

# 3 Guys Restaurants LLC

## Policy Manual

### **Purpose of this Manual**

This Manual has been prepared to inform you about 3 Guys Restaurants' history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued team member and the conduct expected from you.

No policy manual can answer every question, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views and work together in a harmonious relationship. We hope this Manual will help you feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. Your manager will gladly answer them. We believe you will enjoy your work and your fellow team members here. We also believe you will find 3 Guys Restaurants to be a great company to work for.

We ask that you read this Manual carefully and refer to it whenever questions arise. We also suggest that you take it home so your family can become familiar with 3 Guys Restaurants and our policies.

Our policies, benefits, and rules, as explained in this Manual, may be changed from time to time as business, employment, legislation, and economic conditions dictate. If and when provisions are changed, you will be given replacement pages for those that have become outdated. A copy will also be placed on our bulletin boards as well as in the office to be referred to at any time.

### **Notice**

The policies in this Manual are to be considered as guidelines. 3 Guys Restaurants, at its opinion, may change, delete, suspend, or discontinue any part or parts of the policies in this Manual at any time without prior notice. Any such action shall apply to existing as well as future team members with continued employment being the consideration between the employer and team member. Team members may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. Team members shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked. No one other than the official operating members of 3 Guys Restaurants LLC may alter or modify any of the policies in this Manual. No statement or promise by a supervisor or manager may be interpreted as a change in policy nor will it constitute an agreement with a team member.

Should any provision in this Policy Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Policy Manual, but only the subject provision.

This Manual replaces all previous manuals for 3 Guys Restaurants as of May 22, 2026.

# Welcome to 3 Guys Restaurants

Dear Team Member:

We're very happy to welcome you to 3 Guys Restaurants. Thank you for joining us! We want you to feel that your association with us will be a mutually beneficial and pleasant one. You have joined an organization that has established an outstanding reputation for quality products and services. Credit for this goes to every one of our team members. We hope you, too, will find satisfaction and pride in your work here.

This Manual provides answers to most of the questions you may have about 3 Guys Restaurants' benefit programs, as well as the company policies and procedures we abide by – our responsibilities to you and your responsibilities to 3 Guys Restaurants LLC. If anything is unclear, please discuss the matter with your manager. You are responsible for reading and understanding this Policy Manual, and your performance evaluations will reflect your adherence to company policies. In addition to clarifying responsibilities, we hope this Policy Manual also gives you an indication of our interest in the welfare of all that work here.

From time to time, the information included in our Policy Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including postings on the company bulletin boards and/or notices sent directly to you in-house.

Compensation and personal satisfactions gained from doing a job well are only some of the reasons most people work. Most likely, many other factors count among your reasons for working – pleasant relationships and working conditions, flexibility in scheduling, career development, and promotion opportunities are just a few. 3 Guys Restaurants is committed to doing its part to assure you of a satisfying work experience.

We extend to you our personal best wishes for your success and happiness at 3 Guys Restaurants.

Sincerely,



## Garrett Braun

General Manager

Email: [garrett.b@3guysrestaurants.com](mailto:garrett.b@3guysrestaurants.com)

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## **About 3 Guys Restaurants**

As a business, we take pride to be involved in community events and serve our community in any way possible. We also strive to do our best to promote worthy causes. We will also be supporting many local charities and events such as schools, churches and activities.

### **3 Guys Restaurants Mission is:**

It is the goal of 3 Guys Restaurants to provide excellent customer service, high-quality food, in a clean, wholesome environment for all of our patrons to enjoy

### **What You Can Expect From 3 Guys Restaurants**

3 Guys Restaurants has established team member policies to:

1. Operate an economically successful business so that a consistent level of steady work is available.
2. Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief or activity, disability, sexual orientation, or status as a veteran that does not prohibit performance of essential job functions.
3. Pay all team members according to their effort and contribution to the success of our business.
4. Review all wages, team member benefits, and working conditions constantly with the objective of providing maximum benefits in these areas, consistent with sound business practices.
5. Develop competent people who understand and meet our objectives, and who accept with open minds the ideas, suggestions, and constructive criticisms of fellow team members.
6. Assure team members, after talking with their manager, an opportunity to discuss any problem with the officers of 3 Guys Restaurants
7. Respect individual rights and treat all team members with courtesy and consideration.
8. Maintain mutual respect in our working relationship.
9. Provide buildings and stores that are attractive, comfortable, orderly, and safe.
10. Promote team members on the basis of their ability and merit.
11. Make promotions or fill vacancies from within 3 Guys Restaurants whenever possible.
12. Keep all team members informed of the progress of 3 Guys Restaurants, as well as the company's overall aims and objectives.
13. Do all these things in a spirit of friendliness and cooperation so that 3 Guys Restaurants will continue to be known as a —great place to work!

Whether a part-time job or a career, we are happy to have you as a part of our family.

### **Equal Employment Opportunity**

3 Guys Restaurants will provide equal employment opportunity without regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief or activity, disability, sexual orientation, or status as a veteran that does not prohibit performance of essential job functions.

The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

It is the policy of 3 Guys Restaurants to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). 3 Guys Restaurants will not discriminate against any qualified team member or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. 3 Guys Restaurants also will make reasonable accommodation wherever necessary for all team members or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expense.

Equal employment opportunity notices are posted on appropriate team member bulletin boards as required by law. The notices summarize the rights of team members to equal opportunity employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Management is primarily responsible for seeing that 3 Guys Restaurants' equal employment opportunity policies are implemented, but all members of the team share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any team member, including managers, involved in discriminatory practices will be subject to discharge.

*Note: Throughout this Team Member Manual, masculine pronouns such as he, his, or him shall be construed to include both sexes.*

## **Employment Classifications**

At the time you are hired, you are classified as either full-time or part-time. Unless otherwise specified, the benefits described in this Manual apply only to full-time team members. All other policies apply to all team members. If you are unsure of your job classification, please ask your manager.

### **Full-Time Team Members**

A team member who works at least thirty-five (35) hour per week year round (is not seasonal) is considered to be a full-time team member.

### **Part-Time Team Members**

A team member who works less than a regular thirty-five (35) hour workweek or is a seasonal team member is considered to be a part-time team member. If you are a part-time team member, please understand that you are not eligible for benefits described in this Manual except to the extent required by provision of state and/or federal laws.

## What 3 Guys Restaurants Expects From You

Your first responsibility is to the customer. A sense of urgency and a desire to serve quality products in a fast, friendly, and efficient manner is a necessity. Customers are the reason we are in business; therefore, we always serve the customer before fulfilling other responsibilities. Secondly, you are expected to cooperate with management and fellow team members, maintaining a positive team attitude.

You are encouraged to grasp opportunities for personal development that are offered to you. This Manual offers insight on how you can positively perform to the best of your ability and to meet and exceed 3 Guys Restaurants expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making 3 Guys Restaurants a company where you can approach your manager, or any other member of management, to discuss any problem or question. We want you to voice your opinions and contribute your suggestions to improve the quality of 3 Guys Restaurants. We are all human, so please communicate with each other and management. Try to make yourself as open to improvement as you can and we will do the same.

Remember that you help create the healthful, pleasant, and safe working conditions that 3 Guys Restaurants intends for you. Your dignity and that of fellow team members, as well as that of our customers is important.

3 Guys Restaurants needs your help in making each working day enjoyable and rewarding.

Here are several things you can do to help give customers a good impression of 3 Guys Restaurants:

1. Act competently and deal with customers in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other team members at all times.
3. Take great pride in your work and enjoy doing your very best.

These are the building blocks for your and 3 Guys Restaurants continued success. Thank you for adding your support.

## Employment Policies

One of the first things you should do is carefully read this Manual. It is designed to answer many of your questions about the practices and policies of 3 Guys Restaurants.

### Customer Relations

The success of 3 Guys Restaurants depends upon the quality of the relationships between 3 Guys Restaurants, our team members, our customers, and our suppliers. **Our customers' impression of 3 Guys Restaurants and their interest and willingness to purchase from us is singularly formed by the people who serve them.** In a sense, regardless of your position, you are 3 Guys Restaurants ambassador. You are the face of 3 Guys Restaurants. Everything that you do reflects back on 3 Guys Restaurants and represents to the customer what kind of a business we are. Naturally, the image that we want to portray to our customers is one of a responsible, caring, friendly, family oriented business.

The more goodwill you promote, the more our customers will respect and appreciate you and 3

Guys Restaurants.

### **At-Will Employment**

All employment and compensation with 3 Guys Restaurants is "at will," which means that your employment can be terminated with or without cause, and with or without notice, at any time, at the option of either 3 Guys Restaurants or yourself, except as otherwise provided by law.

### **Drug-Free Workplace Policy**

It is the purpose of 3 Guys Restaurants (the Company) to help provide a safe and drug-free work environment for our clients and our employees. With this goal in mind and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future employees of 3 Guys Restaurants.

The Company explicitly prohibits:

The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on Company or customer premises or while performing an assignment. Being impaired or under the influence of legal or illegal drugs or alcohol away from the Company or customer premises, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the Company's reputation. Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the Company or customer premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the Company's reputation. The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the company or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

### **Health Examinations**

3 Guys Restaurants reserves the right to require a team member to participate in a health examination to determine the team member's fitness to perform his/her essential job functions. The company shall pay for all such health exams.

### **Proof of U.S. Citizenship and Right to Work**

Federal regulations require that before becoming employed, all applicants must complete and sign:

1. Federal Form I-9, Employment Eligibility Verification Form and provide 2 forms of identification, one of which must be a picture.
2. W-4 form

This employer participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S. If E-Verify cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact Department of Homeland Security (DHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment. Employers can only use E-Verify once you have accepted a job offer and completed the Form I-9. E-Verify Works for Everyone For more information on E-Verify, or if you believe that your employer has violated its E-Verify responsibilities, please contact DHS.

## Security Checks

3 Guys Restaurants reserves the right to inspect all packages and parcels entering and leaving our premises. This includes any personal belongings of any employee.

## Dress Code

By the end of your training period, you may purchase a regular Team Member Uniform Shirt. It is also recommended that you purchase an Apron to help keep your uniform clean. Your manager will help you determine what Uniform Shirts/Aprons and the quantity necessary for your position. At the end of your employment, you may choose to keep the parts of your Uniform that you paid for such as Shirt and/or Apron. Proper uniform must be worn anytime you are behind the counter.

A neat, tasteful appearance contributes to the positive impression you have on our customers. You are expected to be suitably attired and groomed during working hours or when representing 3 Guys Restaurants. A good clean appearance bolsters your own poise and self-confidence and greatly enhances our company image.

Requests for additional uniforms should be made to the manager. Approved shirts, pants and non-slip shoes, hats or other approved hair restraint are the responsibility of the team member. 3 Guys Restaurant's image is extremely important. Therefore, the following dress code applies at ALL TIMES:

- A CLEAN approved uniform must be worn at all times while working. Any full shirt (no open backs or sides, tank tops or V-necks) not containing anything inappropriate, vulgar, or competing businesses may be worn. Shirt does not need to be tucked in, but should not be too loose or too tight.
- Undershirt sleeves should not exceed the length of uniform sleeve and must be tucked into pants. If a buttoned shirt is worn, buttons must be fastened excluding the top button. Nothing may be worn over uniform top except for plain sweaters/jackets or a 3 Guys Restaurants branded jacket/sweater. Should your uniform become soiled while on duty, an apron can be worn to cover the uniform.
- Pants for males and females must be free of stains or tears. They must be full-length pants or shorts of an appropriate length (no higher than directly above the knee). Tights or super snug pants/shorts are not approved. Any "wrinkled look" is unacceptable.
- Shoes must be laced and tied. No open-toe sandals or clog-type shoes. Shoes must be Non-Slip. Shoes with a slippery leather-type sole are a safety hazard and not acceptable. Socks or nylons must be worn for health purposes.
- Hair, which touches your shoulders, must be pinned up, put in a braid, pug, or restrained in some fashion. BOH, **requires** a hair restraint so that no hair particles can drop into a customer's food. Effective hair control to eliminate unnecessary touching or handling of hair must be practiced. If your hair must be continuously brushed away from the face, it must be restrained.
- Jewelry may be worn, however, no dangling earrings, no dangling necklaces or large bracelets are allowed. Facial jewelry may not be worn (pierced nose, lip, tongue, or eyebrow). No pierced fingers or fingernails. Only one ring per hand is allowed. **No fake nails for BOH.**
- Men must be clean-shaven **every day** unless a facial hair restraint is worn.
- Because we all work closely with one another and because we follow every possible health rule, the following appearance standards are encouraged:
  1. Keep hair neatly brushed away from your face
  2. Keep your teeth sparkling white
  3. Keep your fingernails clean and manicured

4. Be shower fresh — use deodorant
5. Wash hands often
6. No excessive make-up

**Manager has approval rights to all uniforms. The manager may discipline any team member showing up for work in a dirty or unapproved uniform. This may include being sent home without pay. This disciplinary action will be recorded and filed.**

### **Work Schedule**

One of the benefits of working at 3 Guys Restaurants is the flexibility of your work schedule. The schedule for Sunday through Saturday of each week will be posted by the previous Friday at 2 p.m. All schedule requests must be made in the Scheduling App by Tuesday prior to the Friday posting. If too many requests come for the same period of time, a first-come first-served policy will be followed.

If a schedule is already posted and a change needs to be made, it is up to the **team member** to find someone who knows their job to either work for them or switch with them for another day or shift. A manager must approve this so it can be changed on the schedule. It is NOT the manager's job to find cover for your shift.

### **Absence or Lateness**

If you are unable to report to work or if you will arrive late, please contact your manager immediately. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly from your manager.

When you call in to inform 3 Guys Restaurants of an unexpected absence or late arrival, ask for your manager directly. For late arrivals, please indicate when you expect to arrive for work. Notifying a fellow-team member is not sufficient. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf. If your manager is not available when you call, you may leave the information with the assistant manager or shift manager.

Absence from work for any shift without notifying your manager will be considered a voluntary resignation.

### **Excessive Absenteeism or Lateness**

In general, five (5) absences in a 90-day period, or a consistent pattern of absence, will be considered excessive, and the reasons for the absences may come under question. Tardiness is as detrimental to 3 Guys Restaurants as an absence. Three (3) such incidents in a 90-day period will be considered a "tardiness pattern" and will carry the same weight as an absence. Other factors, like the degree of lateness, may be considered.

Excessive absenteeism, lateness, or leaving early may lead to disciplinary action, including possible dismissal.

### **Record of Absence or Lateness**

If you are absent because of illness for three (3) or more successive days, your manager may request that you submit written documentation from your doctor. If you are absent five (5) or more days because of illness, you may be required to provide written documentation from a doctor that you are able to resume normal work duties before you will be allowed to return to

work. You will be responsible for any charges made by your doctor for this documentation.

Your manager will make a note of any absence or lateness, and the reason, in your personnel file. Your attendance record will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off.

### **Promotion Policy**

It is our policy to advise all team members about advancement opportunities by means of bulletin boards or other suitable methods. Please submit your request for consideration for a specific position directly to your manager.

Whenever a position becomes available, every effort will be made to fill it by promoting a qualified team member. Jobs will be awarded based on individual ability and past job performance, as well as length of service if two people have similar qualifications. By utilizing all opportunities for education and performing your job excellently, you may become qualified to fill a position of greater skill, responsibility and value at 3 Guys Restaurants. 3 Guys Restaurants will always continue to look outside the company for potential team members as well.

Whenever you are learning a new job, or if your abilities are unknown in a particular job, you will be classified as a trainee during the time necessary for you to gain experience to do the job. The length of training time for any given job is governed by the experience required for that job and your learning ability.

### **Resignation**

While we hope both you and 3 Guys Restaurants will mutually benefit from your continued employment, we realize that it may become necessary for you to leave your job with 3 Guys Restaurants. If you anticipate having to resign your position with 3 Guys Restaurants you are expected to notify your manager at least two (2) weeks in advance of the date that you must leave.

### **Termination**

A terminated team member will receive their final paycheck at the next scheduled pay date. At that time, any company property such as keys, borrowed aprons, etc... must be returned.

### **Exit Interviews**

In instances where a team member voluntarily leaves our employ, 3 Guys Restaurants management would like to discuss your reasons for leaving and any other impressions that you may have about 3 Guys Restaurants. If you decide to leave, you will be asked to grant us the privilege of an exit interview. During the exit interview, you can express yourself freely. It is hoped that this exit interview will help us part friends, as well as provide insights into possible improvements that we can make. All information will be kept strictly confidential and will in no way affect any reference information that 3 Guys Restaurants management will provide another employer about you.

### **Return of Company Property**

Any 3 Guys Restaurants property issued to you, such as keys or uniforms, must be returned to

3 Guys Restaurants at the time of your dismissal or resignation, or whenever your manager or a member of management requests it. You are responsible to pay for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization for this purpose.

## **Pay Period & Hours**

### **Pay Cycle**

Payday is every Tuesday by Direct Deposit into your bank account. For example, this week's pay will be deposited not next week, but the week after that.

Changes will be made and announced in advance whenever 3 Guys Restaurants holidays or closings interfere with the normal payday.

### **Paycheck Distribution**

*Pay checks are:*

By Direct Deposit ONLY, unless an exemption is approved for paper checks. It is YOUR responsibility to update direct deposit info either online or by filing out a new Direct Deposit Authorization form.

### **Reporting Time Pay**

Unfortunately, you will not be paid when work is not available due to circumstances not within 3 Guys Restaurants control; the following are examples of such circumstances.

- Operations cannot commence or continue due to threats to team members or property or when recommended by civil authorities.
- Public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities, or sewer system.
- An "Act of God" (inclement weather, fire, flood, earthquake, avalanche, etc.) or some other cause not within 3 Guys Restaurants' control causes the interruption of work.

### **Time Cards & Records**

By law, we are obligated to keep accurate records of the time worked by team members. Clocking into the cash register does this. Clocking in is the only way the payroll department knows how many hours you worked and how much to pay you. Clocking in indicates you are in uniform and ready for work, clocking out is when you are finished working. You are to punch in and out for breaks. Smoke Breaks or bathroom breaks exceeding 5 minutes will not be paid. We are not paying you to sit around. You are responsible for your time. Remember to record your time. If you forget to clock in or out or make an error on your time, notify your manager who will make the proper correction. You are not permitted to clock in until you are ready to work and must clock out immediately upon the completion of your duties. No one may clock in or out for another individual. Tampering with another's time is cause for disciplinary action, including possible dismissal, of both team members. In the event of an error in recording your time, please report the matter to your manager immediately. If you consistently forget to "clock out" and your manager has to correct it consistently disciplinary action will be enforced.

### **Breaks**

The law indicates breaks do not have to be given unless a team member is a Minor (16&17) working more than 8 Hours or a Mini Minor (14&15) working more than 4 hours.

- Breaks are started only after rushes or as a customer pattern dictates and determined by the person in charge.
- Pattern of first on duty, first on break should be followed.
- Breaks must be recorded on register.
  - o A thirty (30) minute consecutive break is given to minors under 18 years

- of age if they are working more than eight (8) hours. A break must be taken every four (4) hours if scheduled more than eight (8) hours.
- Breaks are to be taken in designated break area. Food and drink should only be consumed in designated break area or seated in the dining room.

## **Employee Discounts**

### **50% Discount**

- A 50% discount will be given to all team members on food purchased for themselves during any of the following times:
  - On their break.
  - One-half hour before their scheduled start time.
  - One-half hour after their scheduled end time.
- This 50% discount applies to:
  - Purchases at regular price only. NO SALE ITEMS, PACKAGED DISCOUNT MEALS, OR COUPONS MAY BE USED.
  - **Food must be for your own consumption.**
- Purchases must be rung up and cashiered out by another team member.
  - The team member purchasing the food must sign their full name on the receipt.
  - The cashier selling the food must initial the receipt.
  - Receipt must be put in the register drawer.
  - Manager will verify receipts at the end of the day.
- No food may be eaten by the team member without purchasing them without it being sampled to customers FIRST. This includes but is not limited to mistakes, leftovers, and /or extras.

### **20% Discount**

- A 20% discount will be given to all team members on food purchased for themselves any other time they come into the store.
- Family of employees may receive the discount at any time.
- Friends of the employee may receive the discount if they are accompanied by the employee to the store at a time when the employee is not working.

## **Free Drink Policy**

All employees receive free Soda or Coffee while working. All cups must STAY in the designated area & MUST have a lid. If you do not keep your cup in the designated area you will lose your free drink privileges and you will have to pay full price for your drinks.

## **Manager Meals**

- A manager on duty may get one (1) Free meal at any point during their shift.
- Price not to exceed \$20
- Includes any one (1) entrée, side & dessert (not to exceed the \$20 threshold).
- May not "Pay the Difference" if exceeds \$20.

## **Wage Assignments (Garnishments)**

We hope you will manage your financial affairs so that we will not be obligated to execute any court-ordered wage assignment or garnishment against your wages. However, whenever court-ordered deductions are to be taken from your paycheck, you will be notified.

According to Federal Wage Garnishment Act, three (3) or more garnishments may be a cause for dismissal.

### **Mandatory Deductions**

3 Guys Restaurants is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your paystub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported to your manager immediately, to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes. Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, will be explained whenever 3 Guys Restaurants is ordered to make such deductions. Some states may require other payroll deductions.

### **Error in Pay**

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your manager immediately. He or she will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly.

### **Overtime Pay**

The pay period shall be defined as Sunday through Saturday. If a team member works over 40 hours in this seven- day period, then overtime shall be paid at time and one half for hours over 40. Scheduling that moves a team member into an overtime status will not be allowed.

**Overtime must be pre-approved by your manager.**

### **Standards of Conduct**

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work more efficiently, effectively, and harmoniously. Some people have problems with —rules and —authority figures, and past experiences may have justified these thoughts and feelings; however, at 3 Guys Restaurants, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting employment with us, you have a responsibility to 3 Guys Restaurants and to your fellow team members to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

### **Unacceptable Conduct**

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of 3 Guys Restaurants. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed, please see your manager for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to 3 Guys Restaurants efforts to operate profitably.
- Willful violation of security or safety rules or failure to observe safety rules or practices; failure to wear required safety equipment, tampering with equipment or safety equipment.
- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on company premises except medication prescribed by a physician, which do not impair or compromise work performance.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property at any time.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing 3 Guys Restaurants: fighting, or horseplay or provoking a fight on company property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your manager or superior pertaining to your work; refusal to help out on a special assignment.
- Threatening, intimidating or coercing fellow team members on or off the premises – at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow team members, customers, suppliers, or visitors in any manner. Theft of company property or the property of fellow team members; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reason; using company equipment for profit. **Theft will be prosecuted. Theft also includes exchanging 3 Guys Restaurants, food or recipes with other businesses or individuals.**
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by 3 Guys Restaurants; alteration of company records or other company documents.
- Violating the non-disclosure agreement; giving confidential or proprietary 3 Guys Restaurants information to competitors or other organizations or to unauthorized 3 Guys Restaurants team members; working for a competing business while a 3 Guys Restaurants team member, breach of confidentiality of personal information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another team member on the job; willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on company property.
- Conducting a lottery or gambling on company premises.
- Closing before scheduled time without prior permission.
- Presence in the managers or other company offices without permission.
- Intentional falsification of time clocking procedures or store receipts for you, another team member or a customer.

Occurrences of any of the following activities, as well as violations of any 3 Guys Restaurants rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all- inclusive and, notwithstanding this list, all team members remain employed "at will."

- Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your manager; mistakes due to carelessness or failure to get necessary instructions.
- Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Leaving scheduled shift without permission.

- Sleeping on the job; loitering or loafing during working hours.
- Use of electronic devices while on the clock except to perform job duties such as checklists, or to listen to music with ONE (1) earbud so long as it is never in front of customers or causing issues with fellow staff or management. (Manager on Duty reserves the right to confiscate any personal devices and hold them in the safe until the end of your shift)
- Leaving the premises during your work hours without the permission of your manager.
- Smoking/Vaping or chewing gum in any company building.
- Creating or contributing to unsanitary conditions.
- Posting, removing or altering notices on any bulletin board on company property without permission of an officer of 3 Guys Restaurants.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Filling your own order or invoicing or ringing up your own order unless with explicit manager permission.
- Buying company merchandise for resale.
- Obscene or abusive language toward any manager, team member or customer, indifference or rudeness towards a customer or fellow team member, any disorderly/antagonistic conduct on company premises.
- Failure to immediately report damage to, or an accident involving company equipment.
- Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another team member on company premises.
- Failure to maintain a neat and clean appearance in terms of the standards established by your manager; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
- Consuming food and beverages anywhere except designated break area.
- Failure to use your timecard; alteration of your own timecard or records or attendance documents; punching or altering another team member's timecard or records, or causing someone to alter your timecard or records.
- Calling in sick/absent less than 120 minutes (2 hours) before scheduled shift.
- Switching scheduled hours without seeing manager for approval.
- Altering product preparation or recipes

## **Harassment Policy**

3 Guys Restaurants intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort (verbal, physical, psychological, sexual, religious, racial) **will NOT be tolerated.**

### **Definition of Harassment**

**Harassment** refers to a wide spectrum of offensive, unwanted, or deliberate behavior. When the term is used in a legal sense it refers to behaviors that are found threatening or disturbing, and beyond those that are sanctioned by society. In societies which support free speech, only the more repetitive, persistent and untruthful types of speech qualify legally as harassment.

Harassment is any words, conduct or action, usually repeated or persistent that, being directed at a specific person, annoys, alarms, or causes substantial emotional distress in that person and serves no purpose. Harassment can take many forms.

It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

Sexual harassment refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantaging to the

victim.

Sexually harassing behavior may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of their position, or creates an intimidating, hostile, uncomfortable, or offensive working environment, or when such conduct is made a condition of employment or compensation, wither implicitly or explicitly.

**Reporting-** All 3 Guys Restaurants team members, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any team member, who becomes aware of an incident of harassment, whether by involvement, witnessing the incident or being told of it, must report it to their immediate manager, or any management representative with whom they feel comfortable. When management becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants to company to do so. Once reported, an appropriate investigation will take place and appropriate disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any team member found to have harassed a fellow team member or customer will be subject to severe disciplinary action or possible discharge. 3 Guys Restaurants will also take any additional action necessary to appropriately remedy the situation. No adverse employment action will be taken for any team member for reporting, in good faith, any alleged harassment.

3 Guys Restaurants accepts no liability for harassment of any team member by another team member. The individual responsible for any form of harassment is personally liable for any subsequent actions and their consequences. 3 Guys Restaurants will not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

### **Discipline**

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

1. Verbal warning
2. Written warning
3. Dismissal

Written warnings will include the reasons for the manager's dissatisfaction and any supporting evidence. You will have an opportunity to defend your actions and rebut the opinion of your manager at the time the warning is issued. Upon a 3rd written warning you are automatically dismissed.

All pertinent facts will be carefully reviewed, and the team member will be given a full opportunity to explain his or her conduct before any decision is reached. The GM or another member of management will give a second opinion concerning the unacceptable behavior before dismissal occurs.

If you commit any of the actions listed below, or any other action not specified but similarly serious, you will be suspended without pay pending the investigation of the situation. Following the investigation you may be terminated without any previous disciplinary action having been taken.

1. Theft

2. Falsification of Company records
3. Failure to follow safety practices
4. Conflict of interest
5. Threat of, or the act of doing bodily harm
6. Willful or negligent destruction of property
7. Use and/or possession of intoxicants, drugs or narcotics
8. Neglect of duty
9. Refusal to perform assigned work or to follow a direct order

### **Dismissal**

Employment and compensation with 3 Guys Restaurants is "at will" in that they can be terminated with or without cause, and with or without notice, at any time, at the option of either 3 Guys Restaurants or yourself, except as otherwise provided by law.

If your performance is unsatisfactory due to lack of ability, failure to abide by 3 Guys Restaurants rules or failure to fulfill the requirements of your job, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal.

## **Performance & Compensation Reviews**

### **Performance Reviews**

Your manager is continuously evaluating your job performance. Day-to-day interaction between you and your manager should give you a sense of how your manager perceives your performance.

However, to avoid haphazard or incomplete evaluations, 3 Guys Restaurants conducts a formal review once a year for each team member. These typically take place in September, but can be done anytime.

Performance reviews will be conducted annually. A review may also be conducted in the event of a promotion or change in duties and responsibilities.

During formal performance reviews, your manager will consider the following things, among others;

- Attendance, initiative and effort
- Knowledge of your work
- Attitude and willingness
- The quality and quantity of your work

The primary reason for performance reviews is to identify your strengths and weaknesses in order to reinforce your good habits and develop ways to improve in your weaker areas. This review also serves to make you aware of and to document how your job performance compares to the goals and description of your job. This is a good time to discuss your interests and future goals. Your manager is interested in helping you to progress and grow in order to achieve personal as well as work-related goals-perhaps he or she can recommend additional

opportunities for you.

### **Compensation Reviews**

Wage increases are based on merit alone, not length-of-service or the cost-of-living. Having your compensation reviewed does not necessarily mean that you will be given an increase. 3 Guys Restaurants conducts compensation reviews annually. Any wage increases will appear in the pay period ending after the dates they are granted. Wage increases may be retroactive in the case of late reviews, at the discretion of the Owner/GM.

## Customer Service Reward Program - FOH

On a random basis a secret shopper will visit your store and grade customer service/food quality. This program is designed to catch you giving great customer service. When you are "caught" doing a great job you will be given a bonus as follows:

**100% - Perfect Score - \$25 Gift Card**

**95-99% - Great Service - \$10 Gift Card**

**90-94% - Good Service - \$5 Gift Card**

**Below 90% - will earn you management feedback on improving your service.**

The secret shopper could be anyone! So if you're giving great customer service all the time, you will not only be earning a bonus, but a larger raise in the future. Great customer service means more returning customers, and more customers equals better pay for everyone.

Things that are most often unsatisfactory:

- NOT THANKING THE CUSTOMER!
- Not greeting the customer
- Not reading the order back
- Not asking the customer "Would you like anything else?"
- Dirty dining room
- Making sure floor/lobby area is clean
- Missing silverware/napkins in bag

Most of the points are lost on interaction with the customer. Smiling, greeting, being friendly and courteous, and thanking the customer, makes up 75% of the grade. Some of the grade has to do with appearance of the store. Is there litter in the lot? Is dining room clean? Is the floor clean? Is the front area presentable?

We look forward to handing you a bonus for your great service in the near future.

## Food Quality Reward Program - BOH

On a random basis a secret shopper will visit your store and grade food quality. This program is designed to catch you making High Quality food. When you are "caught" doing a great job you will be given a bonus as follows:

**100% - Perfect Score - \$25 Gift Card**

**95-99% - Great Service - \$10 Gift Card**

**90-94% - Good Service - \$5 Gift Card**

**Below 90% - will earn you management feedback on improving your service.**

The secret shopper could be anyone! So if you're making great quality food all the time, you will not only be earning a bonus, but a larger raise in the future. Great customer service means more returning customers, and more customers equals better pay for everyone.

Things that are most often unsatisfactory:

- Food sloppily made
- Cooked to the incorrect temperature
- Not following special requests
- Incorrect or missing toppings
- Incorrect sides sent out
- Food not going out together
- Appetizers going out with entrees
- Dirty Dishes

Most points will be lost on food presentation. Is it in the correct plate/basket? Did you color-code the wings? Did you get the correct sauce on the side, marinara, beer cheese, cocktail? Was the burger made with care and cooked to the correct temperature? Was the serving plate(s), silverware cleaned properly? Were the Fries properly seasoned/portioned?

### **Military/First Responder Discount**

- This discount is merely a courtesy for our those who serve and is given only upon request to **any person** who requests it.
- This discount is valid with other deals as well.

### **Bulletin Boards**

Bulletins, bulletin board(s) and our company app are our "official" way of keeping everyone informed about new policies, changes in procedures and special events. Information of general interest is posted regularly on the bulletin board(s). Please form the habit of reading the bulletin board(s) regularly so that you will be familiar with the information posted on it.

Only authorized personnel are permitted to post, remove or alter any notice on the bulletin board(s). If you want to have notices posted on bulletin board(s), see your manager for instructions.

### **Communications**

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all methods of communication, including this Team Member Manual, bulletin boards, discussions with your manager, memoranda, staff meetings, newsletters, training sessions, etc.

You will receive other information booklets, such as your insurance booklets, from time to time. You may take these booklets home so that your family may know more about your job and your benefits.

There is no regular schedule for distribution of this information. The function of each letter is to provide you and your family with interesting news and helpful information, which will keep you up-to-date on the events here at 3 Guys Restaurants.

### **Company Meetings**

On occasion, we may request that you attend a company-sponsored meeting. These meetings are typically required, but exemptions are granted on a case-by-case basis. Refreshments are provided including food and drink. Meetings are paid, and if you get over-time due to attending, it is automatically approved.

### **Entry After-Hours**

You are not allowed to enter 3 Guys Restaurants property after normal working hours for any reason without the express approval of your manager or the manager on duty.

## **Unscheduled Closure**

If severe weather conditions exist and the Owner (or designated representative) decides to close 3 Guys Restaurants for the remainder of the day, you will be notified as soon as possible by your manager. Stores must maintain regularly scheduled hours until, specifically directed by the Owner, or the GM. If you are sent home you will be paid only for the time that you actually worked.

## **Emergency Procedures**

Emergency situations include events as fires, robberies, bomb threats and civil disturbances. If an emergency arises, your primary concern should be the protection of life and prevention of injury. The training manual also deals with Burglary and Robbery and re-states that 3 Guys Restaurants concern for the individual is primary.

Protection of corporate property and assets or personal property is important only after everything possible has been done to protect the people involved. In the case of a sudden severe illness or injury to any employee or customer, please follow employee or customer accident rules.

## **Fire**

In case of fire, protect yourself and the people first.

CALL 911 while people are being evacuated from the building. Fire extinguishers are available for use if situation warrants.

## **Severe Weather**

Seek shelter for yourself and customers in walk-in cooler or manager offices. This is your safest place. Stay away from windows. Turn on a radio or weather scanner for emergency information in your area.

## **First Aid**

Federal law (OSHA) requires that we keep records of all illnesses and accidents, which occur during the workday. If you hurt yourself or become ill, please contact your manager for assistance. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards, which might be present on the job. Should you have any questions or concerns, contact the Director of Store Operations or your Manager for more information.

## **Grievances**

Our goal is to maintain a comfortable working environment for everybody. We do this in several ways:

- By treating each of you as an individual and encouraging your maximum development;
- By recognizing that each of you is essential to the success and growth of 3 Guys Restaurants and
- By maintaining direct communications with all of our team members and ensuring that each and every one of you can speak directly and openly with our management team.

We believe that this type of communication, without interference from any outside party, is best for all concerned. Therefore, when you wish to express your problems, opinions, or suggestions, you will always find an open door and an attentive ear.

As time goes by and 3 Guys Restaurants grows, we will continue to listen and respond to your

questions and comments.

## **Resolving Problems**

Whenever you have a problem or complaint, we expect you to speak up and communicate directly with us. You can take the following steps:

First, talk to your immediate manager. Your manager is most familiar with you and your job and is therefore, in the best position to assist you. Your manager works closely with you, and is interested in seeing that you are treated fairly and properly.

## **Suggestions**

We encourage all team members to bring forward their suggestions and good ideas about how our company can be made a better place to work, our products improved, and our service to customers enhanced. When you see an opportunity for improvement, please talk it over with your immediate manager. He or she can help you bring your idea to the attention of the people in the company who will be responsible for possible implementing it.

All suggestions are valued and listened to. When a suggestion from a team member has a particular merit, we provide for special recognition of the individual(s) who had the idea.

Remember- it is always best to resolve your problems right away. Little problems tend to turn into big problems, facts become confused; resentment and anger build up. It is always best to get things off your chest before they get out of hand.

## **Life-Threatening Illnesses**

3 Guys Restaurants recognizes that team members with life-threatening illness, including, but not limited to, cancer, heart disease, and AIDS, may wish to continue to engage in as many of their normal pursuits as their condition allows, including work. These team members must be able to meet acceptable performance standards. Performing normal job functions must not exacerbate their condition. Medical evidence must indicate that their condition is not a threat to other workers.

Managers need to be sensitive to the team member's condition and ensure that the team member is treated consistently with other team members. 3 Guys Restaurants seeks to provide a safe work environment for all team members and customers. Therefore, precautions should be taken to ensure that any team member's condition does not present a health and/or safety threat to other team members or customers.

When dealing with situations involving team members with life-threatening illnesses, managers should:

- Remember that a team member's health condition is personal and confidential, and reasonable precautions should be taken to protect information regarding any team member's health condition.
- Contact the Manager if you believe that you or other team members need information about terminal illness, or a specific life-threatening illness, possible contagion, or if you need further guidance in managing a situation that involves a team member with a life-threatening illness
- Contact your Director of Store Operations to determine if a statement should be obtained from the team member's attending physician that continued presence at work will pose no threat to the team member, co-workers, or customers. 3 Guys Restaurants reserves the right to require an examination by a medical doctor appointed by the company.
- Make reasonable accommodation for team members with a life-threatening illness provided that any accommodations made do not require significant difficulty or expenses.
- Make reasonable attempt to transfer team members with a life-threatening illness who request a transfer and are experiencing undue emotional stress.

- Be sensitive and responsive to co-workers' concerns.
- Do not give special consideration beyond normal transfer requests for team members who feel threatened by a co-worker's life-threatening illness.
- Be sensitive to the fact that continued employment for a team member with a life-threatening illness may sometimes be therapeutically important in the remission or recovery process, or may help to prolong that team member's life.

## **Managers**

Your immediate manager is the person on the management team who is closest to you and your work. Your day to- day contact with your manager gives you a chance to receive guidance and counsel regarding your assignments and the progress you make on your job. Your manager can show you how your work fits into the overall picture, teach you how to do things, explain the "hows" and "whys," and encourage you when things look a little tough.

Your manager is in complete charge of the department. He or she is responsible for the efficient operation of the department. Your manager has authority to hire and dismiss, to assign work, recommend pay increases, transfers or promotions, and to maintain order and discipline. The manager may accomplish this personally or through an assistant manager.

Remember, your manager knows most of the answers, and, if not, knows where to get them. Your manager probably started in a job much like yours and can guide and help you. Your manager wants you to succeed. Please get to know your manager, and when you need help or have questions, complaints, problems or suggestions, contact your manager first. He or she is interested in your success, the success of every member of your department, and the overall success of 3 Guys Restaurants.

Your manager is human, has many responsibilities, and needs your cooperation, assistance, and loyalty. He or she wants to help you – that's their job – so please ask, and please be willing to meet your manager half way. If he or she cannot help you or answer your question, your question will be referred to someone who can. You can expect to be treated fairly and with respect. Like 3 Guys Restaurants, your manager has a direct interest in you. He or she wants you to consider him or her as your advisor, friend, and mentor. Go to your manager for information about your job, your pay, or other matters of company policy.

Please don't overburden your manager with questions that can be answered by reading this manual or by checking bulletin boards. Do feel free to ask for clarification of regulations or responsibilities. Any problem that hinders the efficient completion of your responsibilities should be taken up with your manager.

## **Open Door Policy**

Normally, you will be expected to use the Grievance Procedure outlined earlier in this Manual to resolve a problem. However, if the problem or complaint is of a personal nature, or a very delicate matter, you may meet first with any member of management, including the President, to discuss it. He or she will decide if you should first discuss the problem with your immediate manager. If so, you will be directed to use the Grievance Procedure. If the complaint, suggestion, or question is of such a nature that resolution would be hampered by the Grievance Procedure, the management person you contact will take the appropriate action.

## **Parking Lot**

You are encouraged to use the parking areas designated for our team members. Please keep in mind that the parking spaces adjacent to or in front of our building(s) are for **customers only**. Remember to lock your car every day and park within the specified areas.

Courtesy and common sense in parking will avoid accidents, personal injuries, and damage to your vehicle and to the vehicles of other team members. If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information you may have, to your manager.

3 Guys Restaurants does not assume any liability for any loss or damages you may sustain.

## **Personal Phone Calls**

No personal calls/texts may be made without the manager's consent. You may be reprimanded for using your personal device when it hinders your job duties. If a customer asks to use the phone, they may with permission from an in charge person who will find out what the nature of the call is, if it is long distance, and approximately how long the conversation will be.

Personal information such as full name, phone number, address, or scheduled hours of any team member is not to be given to anyone without that team member's consent.

If a manager deems phones are an issue, he/she reserves the right to confiscate and all technology and to lock it in the safe until the end of your shift. Refusal to give it up will result in immediate termination.

## **Safety Rules**

### **Store and Personnel Safety**

- The person in charge will never hesitate to call the police department if they are afraid or concerned for the safety of anyone on the premises.
- Company policy prohibits anyone not employed by 3 Guys Restaurants from entering the area behind the counter or back room without the consent of management.
- If you suspect a problem or there is a problem, concerning any customer, record a description of the person or persons, the make and model of the car they were driving, and the license plate number.
  - Example: A rowdy group was asked to leave the dining room and the next morning someone found evidence of vandalism. The two incidences may be linked and the information may be necessary to find the individuals responsible.
- **KEEP THE BACK DOOR & GATE CLOSED AT ALL TIMES**
- Take out as much of the garbage as possible before it becomes dark.
- Before locking the customer entry doors for closing, check bathrooms to make sure all customers have left the building.
- At closing time be sure to lock BOTH lobby doors.
- Closers should leave the store at the same time. People with cars should not leave

until everyone has successfully started their car and everyone who is waiting for a ride has been picked up. A good buddy system is essential. FOH and BOH need to stay until both departments are finished. This means help each other out. We are a TEAM.

Safety is everyone's responsibility. Safety is to be given primary importance in every aspect of planning and performing any and all 3 Guys Restaurants activities. We want to protect you against industrial injury and illness, as well as minimize the potential loss of production.

3 Guys Restaurants is concerned about the safety of all team members and customers and has initiated strict standards of safety to be followed as general practice. Continual reinforcement and training is given to team members regarding safety standards. OSHA meetings are held and MSDS (Material Safety Data Sheets) are posted.

Safety procedures are to be followed to protect the team member as well as the customer. Written safety procedures and clear directives from management are available when an incident occurs.

Steps to care for the injured are taken immediately and follow up action in report form is necessary. The responsibility is assigned to the manager to ensure follow-up.

It is the team member's responsibility to report any injury incurred on the job or on the premises to the manager immediately. No medicine or medical procedures are given by a manager except in emergencies.

Please report all injuries (no matter how slight) to your manager immediately, as well as anything that needs repair or is a safety hazard. Below are some general safety rules.

- Avoid overloading electrical outlets with too many appliances or machines.
- Use flammable items, such as cleaning fluids, with caution.
- Walk—don't run.
- Report to your manager if you or a co-worker becomes ill or injured.
- Ask for assistance when lifting heavy objects.
- Keep cabinet doors closed when not in use.
- Wear or use appropriate safety equipment as required in your work.
- Avoid horseplay or practical jokes.
- Start work on any machine only after safety procedures and requirements have been explained (and you understand them).
- Keep your work area clean and orderly, and all walkways clear.
- Stack materials only to safe heights.
- Watch out for the safety of fellow team members.
- Use the right tool for the job, and use it correctly.
- Report equipment that needs repair or is a potential safety hazard immediately. Do not use any items that could cause you harm.
- No one under the age of 18 years is allowed to use any electrical slicer, fryer filterer or any item so designated by the manager.
- Training on the use of can openers and careful handling of knives is given to all team members. 3 Guys Restaurants to provide a safe work environment for all team members. You are expected to comply with all safety and health requirements.
- When you leave 3 Guys Restaurants premises make sure that all entrances are properly locked and secured.
- Remember that failure to adhere to these rules will be considered a serious infraction of the Safety Rules and will result in disciplinary action.

Your manager or department head may post other safety procedures in your department or work

area.

### **Property & Equipment Care**

It is your responsibility to understand the machines you need to you use to perform your duties. Good care of any machine that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and 3 Guys Restaurants. If you find that a machine is not working properly or in any way appears unsafe, please notify your manager immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate a machine you deem unsafe, nor should you adjust or modify the safeguards provide.

### **Parking Lot & Sidewalks**

Should always look clean and be free of the following:

- Trash
- Cigarette Butts

If you see something on the ground, it is **YOUR** responsibility to pick it up and take care of it.

### **Gated Area**

Gate must remain shut and Ice Machine lids closed. Ice Scoops may not be left in the ice machine(s). Mop sink is to be cleaned nightly. Mops should be hung up, and mop buckets properly emptied/cleaned out.

### **Hand Washing & Sanitation**

Food handling procedures require extreme cleanliness. Frequent hand washing is stressed to meet required health codes. You should wash your hands:

- Before you begin your shift.
- At least once per hour while working.
- After touching your face.
- After touching your hair.
- After blowing your nose.

If you need to sneeze or cough do so on your upper arm or elbow and away from customers and any food.

For the cleanliness of work stations, buckets of sanitizer and water solution should be kept, with a clean rag, in each station and used frequently. PPM of sanitizer should be checked every 4 hours with the small wears cleaning.

### **Security**

Maintaining the security of 3 Guys Restaurants buildings is every team member's

responsibility. Develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave 3 Guys Restaurants premises make sure that all entrances are properly locked and secured. Rear entry doors will be shut at ALL times.

### **Substance Abuse**

3 Guys Restaurants is committed to providing its team members with a safe workplace and an atmosphere which allows them to protect inventory and other assets placed in their care. 3 Guys Restaurants team members should not be subject to any safety threats from fellow workers. You are expected to be in suitable mental and physical condition while at work, allowing you to perform your job effectively and safely.

Whenever use or abuse of any mood altering substance (such as alcohol or other drugs) interferes with a safe workplace, appropriate action must be taken. 3 Guys Restaurants has no desire to intrude into its team members' personal lives. However, both on-the-job and off-the-job involvement with any mood altering substances can have an impact on your workplace and on 3 Guys Restaurants ability to achieve its objectives of safety and security. Therefore, you are expected to report to the workplace with no mood altering substances in your body. While you may make your own lifestyle choices, 3 Guys Restaurants cannot accept the risk in the workplace which substance use or abuse may create. The possession, sale, or use of mood altering substances at the workplace, or coming to work under the influence of such substances shall be a violation of safe work practices and will be subject to disciplinary action, including possible dismissal.

### **Theft**

Internal theft is considered a serious issue at 3 Guys Restaurants. Although taking small items of 3 Guys Restaurants property may seem inconsequential, the cumulative effect can be very large. Stealing from the company is like stealing from yourself. Losses from theft immediately affect our ability to increase salaries and can jeopardize the profitability of the company.

Property theft of any type will not be tolerated by 3 Guys Restaurants. We consider property theft to be the unauthorized use of company services or facilities or the taking of any company property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities which are unacceptable.

1. **Use of computers.** 3 Guys Restaurants personal computers (the personal computers in the office, or laptops made available for work away from the office) are to be used exclusively for business purposes unless you receive permission from your manager and arrange to reimburse 3 Guys Restaurants as may be deemed necessary by your manager.
2. **Taking of company property.** No item purchased or supplied by 3 Guys Restaurants should ever be removed from company premises without express authorization of your immediate manager and the proper paper work associated with the situation. This rule applies to all company property including raw materials used in manufacturing of products, tools, toys, coupons, or any food product, even pens and paper. All team members may be subject to random searches as they leave company facilities. Your manager has been given detailed instructions on the circumstances in which he or she can authorize you to borrow company equipment or to take

samples of your work home. A checkout procedure will be used, and if you fail to return any item removed on schedule, the value of items will be charged against your paycheck and you may be subject to disciplinary action for theft.

### **Inspection of Packages**

3 Guys Restaurants reserves the right to inspect all packages or closed containers brought into or taken out of the work area. This is not intended to infringe on anyone's rights but to protect not only 3 Guys Restaurants but also to protect our employees as well as customers.

### **Visitors**

Our insurance coverage and good common sense prohibits unescorted visitors in our facilities. Visitors are not permitted on 3 Guys Restaurants property without prior permission from your manager; no visitors are permitted in working areas. If you are expecting visitors, please request permission from your manager and ask your visitors to see your manager when they arrive.

### **Theft Penalty Clause**

The penalty for any incidence of unauthorized possession or removal of company property is immediate dismissal. All examples of unauthorized possession or removal of company property, regardless of the team member's past record, seniority, or the dollar value of the item, will be treated equally. If you are dismissed because of unauthorized possession or removal of company property, the reason for your dismissal will be provided to any future employer that contacts 3 Guys Restaurants. In addition, you may be subject to prosecution.

### **Violations of Policies**

You are expected to abide by the policies in this Manual. Failure to do so will lead to appropriate disciplinary action(s). A written record of all policy violations is maintained in each individual's personnel file.

A partial list of causes for possible disciplinary action (—Unacceptable ActivitiesII) is presented under —Standards of Conduct in the —Employment section of this Manual. This list is not to be considered all inclusive.

## **The Benefits Package**

In addition to receiving an equitable wage and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits, which will enhance your job satisfaction. We are certain that you will agree that the benefits program described in this Manual represents a very large investment by 3 Guys Restaurants and we trust that you will avoid abusing any of the programs benefits.

A good benefits program is a solid investment in 3 Guys Restaurants and its team members. It not only ensures the loyalty of long-time capable team members, it also helps to attract talented newcomers who can help 3 Guys Restaurants grow. 3 Guys Restaurants will periodically review the benefits program and will make modifications as appropriate to the company's condition.

### **Eligibility for Benefits**

If you are a full-time member, you will enjoy all of the benefits described in this Manual as soon as you meet the eligibility requirements for each particular benefit.

If you are a part-time member, you will enjoy only those benefits which are required by law to be afforded to you, provided that you meet the minimum requirements set forth by law and in the benefit plan(s).

### **Other Leaves**

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with 3 Guys Restaurants but may not wish to submit your resignation. Under certain circumstances, you may be eligible for a leave of absence.

### **Jury Duty**

If you are called for jury duty, 3 Guys Restaurants will reimburse you the difference between your pay for jury duty and your scheduled work pay. The maximum number of days that this benefit applies during any calendar year will be five (5) workdays. The maximum number of days allowed with pay during any three (3) year period will be fifteen (15) days. On any day or half-day that you are not required to serve, you will be expected to return to work. The company may require documentation of your jury service and compensation.

### **Sick Leave**

No paid sick days are available. However, 3 Guys Restaurants reserves the right to request from the team member a physician's certificate establishing reasons for absence due to illness or accident, whether arising out of the course of employment or not. This written release from the physician may be required to establish fitness to return to work.

When calling in —sick a minimum of two (2) hours notice is required. You will be expected to find someone to cover your shift. If you do not give the minimum of two (2) hours notice and are unable to find someone to cover your shift you may be required to work anyway or be held accountable for your absence.

If you need to miss your shift because of an emergency as much notice as possible should be given.

### **Vacation**

Scheduling is usually very flexible and we will try to work around your needs, however situations may arise and you may be required to work when it is less than convenient for you.

If you are a full-time member of management who has been with 3 Guys Restaurants for two (2) full years, you may be eligible for one (1) week of paid vacation. You will receive one (1) week of paid vacation every year after your two (2) year anniversary until your five (5) year anniversary which you will then be eligible to receive two (2) weeks of paid vacation as well as every subsequent year. In order to be eligible to receive paid vacation time a manager must have met both **labor and food cost goals** for at least 8 out of the 12 months in a year. Failure to meet these goals will result in a loss of paid vacation time. Extenuating circumstances may be considered at the sole discretion of the officer(s) of 3 Guys Restaurants.

### **Disability Leave**

3 Guys Restaurants classifies pregnancy as any other medically disabling condition and will

provide reasonable leave for all team members for the period of disability as determined by the team member and her physician. When ready to return to work, the team member will be reinstated to her original job or a similar level position providing circumstances have not so changed as to make it impossible or unreasonable to do so. At all times, our maternity leave policy will be in compliance with the State and Federal laws.

Florida laws allow that eligible employees may take unpaid leave to

- Care for an infant or an adopted child
- Care for a family member with a serious health condition
- Seek treatment for the employee's serious health condition

The employee has the right to continued group insurance coverage during the leave and the right to be reinstated in the same job, or an equivalent job, with no loss of pay or benefits.

Should a team member with an excellent work record desire more time, allowances may be made at the discretion of 3 Guys Restaurants and on an individual basis. The deciding factor will be the ability of the company to cover, without interruption, the position, but we cannot guarantee that your job or any job will be available.

Any questions regarding pregnancy/disability leave or Short-Term Disability benefits should be directed to the GM.

For a summary of Florida and Federal Family Medical Leave Act please see the poster board.

### **Personal Leave of Absence**

Leaves of absence (without pay) can be requested by regular full-time and part-time team members. Requests must be made in writing and cannot be for longer than six (6) months. An employee may be terminated immediately if they fail to return to work at the expiration of the approved leave.

Requests for unpaid Leaves of Absence for reasons or durations exceeding seven (7) days, is granted to a person requesting same if approved by the manager or Director of Operations. Such requests and arrangement for continuation of benefits will be considered on a case-by-case basis, with consideration given to equity and impact on restaurant operations.

### **Insurance**

3 Guys Restaurants is interested in the health and well-being of both you and your family. At this time, we offer group health insurance with Aflac. This comes out of your paycheck automatically ONLY if you choose to sign-up. Ask your Manager for more information.

### **Termination of Insurance**

If for any reason your insurance is terminated, 3 Guys Restaurants expects that you will inform your manager as soon as possible so that you can be taken off of our list of persons receiving benefits list.

### **Retirement Plan**

3 Guys Restaurants does not currently offer a retirement plan, but if enough people become interested, it may be considered in the future.

## **Government Required Coverage**

### **Workers' Compensation**

Florida's Worker's Compensation Law is designed to provide you with benefits for any injury which you may suffer in connection with your employment. Under the provisions of the law, if you are injured while at work, you are eligible to apply for Workers' Compensation.

### **Definition of Workers' Compensation**

Before Workers' Compensation, an injured worker had to sue his employer to recover medical costs and lost wages. Lawsuits took months and sometimes years. Juries and judges had to decide who was at fault and how much, if anything, would be paid. In most cases, the injured worker got nothing. It was a costly, time-consuming and unfair system.

Today, if you're unable to work because of a job injury, 3 Guys Restaurants and our Workers' Compensation Insurance carrier work together to take care of your medical expenses and pay you money to live on until you're able to come back to work – automatically, without delay or red tape.

### **Eligibility**

Every 3 Guys Restaurants team member is protected by Workers' Compensation.

### **Coverage Scope**

Any injury is covered if it is a direct result of your job. Covered injuries are not just serious accidents, but first-aid type injuries as well.

### **Duration of Coverage**

Coverage begins the first minute you are on the job and continues anytime you are working for 3 Guys Restaurants. You don't have to work a certain length of time, and there's no need to earn any minimum amount of wages before you are protected.

### **Benefits**

Florida Law guarantees you three kinds of Workers' Compensation benefits:

1. **Medical care to take care of the injury, including not only doctor bills, but also medicines, hospital costs, fees for lab tests, x-rays, crutches, etc** – There's no deductible and all costs are paid directly by our Workers' Compensation Insurance carrier. If you do receive a bill be sure to submit it to the GM for payment through our insurance carrier.
2. **Rehabilitation services necessary to return to work** – Sometimes this is just an extension of medical treatment (for example, physical therapy to strengthen muscles). However, if the injury keeps you from returning to your usual job, you may qualify for vocational rehabilitation and retraining too. Again all costs are paid directly by 3 Guys Restaurants through our Workers' Compensation Insurance Carrier.
3. **Cash payments for lost wages** – The most common kind of payments, for —temporary disability, will be made for as long as the doctor says you're unable to work. Additional cash payments may be made after you're able to work if there's a permanent handicap (for example, the amputation of a finger or loss of sight). If the injury results in death, payments will be paid to surviving dependents.

### **How to Apply for Benefits**

All injuries, no matter how slight, must be reported immediately to your manager to assure consideration under Workers' Compensation Insurance, should complications develop later. Your manager will see that you receive medical attention.

There are no reports for you to fill out; no forms to sign. Just tell your manager what, where,

when, and how it happened – enough information so that he or she can arrange medical treatment and complete the necessary reports. In an emergency, you may go directly to one of the medical facilities nearby. Later, you may be required to furnish your manager with written statements regarding the on-the-job accident so that we may accurately document the incident, and so you may receive all the benefits to which you are entitled. (Failure to do so could result in loss of benefits.)

Prompt reporting is the key. Benefits are automatic, but nothing can happen until your employer knows about the injury. Ensure your right to benefits by reporting every injury, no matter how slight. Even a cut finger can be disabling if an infection develops.

### **Cash Payments**

Payments consist of two-thirds of your average weekly wage, up to a maximum amount set by the State Legislature. State law regulates the amount of the payments, and when and how they'll be paid. Only the State Legislature can change the law.

Workers' Compensation payments are tax-free. There are no deductions for State or Federal Taxes or Social Security.

### **Payment Schedule**

If you report the injury promptly, you should receive the first compensation check within fourteen (14) days. After that you'll receive a check every two weeks until the doctor says you're able to go back to work. For extremely serious injuries, the payments may continue for life.

Workers' Compensation payments for lost wages aren't made for the first three (3) days you're unable to work. However, if you're hospitalized or off work more than twenty-one (21) days, payments will be made even for the first three (3) days.

### **Dispute Resolution**

Fortunately, most claims (better than 9 out of 10) are handled routinely. After all, Workers' Compensation benefits are automatic and the amounts are set by the Legislature. But mistakes and misunderstandings do happen. If you think you haven't received all benefits due to you, please contact your manager.

If you're not satisfied with your manager's explanation, get advice from the nearest Office of the State Division of Industrial Accidents. If the problem still can't be resolved, it may be necessary to file an —Application for Adjudication with the Workers' Compensation Appeals Board. That's the State agency, which reviews cases where an injured worker believes he or she hasn't received what is owed to him or her.

The Appeals Board is a court of law. You can represent yourself, of course, but you may want to hire an attorney.

If you do, the fee will be deducted from any benefits awarded to you by the Appeals Board. If it's necessary to go to the Appeals Board to resolve your case, be sure to do so within one (1) year from the date of the injury, or one year from the date of your last medical treatment resulting from the injury sustained on the job. Waiting longer could mean losing your right to benefits.

### **Other Benefits**

If the injury is very serious (one where you won't be able to work for a year or more) you may be

eligible for additional benefits from Social Security. For information contact the nearest office of the Social Security Administration, or discuss your situation with the claims representative of 3 Guys Restaurants Workers' Compensation Insurance carrier.

Team members returning to work after being absent due to an injury must report to their manager prior to beginning work, and must bring a doctor's clearance for returning to duty.

### **Social Security**

The United States Government operates a system of contributory insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. As your employer, 3 Guys Restaurants is required to deduct this from each paycheck you receive.

### **Work Resources**

**Schedules** – Are viewable on ScheduleGofer. Go to [schedulegofer.com/account.php#/](https://schedulegofer.com/account.php#/) to sign in and view your schedules and request time off.

**Paystubs, Tax Documents** – Are now only available through WorkForce. No paper copies will be provided. You may print it off yourself utilizing the office computer & printer. Can be found at [workforce.intuit.com](https://workforce.intuit.com) or in the WorkForce Now App.

**Employee Resources, Checklists** – Are all moving to digital effective at the release of this handbook and checklists are NOT optional. Can be accessed using any provided tablet or personal device either at [portal.3guysrestaurants.com](https://portal.3guysrestaurants.com) or the mobile app.