



TEAM MEMBER HANDBOOK

*"The secret to success is to do common things uncommonly well."
John D. Rockefeller*

The Story of the Ram Restaurant Group

Welcome to The Ram! We are excited to have you join our team or what Ram folks refer to as our “Ramily”. *“Nourishing Our Communities and Enhancing the Lives of Our Team Members” is our goal at the Ram and we have been doing for 50 plus years with “Smiling Team Members Making Guests Happy.”*

The Ram was born on February 26, 1971, in the Villa Plaza Shopping Center in Lakewood, Washington. My father, Jeff Iverson, Sr., and his great friend, Cal Chandler, two fraternity brothers and football teammates from the University of Washington, combined their business talents and experience in college making pizza and serving beer at Shakey’s Pizza Parlor to create a new business – Ram International (now the Ram Restaurant Group). They named their first tavern the “Ram Pub.” It was a “Deluxe Tavern” because it served hot food (such as “cook-your-own” burgers and steaks) along with beer and wine.

Capitalizing on their initial success, they opened new restaurants in college towns like Pullman, Washington, Salem, Oregon, Lincoln, Nebraska, Fort Collins, Colorado, and Brookings, South Dakota. This expansion into new territory was facilitated by a strong friendship and business relationship with Olympia beer, which grew to be the 7th-largest brewery in the United States during the 1970s. During that time span the company began to transition their taverns to the more full service, casual restaurants we have today.

The 1980s and 1990s brought rapid growth and change to the Company. In 1995, the Company established the Big Horn Brewing Company as one of the first “micro-breweries” in the country.

In 2001, my father and his partner retired, and the second generation assumed leadership of the Company. The Company currently owns 13 restaurants in Washington, Oregon, and Idaho with continued growth planned.

We use the Vision Statement, “Nourishing our communities and enhancing the lives of our team members” to focus and position our business. This branding also permits us a great deal of flexibility in responding to the changing expectations of our Guests. Regardless of trends in food preferences, however, our primary commitment will always be to serve fresh, superior food with *Gracious Hospitality*.

The future is bright and promising for the Company and its team member owners. Welcome to the Ramily!

Jeff Iverson, Jr.

PREFACE

Ram Restaurant Group is an affiliated group of restaurant companies. The restaurants are owned by separate legal entities, which in turn are subsidiaries of a parent company. You are employed by the subsidiary company that owns the restaurant at which you work. For simplicity purposes, this affiliated group of legal entities is referred to herein as the “Company.” Ram International I, L.L.C. is known as the Home Office. The Home Office provides corporate leadership and accounting services to the affiliated group of companies that comprise the Ram Restaurant Group.

The purpose of this Team Member Handbook is to inform you of the personnel policies and standards under which all hourly, non-management team members work at the Company. Although a sincere effort has been made to outline in a consistent, comprehensive manner the policies of the Company, it is not possible to address all subjects, questions or contingencies. The policies set forth in this Handbook supercede any prior version of said policies to include those set forth in the Handbook dated June 2016.

The Company reserves the right to amend, modify, add or rescind any policy set forth in this Team Member Handbook in its sole discretion and without notice to any person. It also reserves the right to not apply or deviate from a policy(ies) in any situation. However, the policy of at-will employment (which means that either the team member or the Company may terminate employment at any time, with or without cause) can only be changed by Jeffery B. Iverson, Jr. in writing. No oral statement or representations can change the at-will policy of employment.

IMPORTANT – PLEASE READ

THIS TEAM MEMBER HANDBOOK DOES NOT CONSTITUTE A CONTRACT OF EMPLOYMENT AND SHOULD NOT BE INTERPRETED AS CREATING AN EMPLOYMENT CONTRACT WITH A TEAM MEMBER FOR ANY REASON AT ANYTIME, REGARDLESS OF LENGTH OF SERVICE. IT DOES NOT CREATE ANY PROMISES OF SPECIFIC TREATMENT BY THE COMPANY. THE TEAM MEMBER’S EMPLOYMENT WITH THE COMPANY IS VOLUNTARILY ENTERED INTO AND HE OR SHE IS FREE TO RESIGN HIS OR HER EMPLOYMENT AT ANYTIME. SIMILARLY, THE COMPANY IS FREE TO TERMINATE ITS EMPLOYMENT OF A TEAM MEMBER FOR ANY REASON AT ANYTIME WITH OR WITHOUT CAUSE, REGARDLESS OF LENGTH OF SERVICE.

TABLE OF CONTENTS

I. WAGE AND HOUR POLICIES

SHIFT RESPONSIBILITY	1
ILLNESS	1
TARDINESS	1
OVERTIME	1
PAYROLL DATES	2
TIME KEEPING	2
ELECTRONIC PAYMENT POLICY	2

II. BENEFITS

ADA - MEDICAL INSURANCE	3
401K	3
DINING BENEFIT	3
FAMILY AND MEDICAL LEAVE POLICY	4

III. GENERAL POLICIES

ACCIDENTS	7
CASH DRAWS	8
CASH HANDLING	8
PERSONAL CHECKS	8
TIP POOL AND REPORTING	8
GRATUITIES	8
WORKPLACE PRIVACY	9
APPEARANCE AND DRESS CODE	9
CLEANLINESS	9
HEALTH REGULATIONS AND SANITATION	9
TEAM MEMBER USE OF RESTAURANT	10
CELL PHONE USE	10
MEDIA	10
TEAM MEMBER PARKING	10
ENTERING/EXITING THE RESTAURANT	10
SMOKING	10
ELECTRONIC AND VOICE MAIL	11
SAFETY AND ACCIDENTS	11
CONDUCT	12
LOITERING	12
DATING AMONG TEAM MEMBERS	12
EQUAL EMPLOYMENT OPPORTUNITY	12
PROHIBITED HARASSMENT	13
ANTI RETALIATION	13
COMPLAINT PROCEDURE	14
BULLETIN BOARDS AND CHALKBOARDS	14
TEAM MEMBER MEETINGS	14
DRUG AND ALCOHOL POLICY	14
DISCIPLINE/TERMINATION OF EMPLOYMENT	15
ALCOHOL AWARENESS POLICIES	15
EMERGENCY PROCEDURES	15
SOLICITATION PROHIBITED	15
STORAGE OF PERSONAL BELONGINGS	16
OPEN DOOR POLICY	16
SOCIAL MEDIA	16
REFERENCES	18

I. WAGE AND HOUR POLICIES

SHIFT RESPONSIBILITY

The Store Leader creates the team member's work schedule to meet the needs of the restaurant. Team members are hired with the understanding that they are available for work on a flexible basis to meet the needs of the restaurant. Team members are expected to arrive on time for their shifts and to complete the shifts assigned to them. Due to the nature of the restaurant business, and subject to any applicable laws in Oregon regarding predictive scheduling, the time set forth on the schedule for the end of a shift is an estimate only, and that actual time will depend upon the volume of business, staffing levels, etc. Team members will be given a deadline by which they must request time off from their normally scheduled work hours in order to accommodate scheduling at their particular restaurant. All requests for time off are granted or denied at the sole discretion of the Store Leader. Depending upon the circumstances, the Company may permit a team member to have another team member work his or her shift, or permit a team member to switch shifts with another team member. In these cases, the team member making the request must obtain the Store Leader's prior approval, and that team member is responsible to find a suitable replacement for his or her shift or to arrange a shift swap with another team member as the case may be. Team members are expected to follow any rules or procedures adopted by the Store Leader for shift swaps. Absenteeism by a team member may result in discipline, up to and including termination of employment.

ILLNESS

If a team member is too sick to work a scheduled shift, he or she must contact the Store Leader as soon as it becomes apparent that he or she is not able to work. We value your health and that of our guests; if you are sick, do not come to work. Team members are also expected to be familiar with the sick leave laws, if applicable, in their state and work with their Store Leader regarding payment of any accrued sick leave.

TARDINESS

Each team member is responsible to be on time for his or her work shift. If a team member realizes he or she may be late for a work shift, he or she must notify the Store Leader as soon as possible (although notifying the Store Leader does not excuse the tardiness). Tardiness may result in discipline, up to and including termination of employment.

OVERTIME

When operating requirements or other needs of the restaurant cannot be met during regular working hours, team members may be required to work extra hours. Overtime compensation is paid to all non-exempt team members in accordance with federal and state law, and is generally calculated at one and one-half (1 ½) times a team member's regular rate of pay for the job code in which overtime is reached for all hours

over 40 in a work week, except for certain team members located in tip credit states and unless otherwise specified by law.

All overtime must be pre-authorized by the Store Leader. Only hours actually worked during a week will be included in determining whether a team member is entitled to overtime compensation.

PAYROLL DATES

The Company pay periods are generally two weeks in length. Unless state law requires otherwise, wages will be paid on the Monday which is the eighth (8th) day after the end of each pay period except when a bank holiday falls on that day then payday will be the prior Friday. Wages will only be paid to the team member unless that team member gives his or her written permission for it to be given to another person.

PAYROLL DEDUCTIONS

The Company may charge an administrative fee if permitted by state law to process garnishments, child support orders, tax liens and other deductions from wages that are otherwise not required of all team members.

TIME KEEPING

Team members must clock in at the beginning of each shift prior to beginning work, and must clock out at the end of each shift after completing all work. Team members must also clock out and clock in for unpaid meal periods. All hours worked must be recorded, and team members must alert their Store Leader or Payroll at the Home Office (253.588.1788) immediately if they become aware of any time anyone spent working for the Company that was not recorded (and paid). The Store Leader will provide instructions on the proper procedure for clocking in and clocking out. Forgetting to clock in or to clock out can delay the processing of wages and repeated instances may be grounds for discipline up to and including termination of employment. The Store Leader must approve in advance all work other than normally scheduled work shifts. All work for the Company must be paid – working “off the clock” is strictly prohibited and may result in discipline up to and including termination of employment.

ELECTRONIC PAYMENT POLICY

In an effort to help the environment and to improve efficiency, the Company will pay all team members by electronic deposit (direct deposit) into a designated checking or savings account - there will be no paper checks. Team members will be provided with an authorization form for this purpose on which they must designate the financial institution and provide account numbers, etc. Team members must also promptly inform their Store Leaders or the Home Office of any changes to their deposit information or they may incur delay in payment of their wages. Team members who do not elect direct deposit for any reason must elect payment by electronic deposit onto a pay card

administered by a national vendor. The pay card acts like a debit card and can be used to make cash withdrawals, make purchases, etc. Final wages at termination of employment will also be paid by electronic means and in accordance with state law.

Any team member located in the state of Oregon who would like to receive a paper check must elect electronic deposit onto a pay card. In this event, the team member will be given information about the paper check that accompanies the pay card, which can be used (cashed, deposited, etc.) in the same manner as a payroll check.

The Company encourages all team members to ask their Store Leaders or the Home Office any questions, and team members may be instructed to contact the pay card vendor directly to obtain detailed information.

II. BENEFITS

Except when required by law, the Company maintains team member benefits at its sole discretion. The Company may withdraw, delete or modify any benefit at any time, with or without advance notice. In addition, benefits may be offered to some team members and not others. With regard to any insurance benefits, team members are expected to refer to the plan documents for any and all questions related to specific eligibility requirements or the extent of coverage for any insurance claim. In the event of an inconsistency between any written summary of benefits and the plan documents, the plan documents are the official source of information. The Company will not be responsible or liable for the failure of an insurance company to pay any claim.

AHA – Medical Insurance

The Company complies with the Affordable Healthcare Act and provides medical insurance to qualified team members. Team members will be given information about the AHA and the Company's healthcare options when they are first employed. Team members are also encouraged to call the Home Office, (253) 588-1788, if they have any questions.

DINING BENEFIT

Team members and their families are entitled to a discount on their meals purchased at any restaurant in the Company. Team members will be given information during their orientation explaining the nature of the benefit. Team members should contact a Store Leader to obtain further information. Team members may not enter or ring in their own food/beverage orders into the system and, consequently, must place all orders through another team member or leader. If they enter their own orders, team members are subject to discipline up to and including termination of employment.

FAMILY AND MEDICAL LEAVE POLICY
(and other forms of leave)

A team member who has worked for the Company at least twelve months, including at least 1250 hours in the last twelve months, may be entitled to 12 workweeks of unpaid leave in any twelve-consecutive-month period (a rolling 12-month period as described in the Family and Medical Leave Act) to (A) to care for a newborn or newly-adopted child or newly-placed foster child, (B) to care for a child, parent or spouse who has a serious health condition or (C) because of the employee's own serious health condition. A "serious health condition" is an illness, impairment or condition that involves inpatient care in a hospital, hospice or residential medical care facility or continuing treatment by a health care provider, any period of incapacity of three or more consecutive days and continuing care by a medical provider, as well as any period of incapacity due to pregnancy including prenatal care.

Leave to care for a newborn, newly adopted child or newly placed foster child must be taken within twelve months of the birth, adoption or placement. If the Company employs both parents, they are together entitled to 12 workweeks of unpaid leave under this paragraph.

If the need for the leave is foreseeable, team members must give at least 30 days prior written notice in advance of the anticipated date the leave is to begin stating the reason for the leave and the dates during which the leave is to be taken. If the need for the leave is not foreseeable, the team member must give notice as soon as possible after the need for the leave is known. The Company has forms to request the leave. Health care provider certifications/re-certifications, as well as second/third opinions and fitness for duty reports/releases may be required in accordance with the FMLA regulations.

Upon returning from the leave, a team member is entitled to return to the same position held when the leave began or to an equivalent position with equivalent benefits and pay, unless the position would have been eliminated had the team member not been on leave. Additionally a team member on leave is not immune from discipline, up to and including termination, if information is uncovered during the leave which would have normally resulted in discipline had the team member been actively working.

The team member must use any other accumulated leave, paid or unpaid, to which he or she is otherwise entitled while on this leave. Otherwise, the leave is unpaid. If leave pursuant to this policy would also qualify as leave under any other benefit or policy, the period of the leave will apply toward the entitlement for each type of leave that may apply.

By taking the leave, the team member will not lose any benefits that accrued before the start of the leave. The team member will not be entitled to accrue further benefits during periods of unpaid leave. The Company will maintain its contributions to the team member's health insurance premiums during the leave, if applicable, whether it is paid or unpaid. The team member will be required to continue his or her share of the premiums for the employee and his or her dependents, if applicable. The team member

will also be required to arrange in advance self-payment of other group insurance benefits. If the team member does not return at the end of the leave, the team member may be required to repay the Company for the health insurance premiums paid during the leave.

This policy will be administered according to the Family and Medical Leave Act and the regulations interpreting it and any applicable state law. Team members should contact his or her Store Leader or the Home Office (253.588.1788) with questions about eligibility for leave or other leave benefits that may be available. Team members should also inquire about the necessary forms associated with the leave.

Armed Forces/Reserves/National Guard:

Team members may also take up to 12 weeks FMLA leave when they experience a “qualifying exigency” arising out of the fact that their spouse, parent or child is either a member of the Armed Forces or has been called to active duty in the Reserves or National Guard by the federal government, and is being or was deployed to a foreign country. A “qualifying exigency” is a non-medical activity directly related to the relative’s deployment to the foreign country. It includes attending certain military events and related activities, attending family support and assistance programs, arranging for temporary childcare, addressing legal and financial arrangements, attending counseling related to the deployment, rest and recuperation with the service member on leave from deployment and attending post-deployment briefings. Such team members may be required to provide certification that their family member is in the Armed Services, National Guard or Reserves, and has been called to active duty/deployed to a foreign country.

In addition, eligible team members are entitled to up to 26 weeks of family medical leave to care for a team member’s spouse, child, parent (as defined under FMLA) or next of kin (defined as a person for whom the employee is the nearest blood relative) who is either a member of the Armed Forces (including members of the National Guard or Reserves) or a qualified veteran, and is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a qualified injury or illness which was either incurred by the service member in line of duty on active duty in the Armed Forces or aggravated by military service in the line of active duty.

Care for Domestic Partner (state of Washington only):

A team member who has worked for the Company at least twelve months, including at least 1250 hours in the last twelve months, may be entitled to 12 workweeks of unpaid leave in any twelve consecutive-month period (a “rolling” twelve-month period) to care for state-registered domestic partner who has a serious health condition. A “serious health condition” is an illness, impairment or condition that involves inpatient care in a hospital, hospice or residential medical care facility or continuing treatment by a health care provider, any period of incapacity of three or more consecutive days and continuing care by a medical provider, as well as any period of incapacity due to pregnancy including prenatal care.

If the need for the leave is foreseeable, team members must give at least 30 days' written notice in advance of the anticipated date the leave is to begin stating the reason for the leave and the dates during which the leave is to be taken. If the need for the leave is not foreseeable, the team member must give notice as soon as possible after the need for the leave is known. Health care provider certifications/recertifications, as well as second/third opinions and fitness for duty reports/releases may be required in accordance with the Washington Family Leave Act.

Upon returning from the leave, a team member is entitled to return to the same position held when the leave began or to an equivalent position with equivalent benefits and pay, unless the position would have been eliminated had the team member not been on leave. Additionally, a team member on leave is not immune from discipline, up to and including termination, if information is uncovered during the leave which would have normally resulted in discipline had the employee been actively working.

The team member must use any other accumulated leave, paid or unpaid, to which he or she is otherwise entitled while on this leave. Otherwise, the leave is unpaid. If leave pursuant to this policy would also qualify as leave under any other benefit or policy, the period of the leave will apply toward the entitlement for each type of leave that may apply.

By taking the leave, the team member will not lose any benefits that accrued before the start of the leave. The team member will not be entitled to accrue further benefits during periods of unpaid leave. The Company will maintain its contributions to the Company's health insurance premiums during the leave, if applicable, whether it is paid or unpaid. The team member will be required to continue his or her share of the premiums for the employee and his or her dependents, if applicable. The team member will also be required to arrange in advance self-payment of other group insurance benefits. If the team member does not return at the end of the leave, the team member may be required to repay the Company for the health insurance premiums paid during the leave.

This policy will be administered according to the Washington Family Leave Act for employees who work in the state of Washington. Team members should contact their Store Leader or the Home Office (253.588.1788) with questions about eligibility for leave or other leave benefits that may be available.

Non-FMLA Medical Leave:

At the discretion of the Company, team members who are not eligible for FMLA leave, but need time off from work due to their own serious illness or injury may be granted a non-FMLA medical leave. The leave is unpaid unless the team member has available vacation and sick leave (which must be used during this leave). Where the team member's condition qualifies as a disability, this policy will be administered according to general principles of reasonable accommodation. Team members should contact their Store Leader or the Home Office (253.588.1788) with questions about non-FMLA medical leave.

Maternity/Disability Leave:

Team members may be entitled to leave for the actual period of disability associated with pregnancy and childbirth. If the team member is eligible for family leave under the Family and Medical Leave Act, described above, that leave will run concurrent with any maternity/disability leave under this section. The leave is unpaid unless the team member has available vacation and sick leave (which must be used during this leave). This policy will be administered according to any applicable state and federal law. Team members should contact their Store Leader or the Home Office (253.588.1788) with questions about these available leave benefits.

Additional Parental Leave:

Under applicable state law, team members may also be entitled to up to an additional 12 workweeks of unpaid leave following the period of disability associated with pregnancy and childbirth. This leave also may run concurrent with leave under the Family and Medical Leave Act but does not run concurrent with any leave for disability associated with pregnancy and childbirth. Team members must use any accrued paid leave during any leave under this policy. Issues of benefit eligibility and return-to-work rights will be governed by applicable laws. Team members should contact their Store Leader or the Home Office (253.588.1788) with questions about these available leave benefits.

LEAVE UNDER STATE LAWS

The Company will comply with all other forms of leave required by law for team members in each state in which it has any stores, whether such law permitting leave is in effect as of the date of this Team Member Handbook or sometime later.

III. GENERAL POLICIES

ACCIDENTS

After assisting with any emergency, team members must notify the Store Leader as soon as possible if a guest or other person has an accident or suffers an injury while in the restaurant or on the Company's property. In no circumstance should a team member tell a guest or any other person that the Company will pay for any injury or property damage. A team member must not offer medical or insurance information or discuss the incident with any person who is not an employee of the Company unless instructed to do so in advance by the Company.

CASH DRAWS

The Company does not permit a draw against future pay.

CASH HANDLING

All team members are expected to observe all cash and credit card handling procedures, and are solely responsible for all cash in their possession. Team members will receive training in the proper manner to handle sales, including proper methods by which to avoid shortages and walk-outs. Team members must dutifully account for all sales and are expected to be honest and not steal from the Company or otherwise engage in any practice or behavior which intentionally or has the effect of taking sales and/or product from the Company. The point of sale system is for the Company use only. Team members may not use it in any manner other than that which it is intended by the Company. Any manipulation or alteration of the point of sale system is strictly prohibited. Team members are subject to discipline for failing to follow these procedures, up to and including termination of employment

PERSONAL CHECKS

Except with prior written consent of the Owner, the Company does not accept checks in payment of a bill. Furthermore, the Company does not cash personal checks, either for a guest or for a team member. Any team member that accepts a check in payment of a bill without prior approval, or who cashes a personal check, shall be subject to discipline, up to and including termination of employment.

TIP POOL AND REPORTING

The Company strives to comply with all federal, state, and local laws concerning the collection, distribution and reporting of tips. As a condition of their employment with the Company, team members must agree to participate in a tip pool and to sign a tip pool agreement provided for this purpose. The Tip Pool Agreement may be different in each state concerning the allocation of tips and which team members are required to participate. Team members are encouraged to ask questions. In no event do any owners, managers (leaders) or supervisors participate in the tip pool. Team members must comply with all federal, state, and local laws regarding the declaration of tips to include declaring 100% of their cash tips. Team members are responsible for maintaining records of their tips and must verify the amount of tips reported on their W-2s by the Company. Team members are subject to discipline up to and including termination of employment if they fail to accurately report 100% of their tips.

GRATUITIES

The Company feels that a gratuity (i.e., a tip) is given solely in recognition of superior service. As a result, the Company firmly believes that guests are not obligated to give a gratuity, and a team member must not in any way indicate to a guest that he or she is dissatisfied with a gratuity or imply that the guest is obligated to give one. Team members are also prohibited from discussing their gratuities in any manner with guests to

include the amount of their gratuity income and what other guest(s) gave by way of a gratuity.

WORKPLACE PRIVACY

The Company has found in some restaurants, and may find in the future in other locations, a need to install surveillance or video cameras. The video cameras may provide surveillance to a specific part of the restaurant, or to all work-related areas. Consequently, team members should not have any expectation of privacy in any area of the restaurant excepting only the restrooms (of course). This is important . . . just because you think you are alone in the restaurant or that no one is watching, does not mean that your actions are private. Please ask your Store Leader if you have any questions.

APPEARANCE AND DRESS CODE

A team member's personal appearance is very important. The Company expects a team member to present himself or herself to guests in a well-groomed and professional manner at all times. During the orientation process, a leader in the restaurant will explain the restaurant's dress code and appearance policy. All team members are expected to comply with their restaurant's policies, and a leader will review their appearance each work shift. Any and all tattoos, earrings, piercings, etc. must be hidden or must be in good taste and suitable for viewing by families as determined at the discretion of a leader.

CLEANLINESS

The Company expects its team members to maintain the highest personal hygiene standards. The Company maintains its cleanliness through constant attention to ongoing cleaning and housekeeping. All posted opening and closing checklists must be followed with a keen eye for cleanliness. Team members may be required to participate in pre-shift and post-shift cleaning projects.

HEALTH REGULATIONS AND SANITATION

State and county health regulations may require all food service workers to obtain health cards prior to employment or within a permitted grace period. A Leader will inform team members of the location of the nearest Health Department Branch or other information on the best means to obtain a health card. All team members are expected to maintain the highest standard of cleanliness. Team members are expected to observe common sense procedure to maintain cleanliness, such as always washing their hands and keeping equipment sanitized. Team members who are required to have a health card by law must keep it current at all times and must notify their Store Leader immediately if their card expires or they lose their card.

TEAM MEMBER USE OF RESTAURANT

Team members are welcome to enjoy the restaurant and bar after their shift and on their scheduled days off. Team members must be completely out of uniform and are required to be out of the building one hour prior to closing. Team members must behave in a courteous and professional manner at all times, and will be held to a higher standard of behavior than our guests. Team members are not allowed to sit at the bar, and must place all orders through a server. Store Leaders may establish additional restrictions for their team members' use of the restaurant/bar.

CELL PHONE USE

Except during work breaks, use of cell phones is strictly prohibited. All cell phones must be turned off and not carried by a team member during his or her shift. Use of a cell phone while operating a motor vehicle on Company business is strictly prohibited.

MEDIA

It has always been the Company's policy to cooperate as fully as possible with news media inquiries and to communicate truthfully with the media on company matters appropriate for public knowledge. To ensure accuracy regarding the organization or its actions, the Owner will serve as the only authorized media spokesperson for the organization. No other employee may grant an interview concerning company business to any form of media without permission by the Owner.

TEAM MEMBER PARKING

Team members must park their vehicles in an area(s) designated by their Store Leader.

ENTERING/EXITING THE RESTAURANT

During operating hours, all team members must enter and exit through the front door. The Company reserves the right to inspect without prior notice of any kind all packages, backpacks, purses, etc. located in or about the restaurant, and team members should not have any expectation of privacy in these items.

SMOKING

Smoking is only allowed in areas designated by the Store Leader. Smoking, including vaping (i.e. the use of e-cigarettes), is permitted only during authorized break times, and a team member may not return to work if he or she smells like smoke in the opinion of a leader.

ELECTRONIC AND VOICE MAIL

The Company has or will maintain as part of its technology platform computers (to include laptops and handheld devices) an electronic-mail system and voice mail system. These systems are provided to assist in the conduct of business within the Company.

All computers and the data stored on them are and remain at all times the property of the Company. As such, all data, electronic-mail messages composed, sent and received are and remain the property of the Company, and team members should have no expectation of privacy in them. The Company reserves the right to retrieve and read any message composed, sent, or received, and any other information on any computer on the Company's premises to include any messages sent/received from a personal e-mail account regardless of whether it is password-protected. Team members should be aware that even when a message is erased, it is still possible to recreate the message; therefore, ultimate privacy of messages cannot be guaranteed to anyone.

Any electronic message kept in a team member's e-mail location may be viewed by the Company, and any voice message left on a voice message box may be retrieved by the Company. Messages should be limited to the conduct of business at the Company. Electronic mail and/or voice mail may not be used for the conduct of personal business.

While electronic mail and voice mail may accommodate the use of passwords for security, the reliability of such for maintaining confidentiality cannot be guaranteed. Team members must assume that any and all messages may be read or heard by someone other than the intended or designated recipient. Moreover, all passwords must be made known to the Company. Passwords not known to the Company may not be used because the system may need to be accessed by the Company when a team member is absent.

Messages may not contain content that may be reasonably considered offensive or disruptive to any team member. Offensive content would include, but would not be limited to, sexual comments or images, racial slurs, gender-specific comments, or any comments that would offend someone on the basis of his or her age, sexual orientation, religious or political beliefs, national origin, or disability, or otherwise constitute a violation of the Company's policy on Prohibited Harassment.

SAFETY AND ACCIDENTS

The Company expects its team members to use good common sense in maintaining a high standard of safety on the restaurant premises. Examples of good practices include, but are not limited to, wiping up all spills as soon as possible, keeping aisles and walkways clear of obstacles, observing all cleaning and storage procedures for items (knives, etc.), disposing of all chipped dish and glassware, wearing shoes with skid

resistant soles, slowing down and notifying others when rounding blind corners or walking behind another, and following proper procedures when lifting heavy objects.

Team members must report all accidents or injuries to their Store Leader or another Leader immediately. A Leader will note the location of the restaurant's First-Aid Kit during the orientation, and team members are encouraged to review all safety procedures on a frequent basis.

CONDUCT

Team members must conduct themselves in a professional manner using common sense with the utmost respect for guests and each other at all times. Team members must be continually friendly and attentive to all guests in the restaurant and provide sincere, thoughtful and professional service. Team members are expected to be honest at all times, and to dutifully observe all instructions from the leaders. Violence of any nature, or the threat of violence, regardless of the reason is strictly prohibited. A team member's failure to conduct themselves in such a manner may result in discipline, up to and including termination of employment.

LOITERING

Loitering on the restaurant premises by team members is prohibited. Team members who are not working or in the restaurant as guests, must either leave the restaurant premises or receive permission from the Store Leader to stay on the premises. All team members under the age of twenty-one (21) are not permitted in the bar area.

DATING AMONG TEAM MEMBERS

While it encourages teamwork and friendly behavior, the Company has found that dating relationships between team members often causes conflict and disruptive behavior. Accordingly, the Company strongly discourages team members from dating each other. Any team member in a dating relationship with a leader must disclose the relationship to the Store Leader or to the Home Office as appropriate.

EQUAL EMPLOYMENT OPPORTUNITY

The Company is an equal employment opportunity employer and strives to comply with all applicable laws prohibiting discrimination based on race, color, gender, age, national origin, religion, disability, marital status, as well as any other category protected by federal, state or local law. Such discrimination is unlawful and all persons involved in the operations of the Company are prohibited from engaging in this type of conduct.

Team members should report every instance of unlawful discrimination to the Company by notifying their Store Leader, another Leader in the restaurant, the Regional Leader or an owner at the Home Office (253.588.1788), regardless of whether the team

member or someone else is the subject of the discrimination. The Company prohibits any and all retaliation for reporting unlawful discrimination. Any Leader or team member who retaliates against a team member for making a report of discrimination will be disciplined, up to and including termination of employment.

PROHIBITED HARASSMENT

The Company is committed to a work environment in which relationships are characterized by dignity, courtesy and respect. The Company will not tolerate inappropriate harassment in the workplace including harassment on the basis of gender, race, color, national origin, religion, marital status and/or any other category protected under the law.

One form of inappropriate workplace harassment that is strictly prohibited by this policy is sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual acts or favors, with or without accompanying promises, threats, or reciprocal favors or actions, and other verbal or physical conduct of a sexual nature made to an employee when submission to such conduct (i) is either explicitly or implicitly made a condition of an individual's employment, (ii) is used as the basis for employment decisions, (iii) has the purpose or effect of substantially interfering with an individual's work performance, or (iv) has the purpose or effect of creating an intimidating, hostile or offensive working environment.

Other examples of prohibited conduct include, but are not limited to, lewd or sexually suggestive comments and derogatory comments, off color language or jokes of a sexual nature, slurs and other verbal, graphic or physical conduct relating to an individual's gender, race, color, age, national origin, religion, disability or any other protected status, any display of sexually explicit pictures, greeting cards, articles, books, magazines, photos or cartoons, and any inappropriate physical conduct such as assault, unwanted touching or blocking normal movement.

Prohibited harassment does not generally include casual conversation or compliments of a socially acceptable nature. It refers to behavior that is not welcomed and is personally offensive, interfering with effectiveness, or creating uneasiness on the job. If you have any questions regarding whether particular conduct is appropriate in the workplace, please ask your Store Leader, another Leader in the restaurant, or anyone at the Home Office. The phone number for the Home Office is 253.588.1788.

ANTI - RETALIATION

The Company strictly prohibits any form of retaliation against a team member who in good faith makes a complaint, raises a concern, provides information or otherwise assists in an investigation or proceeding regarding any conduct that he or she reasonably believes to be in violation of policy or applicable laws, rules or regulations. This policy is designed to ensure that all team members feel comfortable speaking up when they see or suspect illegal or unethical conduct without fear of retaliation. It is also intended to

encourage all team members to cooperate with the Company in the internal investigation of any matter by providing honest, truthful and complete information without fear of retaliation.

COMPLAINT PROCEDURE

Any team member who believes that he or she has been subjected to prohibited harassment, discrimination or retaliation, or is aware of the harassment of others, must promptly bring the issue to the attention of the Company by speaking with his or her Store Leader, another leader in the restaurant, or anyone to include the Owner at the Home Office (253.588.1788). All such complaints will be promptly and fairly investigated and, where appropriate, immediate corrective action will be taken to the highest degree possible allowing for a fair investigation and to remedy inappropriate workplace conduct.

BULLETIN BOARDS AND CHALKBOARDS

Bulletin boards in team member areas, and chalkboards situated throughout the restaurant, are for general announcements concerning all personnel and should be read on a daily basis.

TEAM MEMBER MEETINGS

The Store Leader may from time to time require team members to attend meetings. While the meeting may involve any matter, generally Leaders hold these meetings to evaluate new ideas, discuss Company policy(s) and/or general employment matters. Attendance at these meetings is mandatory. Tardiness or unexcused absences for a meeting will be handled in the same manner as tardiness or absence from a work shift.

DRUG AND ALCOHOL POLICY

The Company prohibits the possession, consumption and use of alcohol and/or marijuana (regardless if legal under state law) by team members on the restaurant premises while on duty, or being under the influence of alcohol and/or marijuana while on duty. Possession, use or distribution of any non-prescribed, controlled substance in or around the restaurant premises or while on duty, or being under the influence of any such controlled substance while on duty, is strictly prohibited. Notwithstanding the forgoing, Brewers and certain Leaders are permitted to consume beer when necessary to test its quality, but only in such quantities as is absolutely necessary and appropriate under the circumstances. Violation of this policy may result in discipline up to and including termination of employment.

DISCIPLINE/TERMINATION OF EMPLOYMENT

Employment with the Company is at-will and may be terminated by the Company or by the team member at anytime, with or without cause. The Company reserves the right to impose any type of team member discipline it may desire in its sole discretion. The types of discipline include, but are not limited to, counseling, oral or written warning, or suspension. None of these disciplinary measures is required to be used before termination from employment occurs, nor are disciplinary actions required to be used in any specific order.

The Company requests two (2) weeks minimum notice, in writing, before voluntary termination of a team member's employment. The Company will pay the final pay at the next regularly scheduled pay day unless required earlier by state law.

ALCOHOL AWARENESS POLICIES

The Company strictly prohibits serving alcoholic beverages to any person under the legal drinking age or to anyone who is visibly intoxicated. All team members will receive extensive training on serving alcoholic beverages responsibly and legally pursuant to the Company's Alcohol Awareness Program. If required by state law, team members must have and keep current the required permit, license or certificate at all times. All team members must give to a leader any vertical identification for age verification in those states in which persons under the age of 21 are issued vertical identification. All team members are expected to observe at all times the alcohol procedures and policies subject of their training, and any team member not following procedure will be disciplined up to and including termination of employment.

EMERGENCY PROCEDURES

In any life-threatening situation, such as a robbery, all team members are expected to be cooperative and do whatever is requested within reason to care for themselves and those in the area. In this regard, team members are expected to turn over any cash or other valuables demanded of them. Money can be replaced you can't!

As soon as he or she is out of danger, a team member is expected to alert the Store Leader and/or the leader on duty and to call the police . . .911.

As part of the orientation procedures, the Leaders will review all restaurant exits, the location of fire extinguishers and the proper method for evacuation of the restaurant.

SOLICITATION PROHIBITED

Solicitation by and of team members is prohibited during work time and in working areas. This prohibition on solicitation includes personal, charitable, or commercial product information. The distribution of literature by team members is prohibited in the restaurant or on Company premises.

STORAGE OF PERSONAL BELONGINGS

Because storage space in the restaurant is extremely limited, team members are encouraged to not bring their personal belongings to the restaurant whenever possible. All coats, shoes, etc. are to be stored in areas designated as team member storage areas. Team members are required to remove their uniform and work shoes from the restaurant each day and are encouraged not to leave any personal belongings in the restaurant overnight. The Company does not assume any responsibility for lost or stolen articles. Moreover, team members should not have any expectation of privacy in items they bring into the restaurant, and the Company reserves the right to search team members' personal belongings.

OPEN DOOR POLICY

The Company feels that each team member deserves to be treated with respect and in a fair and just manner at all times. The Company appreciates the fact that there may be problems, and recognizes the importance of clearing up any difficulties that arise as soon as possible. Accordingly, team members are encouraged to talk to their Leader about any work-related problem or other issue affecting their performance on the job. Notwithstanding, as stated in the Prohibited Harassment policy, all team members must promptly report all prohibited harassment to the Company.

SOCIAL MEDIA

The purpose of this policy is to address team members' use of on-line social media including: personal websites, web logs (blogs), wikis, social networks (e.g. Facebook, LinkedIn, Twitter, etc.), online forums, virtual worlds, and any other kind of social media. Absent prior authority by a leader of the Company, use of social media during Company time or on Company equipment is prohibited.

Team members who use social media during their personal time are free to publish personal information. They must avoid, however, posting information that could harm the Company using the guidelines set forth below.

In general terms, team members are responsible for maintaining the Company's positive reputation, and under no circumstances should team members present the Company in a negative or demeaning light. Instead, team members are responsible for presenting the Company in a manner that safeguards the positive reputation of other team members, leaders of the Company and the owners.

If a team member chooses to identify him or herself as an employee of the Company on any social media network, the team member must adhere to the following:

- Team members are required to state in clear terms that the views expressed on any social media network are the Team Member's alone and that they do not necessarily reflect the views of the Company.
- Team members are prohibited from disclosing information on any social media network that is confidential or proprietary to the Company. For example, information about or identifying the Company's customers, co-workers, incidents that occur at the Company, or information that may be valuable to a competitor including specific product information or pricing.
- Team members are prohibited from displaying the Company logo on any social media network without permission from the Company. Also, they should not post images of co-workers without the co-workers' consent. Finally, Team members are prohibited from posting any nonpublic images of the Company premises and property. Team members must not post their Company e-mail address on any social network (if applicable).
- Team members are prohibited from making statements about the Company, their coworkers, guests at the restaurant, competitors, or any other third party that could be considered as harassing, threatening, libelous, or defamatory in any way.
- Team members are prohibited from acting as a spokesperson for the Company or posting comments as a representative of the Company.
- Team members are prohibited from sharing any communication that engages in personal or sexual harassment, unfounded accusations, or remarks that would contribute to a hostile work environment (racial, sexual, religious, etc.), as well as any behavior that violates the Company's Prohibited Harassment Policy or any other Company policy.

Team members who participate in social media may include information about their work at the Company as part of their personal profile, as it would relate to any typical social conversation. This may include, for example: (a) identification of the Company, job title, and job duties; (b) status updates regarding a team member's own job promotion, and (c) personal participation in the Company sponsored events, including volunteer activities.

If a team member endorses a food or beverage item, he or she must clearly disclose the fact that they are employed by the Company.

Any team member who is responsible for a social media posting that fails to comply with the guidelines set forth in this policy or that otherwise causes harm to the Company may be subject to discipline, up to and including termination of employment. Team members will be held responsible for the disclosure, whether purposeful or inadvertent, of confidential or proprietary Company information, information that

violates the privacy rights or other rights of a third party, or the content of anything posted on any social media. Further, team members may be liable for monetary damages for such disclosure.

Anything posted on a team member's web site or web log or other internet content for which the team member is responsible will be subject to all the Company policies, rules, regulations, and guidelines. The Company is free to view and monitor a team member's website or web log at any time without consent or prior approval.

Team members should let their Store Leader or Regional Leader know if they encounter incorrect information about the Company that might randomly appear online. Team members themselves should not attempt to correct any such information that appears online.

REFERENCES

The Company will only provide to prospective employers or any other party upon request the following information on any current or former team member: dates of employment; final job position or duties; final pay rate. All other information about a current or former team member, including without limitation his or her character and/or abilities or whether he or she is eligible for rehire, is considered confidential and will only be provided if the team member signs a form provided by the Home Office or other approved form that releases and holds the Company and the prospective employer harmless from any statements or documents related to the reference.

DISCLAIMER AND ACKNOWLEDGMENT OF
RECEIPT OF TEAM MEMBER HANDBOOK

This Team Member Handbook dated as of January 2022 is designed as a reference guide and is not intended to be a complete or final statement of all Company personnel policies and procedures. This Team Member Handbook sets out general guidelines for personnel policies and practices of the Company. It does not set out promises of specific treatment in specific situations. The Company may modify, delete, interpret or not apply the guidelines in any particular situation. This Handbook does not constitute a contract of employment and should not be interpreted as creating an employment contract for any reason at any time, regardless of length of service.

Your employment with the Company is voluntarily entered into and you are free to resign your employment at any time. Similarly, the Company is free to conclude its employment of you for any reason at any time, regardless of length of service, without notice and with or without cause. No agent, supervisor, or representative of the Company has any authority to enter into any agreement for employment for any specified period of time, or make any agreement contrary to the foregoing.

I acknowledge that I have received a copy of the Team Member Handbook dated as of January 2022 and I understand that it contains important information on the Company's policies and on my privileges and obligations as a team member. I have read all the policies in the Team Member Handbook and have had the opportunity to ask my supervisor questions concerning the information.

Team Member's Signature

Date

Team Member No. _____