistake them for working staff.

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10 NON-EXEMPT EMPLOYEE ATTENDANCE POLICY

Employees are expected to be present and on-time for work, every shift. Regular attendance and punctuality are important to keep your team operating. Arriving late, tardiness, or absence cause disruptions and must be avoided. This being said, we understand that our employees will want to be present for special events and unforeseen circumstances may require absence from work. As such, Company's Non-Exempt Attendance Policy is designed to create reasonable expectations for attendance in the workplace, identify employees with good attendance, and correct attendance problems before they become too disruptive to operations.

10.1 NON-EXEMPT ATTENDANCE POLICY EXCEPTIONS

Company's Non-Exempt Attendance Policy applies only to all non-exempt employees in Company.

Policies related to each of the below scenarios are described in detail in the Sick Leave and Other Leaves of Absence sections of this handbook.

- Sick leave
- Pregnancy leaves of absence
- Temporary disability
- Military leave
- Jury and witness duty
- Leave for educational/daycare purposes
- Volunteer firefighter, reserve peace officer, and emergency rescue duty
- Voting time-off
- Bereavement leave
- Leave related to domestic violence, sexual assault, or stalking
- Crime victim's leave
- Leave for organ and bone marrow donation
- Leave taken under ADA or FMLA/CFRA
- Other leave that the Company is required by law to allow

In each of these cases, Company's specific policies for leaves of absence will supersede this attendance policy. If an attendance policy exception only covers part of an absence from work, the remaining absent time will be documented under Company's Non-Exempt Attendance Policy. Managers with questions related to exceptions should contact Human Resources (HR) for clarification.

While absences related to any of the above leaves of absence will not be counted as part of Company's

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Non-Exempt Attendance Policy, managers are still responsible for documenting and reporting all absences to Human Resources (HR), even if the cause of the absence is related to one or more exceptions.

10.2 AVAILABILITY

All non-exempt employees must have an official availability on file with Company. This availability defines when you are available to work. Your manager is free to schedule you within the parameters set by your official availability and will not schedule you outside of your availability without first discussing it with you.

Your official availability is first determined in the hiring process. You may request to change your availability but must receive written approval your manager before any change becomes official. Changes to availability must be submitted in-writing a minimum of 14-days in advance of the effective date of the change. Schedules made prior to the receipt of an updated availability are considered valid and accurate. It is the employee's responsibility to work any assigned shifts while their change to availability is being considered. Your managers may deny your request for change of availability if the new availability interferes with business operations in which case the previously agreed upon availability would still be considered "official", and the employee will be responsible for any shifts scheduled within the official availability.

The Company has a recurring mandatory monthly meeting that require every employee's attendance, regardless of their availability. Only limited and extenuating circumstances will be permitted as valid excuse for absence (see "Blocked Out Days"). Outside of a legitimate emergency, absence from mandatory monthly meetings must be approved in advance of the meeting in writing by the Chief Operating Officer (COO) or an Owner of the Company.

In some cases, changes to availability may affect the employment status of an employee. For example, if an employee's availability does not align with the business needs of the Company, the employee may receive fewer scheduled shifts/hours, or Company may choose to exercise its at-will right to terminate the employment based on altered availability. Employees are encouraged to discuss potential and/or upcoming changes to their availability and the effect of these changes on future schedules with the manager responsible for writing the weekly schedule.

10.3 PLANNED ABSENCE (TIME-OFF)

Absence from work is necessary from time to time to relax, travel, or attend to personal matters. However, absences should be planned in advance to limit disruptions to your teammates and the

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Company. Planned absences from work (or time-off) must be submitted in writing to the employee's manager a minimum of 14-days in advance of a planned absence and are subject to approval by the employee's manager. Requests for time-off will be treated on a first-come first-serve basis. Only one employee per department will typically be approved for time-off at a time. All times with approved planned absences are considered "blocked" for other employees in the same department.

Non-exempt employees are allowed a maximum of 14 days of unpaid time-off per calendar year, unless otherwise required by law. All dates after this limit will be considered "blocked". Time-off for non-exempt staff is always unpaid.

All dates in an employee's introductory period will be considered "blocked" unless the request was made known to the manager and approved by the manager in-writing before the acceptance of the employee's new position.

10.4 BLOCKED DAYS

Blocked days may not be requested off by employees for planned absences. Planned absence on blocked days will only be granted for extenuating circumstances. Managers may not approve more than one time-off request or approve a time-off request on a blocked day without written approval by the Chief Operating Officer (COO) or an Owner of the Company.

A manager may determine any date as blocked if the manager believes the date to be critical to business operations and require full departmental support. Examples of blocked days include but are not limited to:

- Holidays
- Popular sports games
- Special events
- Mandatory staff meetings.

10.5 SHIFT TRADING

We understand that unexpected events may occasionally require you to miss work on short notice. As such, we allow employees to occasionally trade shifts with their coworkers to attend to personal matters which could not be planned.

Requests to trade shifts must be submitted in-writing to your department manager by all employees involved in the trade. The employee accepting the shift must be capable of fulfilling all the duties and

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responsibilities assigned to the employee who released the shift. In other words, a barback cannot cover a bartender's shift because the barback does not have sufficient training. Shift trades that result in break violations or overtime will not be approved.

Requests are subject to managerial approval. A shift trade is not final until both of the following conditions are met:

- All employees have received written confirmation from their manager that the trade has been approved; and
- The official schedule has been updated to reflect the change.

If you are still on the schedule and fail to show to your shift, the absence will be counted as a "No-Call No-Show" even if another employee attended the shift in your absence.

10.6 UNPLANNED ABSENCE

An unplanned absence occurs when an employee properly notifies their manager 4 or more hours before their scheduled shift that the employee will be absent from work, due to emergency or other unexpected cause. Unplanned absences are disruptive to business operations and should be avoided whenever possible by:

- Planning time-off with your manager at least 14-days in advance of an absence; or
- Organizing an approved shift trade to cover your absence.

If an emergency or other unexpected cause (not covered by Non-Exempt Attendance Policy Exceptions or otherwise required by law) occurs that requires your absence from work, you are responsible for notifying your manager.

Employees who properly notify (see Proper Notification of Unplanned Absence) their manager 4 or more hours before the start of their scheduled shift will be documented with 1 occurrence (see Attendance Records and Occurrences). Failure to properly notify your manager of absence from work a minimum of 4-hours before the start of your shift will result in either a No-Show or No-Call; No-Show.

10.6.1 PROPER NOTIFICATION OF UNPLANNED ABSENCE

Proper notification must be in the form of a phone call to your manager's cell phone. Text messages, emails, calls to the restaurant/bar, messages relayed through other employees, or notifications on Company's scheduling software will be disregarded by the manager and will not count as proper notification. If the manager does not answer the phone call, a voicemail explaining the unexpected

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cause of the absence will be considered satisfactory notification. An employee who contacts a manager through any means other than a call to their cell phone will be subject to disciplinary action.

10.7 ATTENDANCE RECORDS AND OCCURRENCES

It is the responsibility of the Management Team to document all absences from work and the reason/cause for the absence. Employees accumulate occurrences for each absence not included in the Exceptions to Non-Exempt Attendance Policy or otherwise required by law. An employee who accumulates 3 or more occurrences will be scheduled for formal counseling with the employee's manager to determine the reason/cause for the repeated absences and determine a plan to ensure that business operations are not further compromised. At the discretion of the Management Team, this plan may include disciplinary action up to and including suspension or termination of employment.

The following chart details the various occurrences. Each type of occurrence is described below.

Forms of Absence	Number of Occurrences
Planned Absence	0
Timecard Error	¼
Tardiness	½
Unplanned Absence	1
No-Show	2
Early Departure	2
No-Call; No-Show	3

Managers are required to submit records of all absences in their department to Human Resources (HR) no later than the end of the workday each Tuesday. When a manager documents an occurrence, the manager should notify the affected employee in-writing, describing the date and reason for the occurrence.

Sample Language:

Dear [Employee],

I had to document you with [number of occurrences] occurrence[s] of unplanned absence on [date of unplanned absence] as a result of [reason for occurrence i.e., tardiness]. As a reminder, employees who receive 3 or more occurrences in a calendar year will be subject to formal counseling with HR and may be subject to disciplinary

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action up to and including suspension or termination of employment. Please do your best to be present for future shifts to avoid further occurrences.

Thank you,

[Manager]

At the end of each quarter, employees who have fewer than 1 occurrence will be considered in “excellent standing”. Employees with fewer than 2 occurrences will be considered in “good standing”. Employees with fewer than 3 occurrences will be considered in “satisfactory standing”. After results have been determined for the period, all employees will be forgiven 1 occurrence.

10.8 OTHER FORMS OF UNPLANNED ABSENCE

10.8.1 TARDINESS & TIMECARD ERROR

Timeliness is a sign of respect to the Company, its guests, your teammates, and yourself. As such, it is Company’s policy to encourage and reward punctuality while discouraging tardiness.

Employees may clock-in for their shift up to 10-minutes before their schedule start time. If an employee begins work or returns from a break after their scheduled time, the employee will be considered tardy and will be subject to ½ an occurrence, unless the tardiness is caused by one of the Non-Exempt Attendance Policy Exceptions or otherwise rendered exempt by law.

Employees are responsible for properly notifying their supervisor of imminent tardiness as soon as they are aware that tardiness is likely to occur. Failure to properly notify your supervisor may result in progressive disciplinary action.

If employee begins work or returns from break 30 or more minutes after their assigned time and before the start of their shift, the excessive tardiness will be documented as a no-show and subject to 2 occurrences, unless the employee properly notified their supervisor of their tardiness at least 4-hours before the start of their shift (in which case the tardiness would be documented as unplanned absence and subject to 1 occurrence).

Employees who accidentally forget to clock-in or clock-out for their shift or from break without correctly updating their timecard will be considered tardy (see Timecard Error) and subject to ¼ an occurrence, even if they began/ended work on-time. The employee must notify their manager as soon as they realize the error so that the manager can adjust the employee’s timecard to accurately reflect work performed.

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10.8.2 EARLY DEPARTURE

Good communication between employees and their supervisors is critical to business operations. Employees are expected to be at their stations performing work during scheduled hours until dismissed by their supervisor to depart from work or take a break.

An employee who informs their supervisor that they need to leave work early due to emergency or unexpected cause will be documented with 2 occurrences, unless the cause is listed under Non-Exempt Attendance Policy Exceptions or otherwise required by law. If the employee abandons their shift or goes on break without being dismissed by their supervisor, the incident will be documented as a No-Call; No-Show, subject to 3 occurrences, and may at the discretion of the Management Team be considered job abandonment.

10.8.3 NO-SHOW

An employee who properly informs their manager fewer than 4-hours prior to the start of their shift that the employee will be absent from work 30 or more minutes in a workday due to emergency or extenuating circumstance will be documented with a no-show and subject to 2 occurrences unless the cause for the absence is covered under the Non-Exempt Attendance Policy Exceptions or otherwise required by law.

10.8.4 NO-CALL; NO-SHOW

Failure on the part of the employee to properly notify the employee's manager of an absence of 30 or more minutes in a workday before the start of the employee's shift will result in a no-call; no-show and be counted as 3 occurrences.

10.9 ROLES AND RESPONSIBILITIES

EMPLOYEE RESPONSIBILITIES

All non-exempt employees are responsible for the following:

- Arriving to your scheduled shifts on-time and ready to work.
- Working as directed until dismissed by their supervisor.
- Accurately recording your timecards and immediately informing your supervisor of any errors.
- Refraining from modifying another employee's timecards.
- Submitting changes to your availability and requests for time-off 14-days in advance of affected dates.

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- Avoid submitting request for time-off in your introductory 90-days, on days approved for time-off by other employees in your department, or on blocked days.
- Calling your manager's cell phone immediately in the event of a tardiness or unplanned absence from work.
- Verifying that your manager has changed the official schedule before missing a shift you traded to another employee.

MANAGER RESPONSIBILITIES

Managers are responsible for the following:

- Reviewing requests for availability changes and planned absence AND communicating decisions in-writing to affected employees.
- Documenting all occurrences and submitting records to Human Resources (HR) no later than Wednesday each week.
- Notifying employees in your department in-writing that you documented them with an occurrence.

HR RESPONSIBILITIES

Human Resources (HR) is responsible for the following:

- Filing attendance records in an organized and easily accessible manner.
- Tracking occurrences and updating records each pay period.
- Scheduling formal counseling meeting with the manager and employee when an employee has accumulated 3 or more occurrences.
- Documenting employee attendance standings at the end of each quarter.

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11 SICK LEAVE & OTHER LEAVES OF ABSENCE

The Company grants eligible employees leaves of absence for illness, pregnancy-disability, temporary disability, military leave, jury or witness duty, certain court appearances, appearances at school or daycare activities, emergency duty as a volunteer firefighter, a reserve peace officer, or emergency rescue personnel, to vote in a statewide election, for bereavement leave, for leave related to domestic violence, crime victims leave, or leave for the donation of an organ or bone marrow. Unless specified in the policy guidelines or otherwise required by law, employees will not be paid for leaves of absence.

Employees wishing to take a leave of absence for one of these reasons should refer to the procedures outlined below or contact HR.

11.1 PROPER NOTIFICATION OF LEAVES OF ABSENCE

Unless otherwise stated in a specific policy or required by law, leaves of absence should be communicated to the employee's Manager in the following manner:

- If foreseeable, the request should be made in writing a minimum of 14-days in advance of any dates requested.
- If the request is not foreseeable at least 14-days in advance, the request should be made in the form of a phone call to the Manager's cell phone.

Text messages, emails, calls to the restaurant/bar, messages relayed through other employees, or notifications on Company's scheduling software will be disregarded by the manager and will not count as proper notification, unless emergency or extenuating circumstance has rendered it is unreasonable for the employee to call the Manager. In the case of emergency or extenuating circumstance, the employee should make reasonable effort to contact the Manager in whatever means is available and then call the manager as soon as practical. If the manager does not answer the phone call, a voicemail explaining the unexpected cause of the absence will be considered satisfactory notification. An employee who contacts a manager through any means other than a call to their cell phone will be subject to disciplinary action.

11.2 SICK LEAVE / ILLNESS

To help prevent loss of earnings that may be caused by accident or illness, the Company has established paid sick leave.

As of July 1, 2015, California law provides for mandatory paid sick leave under the Healthy Workplaces,

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Healthy Families Act. The Company's paid sick leave policy is intended to comply with the requirements of this Act.

If you have any questions about paid sick leave, please contact HR.

Please note: Certain cities/counties in California have separate paid sick leave ordinances that may provide different benefits to employees. When such benefits are more advantageous to employees, the provisions of such ordinances will prevail over any contrary terms in this policy.

11.2.1 ELIGIBILITY

An employee qualifies to accrue paid sick leave under this policy upon the start of the employee's employment or July 1, 2015, whichever is later. In addition, employees may take paid sick leave accrued under this policy if they have worked for the Company for at least 90 calendar days.

11.2.2 ACCRUAL

Employees accrue one hour of paid sick leave for every 30 hours of work performed. Employees may not accrue more than 48 hours or six regularly scheduled workdays of paid sick leave, whichever is greater, at any given time. Employees who reach the applicable cap will cease to accrue further paid sick leave hours until paid sick leave is used, at which point the employee will continue to accrue additional paid sick leave up to the cap. Paid sick leave not used in a year otherwise carries over from year to year. For purposes of this policy, a year is calculated from the date of the employee's hiring.

Employees may begin using their accrued sick leave on the ninetieth calendar day of employment with the Company.

Exempt employees are presumed to work 40 hours per workweek for purposes of sick time accrual. If their normal workweek is less than 40 hours, accrual will be based on their normal workweek.

11.2.3 VIEWING ACCRUED SICK LEAVE

An employee's total accrued sick leave at the end of each pay period will be displayed on each paycheck. If at any time you believe that your accrued sick leave total is inaccurate, please contact payroll@theuob.com.

11.2.4 ANNUAL ROLLOVER & CAP ON ACCRUAL

Any unused sick leave rolls over to the next year but is subject to the accrual cap below.

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Employees may not accrue more than 48 hours or six regularly scheduled workdays of paid sick leave, whichever is greater, at any given time. Employees who reach the applicable cap will cease to accrue further paid sick leave hours until paid sick leave is used, at which point the employee will continue to accrue additional paid sick leave up to the cap.

11.2.5 SICK LEAVE USAGE

Employees may take the greater of 24 hours or three regularly scheduled workdays' worth of paid sick leave per leave year for any of the qualifying reasons discussed below. For purposes of this policy, a year is calculated from the date of the employee's hiring.

Paid sick leave may be used for the diagnosis, care (including preventive care), or treatment of an existing health condition of an employee and certain family members of the employee.

A family member includes a child, parent, spouse, domestic partner, grandparent, grandchild, or sibling. For purposes of this policy, a "child" means a biological or adopted child, a foster child, a stepchild, a legal ward, or a child to whom the employee stands in loco parentis. Similarly, a "parent" under this policy means a biological or adoptive parent, a foster parent, a stepparent, an employee's legal guardian, a legal guardian of an employee's spouse or domestic partner, or a person who stood in loco parentis when the employee was a minor child.

Employees who are victims of domestic violence, sexual assault, or stalking also may use paid sick leave for treatment, assistance, and other purposes authorized by law.

Employees using paid sick leave must do so in minimum increments of one hour. Employees will be paid for sick leave no later than the payday for the next regular payroll period after the sick leave was taken. Finally, an employee will not be required to search for or find a replacement if the employee is taking paid sick leave under this policy.

An employee's use of paid sick time may run concurrently with other leaves under local, state, or federal law.

11.2.6 COMPENSATION FOR SICK LEAVE

Paid sick days ordinarily are paid at the employee's normal rate of pay earned during regular work hours. Accrued, unused paid sick leave is not paid out upon termination or resignation. However, employees separating from employment who are rehired within one year from the date of separation will have their previously accrued and unused paid sick days reinstated. The employee also will begin accruing paid sick leave upon re-hire (assuming the employee's bank is below the applicable cap). In

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addition, if the employee is re-hired within one year from the date of separation, any number of days that the employee previously worked for the Company will be credited toward the 90 calendar days that an employee must have worked for the Company before being eligible to use paid sick leave under this policy.

11.2.7 APPROVAL

If the need for paid sick leave is foreseeable (e.g., scheduled routine medical appointments), the employee must provide reasonable advance notice. If the leave is not foreseeable, the employee must provide notice of the leave as soon as practical. When requesting sick leave, employees should not disclose any private medical information or any other confidential personal information. Employees should direct all requests for sick leave to the employee's Manager.

11.2.8 NON-RETALIATION OR DISCRIMINATION

The Company strictly prohibits any form of retaliation or discrimination against an employee for attempting to use or using paid sick leave under this policy, and for any other reason prohibited by applicable law. Employees who believe they have been discriminated or retaliated against should report their concerns to the Chief Operating Officer (COO) or an Owner of the Company.

11.3 PREGNANCY-DISABILITY RIGHTS

10.3.1 LEAVES OF ABSENCE AND TRANSFERS

The Company recognizes that employees may be unable to work for temporary but extended periods of time due to pregnancy, childbirth, or related medical conditions ("Pregnancy-Disability"). Accordingly, for any employee who is disabled by pregnancy, childbirth, or related medical conditions, the Company provides Pregnancy-Disability leave for the period of actual disability, up to a maximum of 4 months. Pregnancy-Disability leave may be taken intermittently, or on a reduced-hours schedule, as medically advisable.

Moreover, an employee is entitled to a reasonable accommodation for pregnancy, childbirth, or related medical conditions if the employee so requests and provides the Company with medical certification from the employee's health care provider. In addition to other forms of reasonable accommodation, a pregnant employee is entitled to transfer temporarily to a less strenuous or hazardous position or to less hazardous or strenuous duties if the employee so requests, the transfer request is supported by proper medical certification, and the transfer can be reasonably accommodated.

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11.3.2 PROCEDURE FOR REQUESTING PREGNANCY-DISABILITY LEAVE OR TRANSFER

Whenever possible, an employee should submit a written request for Pregnancy-Disability leave or Pregnancy-Disability transfer to a Manager as soon as the employee aware of the need for such leave or transfer. If the leave or transfer is foreseeable, the employee must provide 30 calendar days' advance notice to the Company of the need for Pregnancy-Disability leave or transfer. If it is not practicable for the employee to give 30 calendar days' advance notice of the need for leave or transfer, the employee must notify the Company as soon as practicable after the employee learns of the need for the Pregnancy-Disability leave or transfer.

If an employee fails to provide the requisite 30 days' advance notice for a foreseeable need for leave or transfer, without any reasonable excuse for the delay, the Company reserves the right to delay the taking of the leave until at least 30 days after the date the employee provides notice of the need for the leave or transfer.

Any request for a Pregnancy-Disability leave must be supported by medical certification from a health care provider, which shall provide the following information: (a) the date on which the employee became disabled due to pregnancy; (b) the probable duration of the period or periods of disability; and (c) an explanatory statement that, due to the disability, the employee is unable to work at all or is unable to perform any one or more of the essential functions of the employee's position without undue risk to the employee, the employee's pregnancy, or to other persons. In the case of a Pregnancy-Disability transfer, the medical certification shall provide the following information: (a) the date on which the need to transfer became medically advisable; (b) the probable duration of the period or periods of the need to transfer; and (c) an explanatory statement that, due to the employee's pregnancy, the transfer is medically advisable. Upon expiration of the time period for the leave or transfer estimated by the health care provider, the Company may require the employee to provide another medical certification if additional time is requested for leave or transfer.

11.3.3 SUBSTITUTION OF PAID LEAVE FOR PREGNANCY-DISABILITY LEAVE

An employee taking Pregnancy-Disability leave must substitute any accrued sick leave for the employee's leave and may, at the employee's option, substitute any accrued vacation time for the employee's leave. Except to the extent that paid leave is substituted for Pregnancy-Disability leave, the Pregnancy-Disability leave will be unpaid. The substitution of paid leave for Pregnancy-Disability leave does not extend the total duration of the leave to which an employee is entitled.

11.3.4 LEAVE'S EFFECT ON BENEFITS

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During an employee's Pregnancy-Disability Leave, the Company will continue to pay for the employee's participation in the Company's group health plans, to the same extent and under the same terms and conditions as would apply had the employee not taken leave.

Thus, the employee must continue to pay the employee's share of the health plan premiums during the leave. If the employee substitutes paid leave for the unpaid leave, such payments will be deducted from the employee's pay through the regular payroll deductions. Otherwise, the employee must make arrangements with the Company for the payment of such premiums.

All other benefits will be governed in accordance with the terms of each benefit plan and are the sole responsibility of the employee.

The Company may recover from the employee the premium that the Company paid to maintain coverage for the employee under the group health plan if the employee fails to return from leave after the period of leave has expired and the employee's failure to return is for a reason other than: (i) the employee is taking leave under the California Family Rights Act; (ii) the continuation, recurrence, or onset of a health condition that entitles the employee to leave for Pregnancy Disability, or other circumstances beyond the employee's control.

Employees on Pregnancy-Disability leave will accrue employment benefits, such as sick leave, vacation leave, and seniority only when paid leave is being substituted for unpaid leave and only if the employee would otherwise be entitled to such accrual.

Employee benefits may be continued during the unpaid portion of the Pregnancy-Disability leave according to the provisions of the Company's various employee benefit plans.

11.3.5 REINSTATEMENT AFTER PREGNANCY-DISABILITY LEAVE OR TRANSFER

Unless the Company and the employee have already agreed upon the employee's return date, an employee who has taken a Pregnancy-Disability leave or transfer must notify a member of the Management Team at least 48 hours before the employee's scheduled return to work or, as applicable, transfer back to the employee's former position. An employee who timely returns to work at the expiration of the employee's Pregnancy-Disability leave will be reinstated to the employee's former position, or a comparable position, when possible and consistent with applicable law.

Each employee who has taken a Pregnancy-Disability leave or transfer must be released by the employee's doctor to return to work. The release should be in writing and submitted to a member of the Management Team on or before the employee's return from a Pregnancy-Disability leave or

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transfer.

11.4 TEMPORARY DISABILITY LEAVE

11.4.1 ELIGIBILITY AND DURATION

In addition to Pregnancy-Disability leaves, employees may take a temporary disability leave of absence, if necessary, to reasonably accommodate a workplace injury or a qualified disability under the Americans with Disabilities Act and/or the California Fair Employment and Housing Act.

The duration of a disability leave under this section shall be consistent with applicable law, but in no event shall the leave extend past the date on which an employee becomes capable of performing the essential functions of the employee's position, with or without reasonable accommodation. For a full explanation of leave rights, employees should contact HR.

If the disability leave is needed due to a work-related injury, all matters relating to an employee's leave rights, including compensation, benefits, substitution of paid leave, notice and certification requirements, and reinstatement shall be governed by state workers' compensation laws. Employees having questions about such rights should contact HR.

11.4.2 LEAVE'S EFFECT ON PAY AND BENEFITS

An employee taking temporary-disability leave must substitute any accrued sick leave and vacation pay for the leave. Except to the extent that paid leave is substituted for temporary-disability leave, the temporary-disability leave will be unpaid.

Group insurance benefits may be continued during the temporary-disability leave period. However, the cost of such coverage, including the Company's premium payment, becomes the responsibility of the employee. The employee and the Chief Operating Officer (COO) should agree upon a payment schedule before the employee's leave begins.

11.4.3 PROCEDURE FOR REQUESTING DISABILITY LEAVE

Unless the circumstances render it impractical, a temporary-disability leave must be approved in writing by the Chief Operating Officer (COO) or a designated representative from HR in advance of disability leave. Whenever possible, an employee should submit a written request for disability leave to HR as soon as the employee is aware of the need for such leave or transfer. Any request for a disability leave must be supported by medical certification from a health care provider, which shall provide the following information: (a) the date on which the employee became disabled; (b) the

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probable duration of the period or periods of disability; and (c) an explanatory statement that, due to the disability, the employee is unable to work at all or is unable to perform any one or more of the essential functions of the employee's position without undue risk to the employee or to other persons. The certification should also explain what accommodations, if any, will assist the employee with performing the essential functions of the employee's position.

11.4.4 REINSTATEMENT AFTER TEMPORARY-DISABILITY LEAVE

Each employee who has taken a temporary-disability leave must keep HR advised of the disability status and must contact HR at least two weeks prior to the expiration of the scheduled leave to discuss the employee's return to work. An employee desiring to return to work from temporary-disability leave shall be reinstated in accordance with applicable law and shall be given the employee's former position when staffing requirements permit. The Company cannot, however, guarantee that the employee's former position, or any other position, will be available upon the expiration of the scheduled leave.

Each employee who has taken a temporary-disability leave must be released by a doctor to return to work. The release should be in writing and submitted to HR on or before the employee's return from temporary-disability leave.

11.5 MILITARY LEAVE OF ABSENCE

The Company will grant employees a military leave of absence to the extent required by applicable federal and state law.

Qualified Californian employees will be given up to 10 days leave during that time in which the employee's spouse or domestic partner is on leave from deployment in a combat zone with the active duty or reserve military or national guard during a period of military conflict. Employees may use accrued vacation time to cover this absence. If the employee has no accrued vacation, the employee must request time off without pay.

Qualifying employees are employees who work an average of 20 hours per week and have a spouse or domestic partner who is serving as (1) a member of the U.S. Armed Forces and who has been deployed during a period of military conflict to an area designated as a combat theater or combat zone by the President of the United States or (2) a member of the Armed Forces Reserve Components or the National Guard and has been deployed during a period of military conflict.

Qualifying employees who wish to request this leave must provide HR with a written request for such

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leave within two business days of receiving official notice that the military spouse or domestic partner will be on leave from deployment. The employee must also provide written documentation to HR certifying that the military member will be on military leave from deployment.

11.6 JURY AND WITNESS DUTY

The Company will provide employees unpaid time off to serve, as required by law, on a jury or grand jury if the employee provides reasonable advance notice. The Company will also provide employees with time off to appear in court or other judicial proceedings as a witness to comply with a valid subpoena or other court order.

Leaves under this section will be unpaid.

However, exempt employees who work any portion of a workweek in which they also serve on jury duty or appear as a witness will receive their full salary for that workweek. Employees may elect to substitute accrued vacation during any unpaid leave due to jury duty or a witness appearance.

Employees are required to provide at least 10 days' advance notice of the need for jury/witness leave. Employees also are expected to report to work each day or portion of a day they are not performing jury/witness duty.

11.7 LEAVE FOR EDUCATIONAL/DAYCARE PURPOSES

Employees will be granted time off without pay for up to 40 hours per calendar year, but no more than eight hours in any calendar month, to:

- participate in the activities of schools or licensed child daycare facilities attended by their children,
- find, enroll, or reenroll their children in a school or with a licensed childcare provider, or
- address a child care provider or school emergency (i.e., the school or child care provider requested that the child be picked up, there is a behavioral or discipline problem with the child that needs to be addressed with the school or child-care provider, there is a closure or unexpected unavailability of the school or child-care provider, or that there is a natural disaster, such as an earthquake or fire, requiring that the child be kept home or picked up from the school or child-care provider).

Employees eligible for such leave are parents, stepparents, foster parents, grandparents, guardians, or persons who stand in loco parentis (in the place of a parent) to a child.

Employees must substitute accrued vacation, personal leave, or compensatory time off for purposes of

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a planned absence under this Section.

Employees wishing to take time off under this Section must provide a Manager with reasonable notice of the planned absence. If both parents of a child are employed by the Company at the same worksite, the request for time off under this Section will be granted to the first parent to provide notice of the need for time off. The request from the second parent will be accommodated if possible.

The Company prohibits any discrimination or discharge due to an employee taking time off under this policy.

11.8 VOLUNTEER FIREFIGHTER, RESERVE PEACE OFFICER, AND EMERGENCY RESCUE PERSONNEL

Non-exempt employees will be granted time off without pay to perform emergency duties as a volunteer firefighter, reserve peace officer, or emergency rescue personnel (which includes an officer, employee, or member of a disaster medical response entity sponsored or requested by the State). Such employees also are entitled for leave of up to 14 days per calendar year to attend fire, law enforcement, or emergency rescue training. Exempt employees who work any portion of a workweek in which they also perform such emergency duties or training will receive their full salary for that workweek. Otherwise, exempt employees will be granted time off without pay.

Employees may substitute vacation pay for any unpaid portion of leave to perform such emergency duties or training.

The Company prohibits discrimination against an employee because the employee takes time off under this policy.

11.9 VOTING TIME OFF

Employees who do not have enough time outside of their regular working hours to vote in a statewide election may request time off to vote. Employees shall make their request at least two days in advance of the election. Up to two hours of pay will be provided, at the beginning or end of the employee's regular shift, whichever will allow the freest time for voting and the least time off work.

11.10 BEREAVEMENT LEAVE

Subject to the needs of the Company, employees will be allowed up to three consecutive working days off to arrange and attend the funeral of an immediate family member. For purposes of this policy an employee's immediate family is defined to include the employee's current spouse, domestic partner,

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father, mother, sister, brother, children, current parent in-law, grandparents, and grandchildren. Bereavement leave is unpaid.

Managers may authorize up to three days of bereavement leave to an employee upon the death of an employee's immediate family member and up to four hours of bereavement leave to attend a service for a non-family member, subject to the needs of the Company.

If an employee requires additional time-off for bereavement leave, the employee may request additional unpaid leave from Human Resources or may request the opportunity to use any accrued vacation time. Additional bereavement leave beyond three days will be granted on a case-by-case basis by Human Resources after considering the needs of the business and whether or not the additional leave can be reasonably accommodated.

To request bereavement leave, the employee should email BOTH their manager and Human Resources and include the following information:

1. The requested dates for bereavement leave,
2. The name of the deceased,
3. The date of death,
4. The city of death, and
5. The relationship to the deceased.

Company reserves the right to require proof of leave, typically in the form of an obituary, death certificate, funeral program, or prayer card.

11.11 LEAVE RELATED TO DOMESTIC VIOLENCE, SEXUAL ASSAULT OR STALKING

The Company will provide time off to an employee who has been the victim of domestic violence, sexual assault or stalking to seek any relief, including, but not limited to, a temporary restraining order, restraining order, or other injunctive relief, to help ensure the health, safety, or welfare of the victim or the employee's child. This includes time off for court proceedings, services from a domestic violence shelter, program or rape crisis center, counseling, medical attention, and participation in safety planning programs. The Company requires reasonable advance notice of the leave when feasible. If time off is taken due to an emergency, the employee must, within 15 days of the absence, provide the HR with certification of the need for the leave such as a police report, court order, documentation from a healthcare provider, victims advocate, or counselor.

Employees eligible for paid sick leave benefits under California law may take any such available paid

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time off, consistent with such law, for the purposes set forth in this policy. For more information, please see the “Sick Leave” policy. In the event paid sick leave benefits are not available, employees taking leave under this policy may elect to apply accrued and unused vacation to such time.

Also, the Company will provide a reasonable accommodation for an employee who is a victim of domestic violence, sexual assault, or stalking, and who has disclosed that status to HR, if the employee requests an accommodation for the employee’s safety while at work. The Company will engage, in good faith, in a timely and interactive process with the employee to determine an effective reasonable accommodation, and the Company may request that the employee provide (i) a written statement, signed by the employee or someone acting on the employee’s behalf, certifying that the accommodation is for the purpose stated above, and (ii) a certification demonstrating the employee’s status as a victim of domestic violence, sexual assault, or stalking. Every six months after the date of the previous certification, the Company may request recertification of such status. The Company will maintain certifications as confidential if it identifies the employee as a victim of domestic violence, sexual assault, or stalking, and will disclose such information only as required by law, or as necessary to protect the employee’s workplace safety. A representative from HR will notify the employee before such disclosure.

The Company prohibits discrimination, discharge, or retaliation against an employee for taking time off or requesting an accommodation under this policy or based on the employee’s status as a victim of domestic violence, sexual assault, and/or stalking.

11.12 CRIME VICTIMS’ LEAVE

The Company will provide time off to an employee to attend judicial proceedings related to a crime, if that employee is a victim of crime, an immediate family member (spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather) of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim. The Company requires that where feasible, in advance of taking leave, the employee provide HR with a copy of the notice of each scheduled proceeding that is provided to the victim by the agency responsible for providing notice. If advance notice is not possible, the employee is required to provide HR with a copy of the notice within a reasonable time.

No employee who is absent from work pursuant to this provision will be discharged or otherwise discriminated against in compensation or other terms, conditions, or privileges of employment, because of such absence. Such leave is unpaid. Employees taking leave under this policy may elect to apply vacation time to such leave.

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11.13 LEAVE FOR ORGAN AND BONE MARROW DONATION

The Company will grant an employee the following paid leaves of absence for the purpose of organ or bone marrow donation:

1. A leave of absence of up to five days in any one-year period for the purpose of donating the employee's bone marrow to another person.
2. A leave of absence of up to 30 days in any one-year period for the purpose of the employee donating the employee's organ to another person.

A leave of absence for the purpose of organ or bone marrow donation will be provided with pay, however, if an employee has earned and unused sick or vacation time available, the employee is required to first use up to five days of paid sick or vacation time for a bone marrow donation and up to two weeks of sick or vacation time for organ donation.

To receive a leave of absence pursuant to this policy, the employee must provide written verification to a Manager that the employee is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

Any leave taken for the donation of an organ or bone marrow will not constitute a break in service for purposes of the employee's right to salary adjustments, sick leave, vacation, annual leave, or seniority. During any leave taken under this policy, the Company will maintain and pay for coverage under any group health plan, for the full duration of this leave.

Leave provided under this policy may be taken in one or more periods.

Leave taken under this policy will not run concurrently with any leave taken pursuant to the federal Family and Medical Leave Act or the California Family Rights Act.

Upon expiration of a leave of absence authorized by this policy, the Company will restore the employee to the position held by the employee when the leave began or to a position with equivalent seniority status, employee benefits, pay, and other terms and conditions of employment. The Company may decline to restore an employee because of reasons unrelated to the exercise of rights under this policy by the employee.

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12 OPEN-DOOR POLICY

The Company has an Open-Door Policy that encourages employees to participate in decisions affecting them and their daily professional responsibilities. Employees who have job-related concerns or complaints are encouraged to discuss them with Human Resources (HR) or a member of the Management Team with whom they feel comfortable. The Company believes that employee concerns are best addressed through this type of informal and open communication.

Employees are encouraged to raise work-related concerns with HR or a member of the Management Team of their choice, as soon as possible after the events that cause the concern. Employees are further encouraged to pursue discussion of their work-related concerns until the matter is fully resolved. Although the Company cannot guarantee that in each instance the employee will be satisfied with the result, the Company will attempt in each instance to explain the result to the employee if the employee is not satisfied. The Company will also attempt to keep all such expressions of concern, the results of any investigation, and the terms of the resolution confidential. In the course of investigating and resolving the matter, however, some dissemination of information to others may be necessary or appropriate.

Employees who conclude that work-related concerns should be brought to the attention of the Company by written complaint and formal investigation may avail themselves of the “Employee Complaint Reporting Procedure” set forth in this Handbook.

To keep the communication channels open, the Company implements regular, monthly staff meetings. Attendance at staff meetings is mandatory.

Note: The Company has a specific procedure detailed in the separate Policy Against Harassment and Discrimination that should be used to report concerns or complaints related to possible sexual harassment, or other forms of harassment, discrimination, or retaliation based on a protected category.

12.1 REQUESTS FOR FEEDBACK OR DEVELOPMENT

Open-Door meetings should not be limited to complaints. Employees are encouraged to schedule open-door meetings with members of the Management Team or HR to discuss their performance, learn about future opportunities within the Company, and help better plan their careers.

The proper way to schedule an Open-Door Meeting with any member of the Management Team or HR is to email the manager directly, requesting an Open-Door Meeting.

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13 COMPLAINT REPORTING PROCEDURE

13.1 PURPOSE AND SCOPE

The purpose of this Procedure for Reporting Employee Complaints is to establish a process for all employees of the Company to use to notify the Company of their work-related concerns, and to give the Company the opportunity to learn about, address, and resolve the complaint. This policy is intended to supplement the Open-Door Policy set forth in this Handbook, which states the Company's philosophy that all employees have access to HR or a Member of their choice of the Management Team to informally express their work-related concerns. As noted in the Open-Door Policy, the Company has a specific procedure detailed in its Policy Against Harassment and Discrimination that should be used to report concerns or complaints related to possible sexual harassment, or other forms of harassment, discrimination, or retaliation based on a protected category.

Importantly, when the nature of the concern pertains to an actual or suspected violation of the law, or an ethical violation, including under the Company's rules of conduct, all employees, directors, and officers of the Company are required to file a complaint using the procedure below. This includes reporting any activity that is considered by the person making the complaint to be illegal or dishonest. Examples of illegal and dishonest activities are violations of federal, state, or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting. Any questions regarding whether a concern is subject to this mandatory reporting policy should be resolved in favor of filing the complaint.

13.2 PROCEDURE

13.2.1 FILING OF COMPLAINT

Individuals should send written complaints to HR as soon as possible after the events that give rise to the work-related concerns. The written complaint should set forth in detail the bases for the complaint.

13.2.2 INVESTIGATION

The Chief Operating Officer (COO) will date and log all written complaints and send the employee an acknowledgment that the complaint is under review.

The Chief Operating Officer (COO) or the Company's designee will investigate the complaint, meeting separately with the employee and with others who either are named in the complaint or who may have knowledge of the facts set forth in the complaint. The Company will attempt to treat all internal



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complaints and their investigation as confidential, recognizing, however, that in the course of investigating and resolving internal complaints some dissemination of information to others may be necessary or appropriate.

On completion of the investigation, the Chief Operating Officer (COO) will orally report their findings and conclusions to the employee. If the complaint is resolved to the employee's satisfaction, the terms of the resolution should be recorded and signed by both the employee and the Chief Operating Officer (COO).

13.3 APPEAL

If the complaint is not resolved to the employee's satisfaction, the employee may submit a written request for review of the complaint to an Owner of the Company. On completion of the appeal review, the employee should receive an oral explanation of the conclusion reached and the reasons for that conclusion. The terms of the resolution will then be recorded and signed by both the employee and the reviewing Owner of the Company.

13.4 NON-RETALIATION

The Company will not tolerate retaliation against individuals for: reporting a good faith concern under this policy; participating in or cooperating in any internal investigations of reported concerns; or otherwise engaging in conduct protected by law. Prohibited retaliation can be adverse employment actions, like termination, compensation decreases, or poor work assignments, or even threats of physical harm.

Such retaliation is a separate violation of Company policy. It also may violate applicable law. (For example, a complaint may qualify as protected "whistleblowing" under an applicable law that prohibits retaliation due to whistleblowing).

Anyone who believes that they have been retaliated against for reporting a good faith concern, for participating in or cooperating in an internal investigation of a concern, or for exercising their rights, or otherwise engaging in conduct protected by law, should immediately notify the If the complaint is resolved to the employee's satisfaction, the terms of the resolution should be recorded and signed by both the employee and the using the same Procedure described above.

13.5 DEFEND TRADE SECRETS ACT NOTICE

Pursuant to the Defend Trade Secrets Act, an individual shall not be held criminally or civilly liable

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under any federal or state trade secret law for the disclosure of a trade secret that (A) is made (i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. If an employee files a lawsuit for retaliation by the Company for reporting a suspected violation of law, the employee may disclose the trade secret to the employee's attorney and use the trade secret information in the court proceeding, if the employee (A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order. If disclosure of Company trade secrets was not done in good faith pursuant to the above, the employee may be subject to substantial damages, including punitive damages and attorneys' fees.

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14 POLICY AGAINST HARASSMENT & DISCRIMINATION

14.1 PURPOSE OF POLICY

The Company is committed to providing a workplace free of unlawful harassment and discrimination. This includes sexual harassment (which includes harassment based on pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions) and harassment based on gender, gender identity (including transgender identity and transitioning), gender expression, and sex stereotyping, as well as harassment based on such factors as race, color, religion, religious creed (including religious dress and religious grooming), national origin, ancestry, citizenship, age, physical or mental disability, legally-protected medical condition or information (including genetic information), family care or medical leave status, military caregiver status, military status, veteran status, marital status, domestic partner status, sexual orientation, status as a victim of domestic violence, sexual assault or stalking, enrollment in a public assistance program, engaging in protected communications regarding employee wages, requesting a reasonable accommodation on the basis of disability or bona fide religious belief or practice, or any other basis protected by federal, state, or local laws. The Company strongly disapproves of and will not tolerate harassment of or discrimination against applicants, employees, unpaid interns, or volunteers by managers, co-workers or third parties with whom employees come into contact. Similarly, the Company will not tolerate harassment by its employees of non-employees with whom the Company employees have a business, service, or professional relationship.

14.2 HARASSMENT DEFINED

Harassment includes verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile working environment or that interferes with an employee's work performance. Such conduct constitutes harassment when (1) submission to the conduct is made either an explicit or implicit condition of employment; (2) submission or rejection of the conduct is used as the basis for an employment decision; or (3) the harassment interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment.

Harassing conduct can take many forms and may include, but is not limited to, the following (when based upon an employee's protected status as noted above): slurs, jokes, statements, gestures, assault, impeding or blocking another's movement or otherwise physically interfering with normal work, pictures, drawings, or cartoons, violating someone's "personal space," foul or obscene language, leering, stalking, staring, unwanted or offensive letters or poems, offensive email or voicemail messages.

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Sexually harassing conduct may include all these prohibited actions, as well as other unwelcome conduct, such as requests for sexual favors, conversation containing sexual comments, and other unwelcome sexual advances. Sexually harassing conduct can be by a person of either the same or opposite sex. Sexually harassing conduct need not be motivated by sexual desire to be violative of this policy.

14.3 REPORTING AND INVESTIGATING HARASSING CONDUCT

The Company understands that victims of harassment are often embarrassed and reluctant to report acts of harassment for fear of being blamed, concern about being retaliated against, or because it is difficult to discuss sexual matters openly with others. However, no employee should have to endure harassing conduct, and the Company therefore encourages employees to promptly report any incidents of harassment so that corrective action may be taken. Any incidents of harassment, including work-related harassment by any Company personnel or any other person, should be reported in a detailed writing immediately to the Chief Operating Officer (COO). An employee is not required to complain to the Chief Operating Officer (COO) if that Chief Operating Officer (COO) is the individual who is harassing the employee but may instead send a written report detailing the harassment to a member of the Management Team. Members of the Management Team who receive complaints or who observe harassing conduct must report the incident in writing to the Chief Operating Officer (COO) so that an investigation may be initiated. If members of the Management Team receive complaints or observe harassing conduct by the Chief Operating Officer (COO), a different representative of the Company will perform the investigation.

Every reported complaint of harassment will be investigated thoroughly and promptly by impartial and qualified personnel. Typically, the investigation will include the following steps: an interview of the employee who lodged the harassment complaint to obtain complete details regarding the alleged harassment; interviews of anyone who is alleged to have committed the acts of harassment to respond to the claims; and interview of any employees who may have witnessed, or who may have knowledge of, the alleged harassment. The member of the Management Team responsible for the investigation will notify the employee who lodged the harassment complaint of progress during the investigation, including documentation where applicable, and timely notification of the results of the investigation. The investigation will be handled in as confidential a manner as possible consistent with a fair, timely, and thorough investigation in a manner that provides all parties appropriate due process and reaches reasonable conclusions based on the evidence collected.

In addition to notifying the Company about harassment or retaliation complaints, affected employees may also direct their complaints to the California Department of Fair Employment and Housing

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("DFEH"), which has the authority to conduct investigations of the facts. The deadline for filing complaints with the DFEH is one year from the date of the alleged unlawful conduct. If the DFEH believes that a complaint is valid and settlement efforts fail, the DFEH may file a lawsuit in court. The courts have the authority to award monetary and non-monetary relief in meritorious cases. Employees can contact the nearest DFEH office at the locations listed in the Company's DFEH poster or by checking the State Government listings in the local telephone directory.

14.4 CORRECTIVE ACTION

The Company will not tolerate retaliation against any employee for making a good faith complaint of harassment or for cooperating in an investigation. If harassment or retaliation in violation of this policy is established, the Company will take appropriate corrective action. Corrective action may include, for example: training, referral to counseling, or disciplinary action ranging from a verbal or written warning to termination of employment, depending on the circumstances. Regarding acts of harassment by guests or vendors, corrective action will be taken by the Company's representative after consultation with the Management Team. Employees will not experience retaliation as a result of lodging a complaint or participating in any workplace investigation.

14.5 SEXUAL HARASSMENT TRAINING

The Company will provide sexual harassment training for all employees as required by law.

14.6 AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is Company's policy to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can

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perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Company.

Contact HR with any questions or requests for accommodation.

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15 COMPANY PROPERTY; CONFIDENTIAL & PERSONAL INFORMATION

The security of Company property is of vital importance to the Company. Company property includes not only tangible property, like glassware and computers, but also intangible property such as confidential information. It is critical for the Company to preserve and protect its confidential information, as well as the confidential information of guests, suppliers, and third parties. All employees are responsible for ensuring that proper security is always maintained.

15.1 CONFIDENTIAL AND PERSONAL INFORMATION

“Confidential Information” means all information, not generally known, belonging to, or otherwise relating to the business of the Company or its clients, guests, suppliers, vendors, affiliates, or partners, regardless of the media or way it is stored or conveyed, that the Company has taken reasonable steps to protect from unauthorized use or disclosure. Confidential Information includes but is not limited to trade secrets as well as other proprietary knowledge, information, and know-how; non-public intellectual property rights, including business plans and strategies; manufacturing techniques; formulae; processes; designs; drawings; discoveries; improvements; ideas; conceptions; test data; compilations of data; forms; recipes; codes; software; manuals; and developments, whether or not patentable and whether or not copyrightable.

“Personal Identification Information” includes individually identifiable information about employees, guests, consultants, or other individuals, such as Social Security numbers, background information, credit card or banking information, health information, or other non-public information entrusted to the Company regarding an individual’s personal identity. There are laws in the United States and other countries that protect certain types of Personal Identification Information, and employees should not disclose such protected Personal Identification Information about other individuals to any third party or from one country to another without prior approval from the Chief Operating Officer (COO) or Owner of the Company.

Given the nature of the Company’s business, protecting Confidential Information and Personal Identification Information is of vital concern to the Company. This information is one of the Company’s most important assets. It enhances the Company’s opportunities for future growth, and indirectly adds to the job security of all employees.

Failure to take reasonable measures to protect the Company’s Confidential Information may jeopardize its status as a trade secret. While employed by the Company, employees must not use or disclose any Confidential Information or Personal Identification Information that they produce or

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obtain during employment with the Company, except to the extent such use or disclosure is required in connection with performing their jobs. Employees may not use or disclose Confidential Information or Personal Identification Information for any reason after the employment relationship with the Company ends. Misuse or unauthorized disclosure of Confidential Information or Personal Identification Information may result in immediate termination, as well as potential personal and criminal liability. Nothing in this Guideline restricts an employee from discussing the employee's wages or other terms and conditions of employment with coworkers or others, to the extent protected by law.

Employees must also comply with all HIPAA rules and regulations.

Employees must not download any Confidential Information or Personal Identification Information on to devices or equipment owned and controlled by anyone other than the Company.

15.2 OBLIGATIONS ON TERMINATION

On termination of employment, whether voluntary or involuntary, all Company documents, digital records, passwords, and other tangible Company property in the employee's possession or control must be returned to the Company immediately.

15.3 OBLIGATIONS ON CHANGE IN POSITION

If a change in position no longer requires access to Company documents, digital records, passwords, or other tangible Company property in the employee's possession or control, the employee must return all such information and documents to the Company immediately.

15.4 SECURITY

Avoiding loss or theft of Confidential Information or Personal Identification Information is an important part of each employee's job. Accordingly, employees must observe good security practices. Employees are expected to keep Confidential Information secure from outside visitors and all other persons who do not have legitimate reason to see or use such information. Employees are not to remove Company property without authorization. Failure to adhere to Company policies regarding Confidential Information and Personal Identification Information will be considered grounds for dismissal.

Given the sensitivity of Confidential Information and Personal Identification Information, employees may only dispose of such information by secure methods approved by the Company. If an employee

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has any doubt or question about how to handle Confidential Information or Personal Identification Information, the employee should consult with HR.

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16 TECHNOLOGY USE AND SECURITY

The Company may provide various Technology Resources to authorized employees to assist them in performing their job duties for the Company. Each employee has a responsibility to use the Company's Technology Resources in a manner that increases productivity, enhances the Company's public image, and is respectful of other employees. Failure to follow the Company's policies regarding Technology Resources may lead to disciplinary measures, up to and including termination of employment. Moreover, the Company reserves the right to advise appropriate legal authorities of any violation of law by an employee. Company employees are reminded that, in addition to the requirements of this policy, all usage of Technology Resources is also subject to Company's "Company Property; Confidential and Personal Information" policy.

16.1 TECHNOLOGY RESOURCES DEFINITION

Technology Resources consist of all electronic media and storage devices, software, and means of electronic communication including any of the following: personal computers and workstations; laptop computers; mini and mainframe computers; tablets; computer hardware such as disk drives, tape drives, external hard drives and flash/thumb drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the Internet or cloud storage accounts; electronic mail; telephones; mobile phones; personal organizers and other handheld devices; pagers; voicemail systems; instant messaging systems; and camera/surveillance systems.

16.2 AUTHORIZATION

Access to the Company's Technology Resources is within the sole discretion of the Company. Generally, employees are given access to the Company's various technologies based on their job functions. Only employees whose job performance will benefit from the use of the Company's Technology Resources are authorized to access and use the necessary technology. Additionally, employees must successfully complete Company-approved training before they are authorized to access and use the Company's Technology Resources. If an employee believes they need access to a Technology Resource that they are not authorized to use, they should inform a Manager.

16.3 USE

The Company's Technology Resources are to be used by employees during working time only for the purpose of conducting Company business.

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16.4 IMPROPER USE

16.4.1 PROHIBITION AGAINST HARASSING, DISCRIMINATORY AND DEFAMATORY USE

It is understood that Employees using electronic devices may write in a more informal method than if they were typing a letter. Employees must take care, however, not to let informality degenerate into improper use. As set forth more fully in the Company's Equal Employment Opportunity Policy and its Policy Against Harassment and Discrimination, the Company does not tolerate discrimination or harassment based on race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity (including transgender identity and transitioning), gender expression and sex stereotyping, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information (including genetic information), family care or medical leave status, military caregiver status, military status, veteran status, marital status, domestic partner status, sexual orientation, status as a victim of domestic violence, sexual assault or stalking, enrollment in a public assistance program, engaging in protected communications regarding employee wages, requesting a reasonable accommodation on the basis of disability or bona fide religious belief or practice, or any other status protected by applicable laws. Under no circumstances shall employees use the Company's Technology Resources to transmit, receive, or store any information that is discriminatory, harassing, defamatory, obscene, indecent, threatening, or that otherwise could adversely affect any individual, group, or entity (e.g., sexually explicit, or racial messages, slurs, jokes, or cartoons).

16.4.2 PROHIBITION AGAINST VIOLATING COPYRIGHT LAWS

Employees shall not use the Company's Technology Resources to copy, retrieve, forward, or send copyrighted materials unless the employee has an Owner of the Company's permission or is accessing a single copy only for the employee's reference.

16.4.3 OTHER PROHIBITED USES

Employees shall not use the Company's Technology Resources for any illegal purpose, violation of any Company policy, for pecuniary gain, or in any way that discloses trade secrets or other confidential or proprietary information of the Company, business partners, vendors, or guests.

16.5 COMPANY ACCESS TO TECHNOLOGY RESOURCES

All messages sent and received, including personal messages, and all data and information stored on

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the Company's Technology Resources (including on its electronic mail system, voicemail system, phone system, or computer systems) are Company property regardless of the content. As such, the Company reserves the right to access all its Technology Resources including its computers, voicemail, and electronic mail systems, at any time, in its sole discretion. No employee has authority to waive, vary or amend the Company's right to access its Technology Resources.

16.5.1 NO REASONABLE EXPECTATION OF PRIVACY

Although the Company does not wish to examine personal information of its employees, on occasion, the Company may need to access its Technology Resources including computer files, electronic mail messages, text messages, social media messages, voicemail messages, and other messaging formats. Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created, collected, or maintained on the Company's Technology Resources, including personal information or messages. The Company may, at its discretion, inspect all files or messages on its Technology Resources at any time for any reason. The Company may also monitor its Technology Resources at any time to confirm compliance with its policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

16.6 PASSWORDS

Certain of the Company's Technology Resources can be accessed only by entering a password or using login credentials. Passwords and login credentials are intended to prevent unauthorized access to information. Passwords and login credentials do not confer any right of privacy upon any employee of the Company. Thus, even though employees may maintain passwords or be provided with login credentials for accessing Technology Resources, employees must not expect that any information maintained on Technology Resources, including electronic mail and voicemail messages, are private. Employees are expected to maintain their passwords and login credentials as confidential. Employees must not share passwords, or forward login credentials unless authorized by an Owner of the Company and must not access coworkers' systems without express written authorization from an Owner of the Company.

16.7 DATA COLLECTION

The best way for employees to ensure the privacy of personal information is not to store or transmit it on the Company's Technology Resources. So that employees understand the extent to which information is collected and stored, examples of information currently maintained by the Company are provided below. The Company may, however, in its sole discretion, and at any time, alter the amount

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and type of information that it retains.

1. **Telephone and Voicemail:** Records are kept of all calls made from and to a given telephone extension. Although voicemail is password-protected, an authorized administrator can listen to voicemail messages and reset the password.
2. **Electronic Mail:** Electronic mail (e-mail) is backed up and archived. Although electronic mail is password-protected, an authorized administrator can read electronic mail and reset the password.
3. **Desktop Facsimile:** Copies of all facsimile (fax) transmissions are maintained in the facsimile server.
4. **Documents:** Each document stored on Company computers has a history that shows which users have accessed the document for any purpose.
5. **Internet:** Internet sites visited, the number of times visited, and the total time connected to each site are recorded and periodically monitored.

16.7.1 DELETED INFORMATION

Deleting or erasing information, documents, or messages maintained on the Company's Technology Resources is, in most cases, ineffective. All employees should understand that any information kept on the Company's Technology Resources may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because the Company periodically backs up all files and messages, and because of the way in which computers reuse file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential or ever were confidential. If a legal dispute arises, or may arise in the future, it may be unlawful to attempt to delete or erase certain information. Employees shall fully comply with Company policy regarding retention or destruction of information.

16.8 CONFIDENTIAL INFORMATION

The Company is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of both the Company, business partners, vendors, or guests ("Confidential Information"). Confidential Information includes all confidential, and personal information covered by the Company's guideline in this Handbook regarding "Company Property; Confidential, And Personal Information." Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting Confidential Information on the Company's Technology Resources.

Confidential Information should not be accessed through the Company's Technology Resources in the

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presence of unauthorized individuals. Similarly, Confidential Information should not be left visible or unattended.

Employees should adhere to Company's security policy regarding Confidential Information and take all appropriate measures to safeguard the confidentiality and security of such information. Employees should avoid sending Confidential Information via the Internet, except when necessary. Employees should also verify electronic mail addresses before transmitting any messages containing Confidential Information.

16.9 SOFTWARE USE

All software in use on the Company's Technology Resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the Company's computers, by any means of transmission, unless authorized in writing in advance by an Owner of the Company and thoroughly scanned for viruses or other malware prior to installation.

16.10 REMOTE ACCESS TO TECHNOLOGY RESOURCES

The Company may, at its sole discretion, provide certain employees with remote access systems such as a laptop, smartphone, tablet, or other personal organizer to allow such employees to handle the tasks associated with their jobs while working away from the office. Employees must take care to ensure the security of all Company-provided equipment. Employees must not share network passwords or other PINs with anyone. As soon as an employee believes Company-provided equipment is lost or that the security and confidentiality of the data on that equipment has been compromised, the employee must notify a member of the Management Team. If Company-provided equipment is lost, or if it is damaged as a result of carelessness, employees may be responsible for replacement fees. The Company-provided remote access system should only be used for Company-related business. The Company may decide that it is no longer necessary for certain employees to possess a remote access system and their ability to use such systems may be discontinued, in which case such employees are expected to return any Company-issued remote access systems in accordance with Company's "Company Property" policy.

The Company does not expect nor require non-exempt employees to work on tasks (including e-mail, work product, etc.) during meal periods or after scheduled working times. All use of remote access systems shall be made in compliance with Company's "Hours of Work, Overtime, And Pay Day policy."

Use of public or home networks, such as unencrypted Wi-Fi networks, can be a threat to the security

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and reliability of the Company's Technology Resources. Accordingly, employees must only access Company Technology Resources via means that are specifically approved by a member of the Management Team.

16.11 ELECTRONIC MAIL GUIDELINES

Employees are expected to use sound judgment with respect to use of the Company's electronic mail ("e-mail"). All employees should adhere to the following with respect to use of e-mail:

1. Always ask before sending an e-mail if it is the appropriate medium of communication. When communicating about a sensitive subject, consider whether e-mail is the appropriate medium or whether using the phone rather than e-mail might be more appropriate (but keep in mind that voicemail is like e-mail; voicemail may be stored on a computer server and may be forwarded to third parties).
2. Use the "front page" test. Assuming that e-mail is the appropriate medium of communication, each e-mail should be treated as a formal written document. Do not write anything in an e-mail that could not be printed on the front page of the newspaper. Off-the-cuff, sarcastic, or angry comments can come back to haunt the author.
3. E-mail is part of the workplace environment. E-mail containing rude and insensitive comments is not only personally embarrassing, but also may serve as the basis for legal liability. Employees and managers should exercise the same care and sensitivity in communicating via e-mail as they would when communicating in person or in letters. Offensive e-mail received from others should not be forwarded, and the recipient should ask the sender to refrain from sending inappropriate e-mail.
4. Provide context. As with other forms of communication, there is a risk that an e-mail message may be taken out of context. To reduce the risk that the message will be taken out of context, consider including the original message to which the reply e-mail relates.
5. Know your audience. When sending an e-mail, always double-check to whom the e-mail is addressed, especially when using the "reply to all" button. Ask whether it is appropriate for each addressee to receive the e-mail and whether sending the e-mail to an addressee will result in the unauthorized disclosure of Confidential Information. If in doubt, remove the doubted addressee.
6. Avoid using a home or personal device for business purposes. If there is any concern that a legal dispute or litigation involving the Company and a third party may require producing one's hard drive from a home or personal computer, the employee should not use the device for business-related purposes. E-mail relating to Company business, even though stored on a home or personal computer, is recoverable and discoverable in litigation.

16.12 CAMERA / SURVEILLANCE SYSTEM GUIDELINES

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All surveillance cameras will only be installed with the advance approval of either the Chief Operating Officer (COO) or an Owner of the Company. Only authorized personnel, as determined by Chief Operating Officer (COO), will be involved in, or have access to, surveillance monitoring.

The conduct of surveillance monitoring or recording, and the use of surveillance cameras, must be in a manner consistent with all Company's policies and procedures. No employee of Company is permitted to duplicate, save, sell, display/view, or distribute surveillance camera data to non-authorized personnel without written permission from the Chief Operating Officer (COO) or an Owner of the Company, unless required by law.

The conduct of surveillance monitoring or recording, and the use of surveillance cameras at the Company are limited to uses that do not violate federal or state constitutional protections against unreasonable search and seizure or other applicable laws including federal and state laws prohibiting wiretapping and electronic surveillance of aural communications.

Any employee violating this policy may be disciplined, up to and including termination.

16.13 AUDITS

The Company may perform auditing activity or monitoring to determine compliance with these policies. Audits of software and data stored on the Company's Technology Resources may be conducted without warning at any time.

16.14 BRING YOUR OWN DEVICE (B.Y.O.D.) POLICY

By default, employees are forbidden from using personal devices (laptops, smartphones, tablets, or other electronic devices) during work hours or conducting any work on a personal device. However, in special circumstances, Company may allow employees the privilege of purchasing and/or using smartphones, laptops, tablets, or other electronic devices of their choosing at work for their convenience.

Employees must first receive written approval from Operations before using a personal device at work or for work-related purposes.

Under certain circumstances, an employee who uses/purchases a personal device for work-related purposes may be entitled to reimbursement. Always check with Operations to determine if a purchase is eligible for business expense reimbursement before making any purchase decisions.

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The following stipulations apply to this policy:

- Non-exempt employees may only use personal devices during a scheduled shift with written approval from Operations. While working, approved personal devices may exclusively be used for business use.
- Non-exempt employees may not use their personal devices for work purposes outside their normal work schedule, without written authorization from both their supervisor and Operations.
- Employees may only access online directories, Company records or other Company archives (email SharePoint, online camera systems, etc.) for legitimate business use.
- Employee may not under any circumstance release or disclose confidential or sensitive Company information, data, or trade secrets to any persons, including to other employees of Company.
- If an approved device is lost or stolen, the employee must immediately notify Operations.
- Employee must remove Company information from approved device when it is no longer needed for legitimate business purposes.
- Any work produced for Company is the property of Company and must be saved and stored online in the Company's online directory (SharePoint), never a personal drive or storage device.
- Authorization to use a personal device for work related purposes may be revoked by Company at any time.

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17 ACCESS: KEYS, KEY CARDS, PASSWORDS, AND CODES

17.1 ELIGIBILITY & ISSUANCE

Access to buildings, Point of Sale (POS) systems, restricted websites, and other company property is often restricted by use of locks and/or passwords. Access will be issued based on an individual or department need versus the convenience of the individual. The need for access will be weighed against the risk presented if the key, keycard, or credentials were lost. Safety and security for employees and guests must be a priority. Appropriate access approvals will provide maximum protection from harm, theft, vandalism, and other potential concerns.

Operations oversees the management and issuance of keys, credentials, and access cards. Requests for keys (new or replacement) can be done via the "Request for Access" form. Email the completed form to Operations@TheUoB.com.

A \$35 replacement fee may be applied to re-issue lost credentials if the keyholder/cardholder was irresponsible, negligent, or failed to follow policy. If the keys are lost due to theft, there is no charge to the employees; however, an associated police report documenting the theft is required to be shared with the Operations for the fee to be waived. Departments or managers cannot pay the key replacement fee for the employees.

17.2 RESPONSIBILITIES OF EMPLOYEES

Keys and keycards issued directly to an individual by Operations must be kept on a key chain or lanyard when away from the office. These keys may be taken off site.

All key or card holders must:

- Comply with all building access policies and procedures.
- Secure all doors immediately upon entry of a locked building.
- Never loan a key or card to someone not approved to use the key or card.
- Prevent other individuals from entering a space for which they are not approved (i.e., tailgating in behind someone passing through a locked entry).
- Not duplicate a key or card.
- Protect Company keys and cards from theft and loss.
- Notify their supervisor of a loss or theft within 24 hours via email or phone. An official Incident Report must also be completed.

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- Return all keys and access cards to their supervisor immediately at end of employment.
- Return all keys and access cards to their supervisor when there is a change in employment (e.g., transfer to a different department or location, change of responsibilities. Do not just hand over keys to new person).
- Pay replacement fees for lost and/or unreturned keys or cards.

17.3 RESPONSIBILITIES OF MANAGERS

Managers have a responsibility to oversee both physical and online access related to their place of business. They must:

- Participate in key and card audits in cooperation with Operations.
- Ensure employees return keys and key cards to Operations at end of employment or access need.
- Notify Operations immediately when access privileges for employees change.
- Notify Operations immediately when keys or cards are lost or missing.
- Utilize lock boxes, or other secure storage methods, and inventory keys regularly.
- Change locks if keys go missing.
- Change safe codes after change of personnel.

17.4 RESPONSIBILITIES OF OPERATIONS

- Evaluate the appropriateness of key requests.
- Identify security concerns.
- Issue keys, keycards, and passwords within seven (7) days of an appropriate request.
- Notify members of the Management Team when a key is lost or unreturned.
- Define and manage access levels for positions.
- Remove online access.

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18 INSPECTIONS AND SEARCHES ON COMPANY PREMISES

The Company believes that maintaining a workplace that is free of drugs, alcohol, and other harmful materials is vital to the health and safety of its employees and to the success of the Company's business. The Company also intends to protect against the unauthorized use and removal of Company property. In addition, the Company always intends to assure its access to Company premises and Company property, equipment, information, records, documents, and files. At times, it may be necessary for the Company to provide records, information, or assistance to a government entity in accordance with the terms of a warrant, court order, or other order issued by law. Accordingly, the Company has established this Guideline concerning inspections and searches on Company premises. This Guideline applies to all employees of the Company.

18.1 DEFINITIONS

For purposes of this Guideline:

1. "Prohibited materials" means firearms, pocketknives, or other weapons; explosives and/or hazardous materials or articles; illegal drugs or other controlled substances; drug-related paraphernalia; the unauthorized use or consumption of alcoholic beverages on Company property; or Company property and/or proprietary and confidential information belonging to a third party that an employee is not authorized to have in the employee's possession.
2. "Company property" includes all documents, records, software, electronic codes, data, and files, in both hard copy and electronic form, relating to the Company's business; and all equipment, hardware, and other property of any kind, whether owned, leased, rented, or used by the Company.
3. "Company premises" includes all premises and locations owned or leased by the Company or under the control of the Company, including parking lots, lockers, and storage areas.
4. "Reasonable suspicion" includes a suspicion that is based on specific personal observations such as an employee's manner, disposition, muscular movement, appearance, behavior, speech, or breath odor; information provided to the Management Team by an employee, by law enforcement officials, by a security service, or by other persons believed to be reliable; or a suspicion that is based on other surrounding circumstances.
5. "Possession" means that an employee has the prohibited material or Company property on the employee's person or otherwise under the employee's control.

18.2 INSPECTIONS AND SEARCHES

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18.2.1 ACCESS TO COMPANY PROPERTY

To ensure access at all times to Company property, and because employees properly in possession of Company property or information related to Company business may not always be available to produce the property or information when needed in the ordinary course of the Company's business, the Company reserves the right to conduct a routine inspection or search at any time for Company property on Company premises. In addition, the Company always reserves the right to access information and communications stored in Company computer files, on Company mobile devices, and in employee voicemail boxes and electronic-mail systems.

Routine searches or inspections for Company property may include an employee's office, desk, file cabinet, closet, computer files, voice mail, electronic mail, Company provided locker, Company-issued mobile device, or similar places where employees may store Company property or company-related information, whether the places are locked or protected by access codes and/or passwords.

Because even a routine search for Company property might result in the discovery of an employee's personal possessions, all employees are encouraged to refrain from bringing into the workplace any item of personal property that they do not wish to reveal to the Company.

18.3 INSPECTIONS AND SEARCHES FOR PROHIBITED MATERIALS

Inspections or searches for prohibited materials in or on Company premises also will be conducted whenever the Company has reasonable suspicion to believe that an employee may be in possession of materials in violation of this Guideline.

Inspections or searches for prohibited materials may be conducted by an independent security service or by Company personnel.

Inspections or searches for prohibited materials may be conducted on a regular basis at locations where employees enter or exit Company premises, without regard to whether there is reasonable suspicion that any employee may be in possession of prohibited materials in violation of this Guideline.

Inspections or searches for prohibited materials may be conducted from time to time even when there is no immediate reason to suspect the presence of the materials. In such cases, the Company may announce the inspection in advance, except for inspections or searches conducted at locations where employees enter or exit Company premises.

Inspections or searches for prohibited materials may include an employee's office, desk, file cabinet,

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closet, computer, Company provided locker, Company-issued mobile device, or similar places where employees may place personal possessions or information, whether the places are locked, or password protected.

In cases involving an inspection or search of an employee's pockets, purse, briefcase, or other item of personal property that is being worn or carried by the employee, the employee will be requested to conduct a self-search (i.e., by turning out or emptying pockets, purses, etc.) in the presence of an observer who will be a person of the same self-identified gender.

Employees who refuse to cooperate during an inspection or search will not be forcibly detained or searched. They will be informed, however, that the Company will base any disciplinary decision on the information that is available, including their refusal to consent to the search as well as the information that gave rise to a suspicion that the employees were in possession of prohibited materials, if applicable, and that their failure or refusal to cooperate could deprive the Company of information that may clear them of suspicion. In addition, the Company reserves the right to take appropriate action to prevent the unauthorized removal from Company premises of Company property.

18.4 APPROVALS FOR INSPECTIONS

In instances in which the inspection or search is conducted because there is a suspicion that a particular employee or group of employees may be in possession of prohibited materials in violation of this Guideline or may be using Company property in an unauthorized manner, and in instances in which an item of the employee's personal property will be searched, the inspection or search will be approved in advance by an Owner of the Company.

All inspections or searches that are conducted as part of the Company's program of periodic (and unannounced) inspections will be approved in advance by an Owner of the Company, who will inform the Management Team of the impending inspection prior to its occurrence.

18.5 DISCIPLINARY ACTION

Employees who are found to be in possession of prohibited materials in violation of this Guideline and/or in violation of other applicable Guidelines, or employees who are found to have used Company property in an unauthorized manner, will be subject to discipline, up to and including termination, regardless of the Company's reason for conducting the search or inspection.

18.6 CONFIDENTIALITY

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The Management Team will make its best effort to restrict communications concerning a violation or possible violation of this Guideline to persons who have an important work-related reason to know.

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19 CAMERAS IN THE WORKPLACE

Company prohibits employee use of audio and video recording in the workplace, including camera-equipped phones, tablets, and other devices, to secure guest/employee privacy and/or to protect trade secrets and other proprietary business information.

The state of California prohibits the recording of conversations or meetings unless the consent of all parties involved is obtained. As such, secret recordings, or recordings without permission of the employer, are prohibited in all Company's locations within California.

Restrictions on Employees Recording include:

1. Employees are prohibited from bringing audio or video recording devices into areas where privacy may be compromised (such as a bathroom).
2. Employees are prohibited from bringing audio or video recording devices into areas and/or meetings where company trade secrets or proprietary business information could be disclosed.
3. Employees may record workplace activities that are not prohibited by law or do not compromise confidential information as described above.

19.1 COMPANY MONITORING

Employees should not have any expectation of privacy in work-related areas. Company reserves the right to install security cameras in work areas for specific business reasons, such as (but not limited to) security, theft protection or protection of proprietary information. Cameras may contain audio recording in addition to video surveillance. All Company's employees are required as a condition of their employment to provide consent to Company monitoring.

Company may find it necessary to monitor work areas with security cameras when there is a specific job- or business-related reason to do so. The company will do so only after first ensuring that such action follows state and federal laws.

It is Company's policy to prohibit video monitoring in work areas where employees reasonably expect privacy, such as bathroom/toilet facilities.

Employees should contact Company's Human Resources (HR) department if they have questions about this policy.

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ACKNOWLEDGMENT

- (1) I understand that the contents of this employment handbook do not constitute and shall not be construed as a promise of employment or as a contract between **UOB of Roseville LLC DBA University of Beer – Roseville** (“the Company”) and any of its employees.
- (2) The Company may, at its sole discretion, change, delete, suspend, or discontinue any policy, procedure or standard contained herein, either in part or in its entirety, at any time and without prior notice. If I have any questions regarding Company’s policies, I understand that I should contact Human Resources at HR@theuob.com.
- (3) I acknowledge receipt of the Company’s employee handbook. I agree that I have read the handbook and to follow the guidelines and policies set forth in the handbook and any amendments to the handbook along with the other policies and procedures of the Company. I further acknowledge that I have been informed where to obtain a digital copy of this handbook.
- (4) I understand that I am not being hired for any definite period even though my wages are paid regularly. I further understand that I am an at-will employee, and my employment can be terminated at any time, with or without cause and with or without prior notice either by the Company or myself. No promises or representations have been made to me that I can be disciplined or discharged from my employment with the Company only under certain circumstances or after certain events.
- (5) I understand that this version of the Company’s Employee Handbook supersedes any previous version of distributed Employee Handbooks, policies, or materials. I am aware that the content of the employee handbook is presented as a matter of information and that except for the at-will provisions, the handbook can be amended at any time. I realize that nothing in this handbook is intended to infringe upon my rights under Section 7 of the National Labor Relations Act (NLRA). Additionally, I am hereby made aware that under the Defend Trade Secrets Act I may not be held criminally or civilly liable under federal or state trade secret laws if I disclose a trade secret to a government official or attorney solely for the purpose of reporting or investigating a violation of law, or in a complaint or document filed in a lawsuit, if that filing is made under seal.
- (6) I understand and agree that the handbook is for informational purposes only and is not intended to create a contract, nor is it a contract of employment or continuing employment between myself and the Company. I also understand that neither the handbook nor any policy of the Company is a guarantee or promise of employment or continuing employment. I am aware that Company policy requires employees to be hired at-will and this policy cannot be changed by any oral modifications. My at-will employment status with the Company has been fully explained and I have been given an opportunity to ask questions regarding Company policies and my at-will employment status.

Employee Name (Printed)

Employee Signature

Date

The Company at its option may change, delete, suspend or discontinue parts or the policy in its entirety, at any time without prior notice. In the event of a policy change, employees will be notified. Any such action shall apply to existing as well as to future employees.

If you have any questions regarding Company’s policies, please contact **Human Resources (HR):** HR@theuob.com • (916) 996-3494 • 3188 Industrial Blvd, West Sacramento, CA 95691