



EMPLOYEE HANDBOOK

Welcome To Our Team!!

We welcome you to Stone Werks Big Rock Grille. We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of food, beverages and service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning Stone Werks Big Rock Grille and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, contact your immediate supervisor/trainer for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to Stone Werks Big Rock Grille!

Sincerely,

Stone Werks Management

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HANDBOOK RECEIPT

Our Mission

Stone Werks Big Rock Grille's mission is to enrich the lives of our guests, our team members. We do this through superior quality food and beverages, legendary customer service, sales growth, cost controls and treating our team members like family. We believe that our team members are our most important resource and our success depends upon creating and retaining a staff capable of delivering an exceptional dining experience to every guest, every time.

"Exceed Our Guests' Expectations Every Day In Everything We Do"

Our Way of Doing Business

Stone Werks Big Rock Grille's success depends on our people. Our restaurant can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We recognize however, that success is not measured by sales; guest counts, and numbers alone. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. Following are the core values that form the foundation of our measurement of success:

We believe in providing legendary service. Our goal is to provide the kind of unique and genuine sort of personal care and attention that our customers tell stories about.

We believe that good enough isn't. We never stop trying to do it better, no matter how good we are. We constantly strive to "raise the bar."

We believe in honesty and trust. We work to build trust with others in each and every transaction and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.

We believe in the ongoing training and development of our people. We see it as a worthy investment in the future of the

restaurant and as a way of enabling our people to achieve their potential in whatever they do.

We believe our continued success depends on teamwork. We know that great achievements are only possible from helping and respecting each other.

We believe in doing business in a professional and orderly manner. We take great pride in having good systems, standardized procedures and being organized.

We believe in being responsible to others and to ourselves. We do what we say we are going to do when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don't turn out as planned.

About this Handbook

This handbook is designed to help you get familiarized with Stone Werks Big Rock Grille. We want you to understand how we do business and how important you and every employee is in helping us take care of our guests and making this a fun and rewarding place to work.



The policies stated in this handbook may change from time to time. It isn't flawless either. We've done our best to include as much information as possible in an easy-to-understand manner.

This handbook is not a contract, which guarantees your employment for any specific time. Either you or Stone Werks Big Rock Grille may terminate your employment at any time, for any reason, with or without cause or notice. Understand that no supervisor, manager, or representative of Stone Werks Big Rock Grille, other than the owners of Stone Werks Big Rock Grille has the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

We wish you the best of luck in your position and hope that your employment with Stone Werks Big Rock Grille and as we expressed earlier in this handbook, will be a very enjoyable and rewarding experience.

Employment Policies

Hiring



It is Stone Werks Big Rock Grille's policy to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, form I-9. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

Non-Discrimination

Stone Werks Big Rock Grille is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

Age Requirements

All servers and bartenders, as per the law, must be at least 18 years of age. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable. No employees under the age of 18 years can take orders for or serve alcoholic beverages.

AMERICANS WITH DISABILITIES ACT

The Company complies with all applicable provisions of the Americans with Disabilities Act and its Texas analog, the Texas Commission on Human Rights Act. The Company will not tolerate the discrimination against, harassment of, or retaliation against qualified individuals with disabilities, as that term is defined under the ADA and the TCHRA.

If you believe you are a qualified individual with a disability, and you further believe that you require a reasonable accommodation in the workplace, then you should contact The Director of Operations to confidentially discuss your situation. The Company will then commence the interactive process by confidentially discussing with you why you need accommodation and how you might be reasonably accommodated. To substantiate your need for reasonable accommodation, you may be asked to provide relevant medical and other documentation. The Company reserves the right to deny requests for accommodation that are not reasonable, are not effective, and/or impose an undue hardship on the Company.

ANTI-DISCRIMINATION & ANTI-HARASSMENT POLICY

The Company prohibits illegal discrimination, harassment, and retaliation in the workplace. In this regard, all persons are entitled to equal employment opportunity, regardless of race, color, national origin, citizenship, sex, age, religion, physical or mental disability, veteran's status, or any other characteristic protected by law.

The Company strives to provide all employees a work environment free of discrimination, harassment, and retaliation. Actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion, disability, or any other legally protected characteristic will not be tolerated. Violators will be subject to disciplinary action, up to and including immediate termination.

You have a duty to report any discrimination, harassment, or retaliation immediately to your Manager. If, for any reason, you feel that your complaint has not been addressed to your satisfaction, or if your complaint concerns your immediate Manager, then you must report the discrimination, harassment, and/or retaliation to the Director of Operations immediately by calling 210-408-0109 and providing a complete description of the conduct that you find inappropriate, discriminatory, or retaliatory.

Harassment



It is this Restaurant's policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

Sexual Harassment

All of our employees have a right to be free from sexual harassment. Stone Werks Big Rock Grille does not condone

actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

Definition of Sexual Harassment

Sexual harassment encompasses any sexual attention, from either gender, that is unwanted and is defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- ▶ Submission is made an express or implied term or condition of employment or status in a class, program or activity.
- ▶ Submission to or rejection of the behavior is used to make an employment or educational decision (such as hiring, promotion or grading a course).
- ▶ The conduct has the purpose or effect of unreasonably interfering with a person's work or educational performance or creates an intimidating, hostile or offensive environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Sexual harassment may take many forms, for example:

- ▶ Physical assault.
- ▶ Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, wages or any other condition of employment.
- ▶ Direct propositions of a sexual nature.
- ▶ Comments of a sexual nature.
- ▶ Sexually explicit statements, questions, jokes or anecdotes.
- ▶ Unnecessary touching, patting, hugging or brushing against a person's body.
- ▶ Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience.
- ▶ Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at

least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, the Company will take immediate and appropriate action, including discipline and possible termination.

Sexual harassment of this kind is strictly prohibited and will not be tolerated. The same hold true of harassment based on any other protected category such as race, national origin, gender, disability, and age.

The Company will investigate reported incidents of discriminatory conduct and harassment thoroughly and promptly. If unlawful harassment or discriminatory conduct is established after an investigation, then prompt corrective action will be taken. All employees are expected to fully cooperate in any investigation, and any employee who fails to cooperate in such an investigation (e.g., by refusing to provide information or by providing false information) may be subject to disciplinary action, up to and including immediate termination.

Employees should be assured that they may raise concerns and make reports of discriminatory conduct or harassment without fear of reprisal. The Company will not tolerate retaliation of any kind against employees who in good faith report incidents of unlawful harassment or discriminatory conduct and/or who cooperate in an investigation into such conduct. If you feel that you have been retaliated against because you made a complaint of unlawful harassment or discrimination, you should report this retaliation immediately to The Director of Operations by calling 210-408-0109.

Orientation Period



You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities for the position in which you were hired. It's also important for you to get to know us and become familiar with how we operate to find out if this job is a We, therefore, have a 90 day Orientation Period for that purpose referred to above. The 90 day period allows both you and Stone Werks to see whether or not it's a good fit and if not, part company as friends. During the Orientation Period you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we

encourage you to ask questions and seek additional help from our management staff.

Training



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

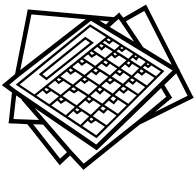
Evaluations



All employees receive a performance evaluation after your 90 day orientation period. The evaluation process is intended to let you know how well you’re performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

The evaluation process is an opportunity to identify accomplishments and strengths as well openly discuss areas and goals for any improvement. Depending on your position and performance, you may be eligible for a pay increase. Pay increases are not guaranteed. Rewards are based solely on a person’s job performance and results.

Schedules



Schedules are prepared to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly. Each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you’re ready to work when your shift begins. We suggest that you arrive 5 to 10 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately. Employees must enter and exit through the front door during business hours – not the back door. Schedule changes may be allowed only if you find a replacement and get a manager’s approval. To be valid, the manager must approve the shift exchange on Hot Schedules. The restaurant usually requires high levels of staff on or around holidays, sporting and

other special events. We understand that you have a life outside of the restaurant and will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of the restaurant. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

Overtime



In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked. Tip credit will be factored into the hourly rate for tipped employees.

Standards of Conduct



Consistent with our Mission and values, it is important for all employees to be fully aware of the rules, which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive and positive working

environment, everyone must conform to standards of reasonable conduct and policies of the Restaurant.

AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING.

1. Invalid Work Authorization (I-9 form)
2. Supplying false or misleading information to the Restaurant, including information at the time of application for employment, leave of absence or sick pay.
3. Not showing up for a shift without notifying the Manager on duty. (No call, no show, no job)
4. Clocking another employee "in" or "out" on the Restaurant timekeeping system or having another employee clock you either "in" or "out."
5. Leaving your job before the scheduled time without the permission of the Manager on duty.
6. Arrest or conviction of a criminal offense.
7. Use of foul or abusive language.
8. Disorderly or indecent conduct.
9. Gambling on Restaurant property.
10. Theft of customer, employee or Restaurant property including items found on Restaurant premises.
11. Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, guest check or credit card processing procedures.
12. Refusal to follow instructions.
13. Engaging in harassment of any kind toward another employee or customer.
14. Failure to consistently perform job responsibilities in a satisfactory manner within the 90 day Orientation period.
15. Use, distribution or possession of illegal drugs on Restaurant property or being under the influence of these substances when reporting to work or during work hours.

16. Waste or destruction of Restaurant property.
17. Actions or threats of violence or abusive language directed toward a customer or another staff member.
18. Excessive tardiness.
19. Habitual failure to punch in or out.
20. Disclosing confidential information including policies, procedures, recipes, manuals or any propriety information to anyone outside the Restaurant.
21. Rude or improper behavior with fellow coworkers or customers including the discussion of tips.
22. Eating in unapproved areas or during unauthorized breaks.
23. Not parking in employee designated parking area.
24. Not entering and exiting the restaurant through approved entrance. (FRONT DOOR ONLY)
25. Failure to comply with Restaurant's personal cleanliness and grooming standards.
26. Failure to comply with Restaurant's uniform and dress requirements.
27. Unauthorized operation, repair or attempt to repair machines, tools or equipment.
28. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.
29. Smoking or vaping on premises during scheduled shift.
30. Failure to follow Employee drinking Policy. (Employee may NOT drink at the store in which they are employed at any time.)

Alcohol and Drugs

We recognize that the health and future of our business is dependent upon the physical and psychological health of our team members. Accordingly, it is the right, obligation and intent of Stone Werks Restaurants to maintain a safe, healthy and efficient working environment and to protect our team members, guests and operations. Drug or alcohol possession, distribution of and / or use by a team member can pose serious safety and health risks not only to the user but also to all those who work or come into contact with the user. Moreover, drug use, sale or possession by team members constitute crimes that can seriously harm our reputation and business.

We have made a commitment to excellence, and as a part of this effort, we are committed to maintaining a drug-free work force and a drug-free workplace. With these objectives in mind, Stone Werks Restaurants prohibits team member manufacturing, distribution, dispensing, possession, sale, use or trafficking of alcohol or drugs in the workplace or while engaged in Company business off Company premises. Such conduct during non-working time that constitutes illegal activity under applicable law is also prohibited to the extent that, in the opinion of the Company, it impairs a team member's ability to perform on the job or threatens the reputation or integrity of the Company. Furthermore, it is expected and required that every team member reports for work timely, fit for duty and fully able to perform in a safe, healthy and efficient manner. Any team member that is found to be demonstrating signs of intoxication at work is in violation of this policy. Some of the signs of intoxication include: relaxed inhibitions, impaired judgment, slurred speech, poor coordination and emitting the odor of an intoxicating substance.

Whenever the Company has reasonable cause for suspecting that team members are in violation of this policy, it may, in its discretion, take whatever action it considers to be appropriate including, but not limited to: requiring the team member to cooperate in testing for evidence that they are under the influence of alcohol or drugs, or to cooperate in an evaluation for chemical dependency or other discipline, up to and including termination if the team member is clearly displaying the signs of intoxication. Moreover, team members may be required to document successful completion of any recommended treatment. In all cases involving any violation of this policy, the Company may impose appropriate disciplinary action, up to and including termination.

DRUG FREE WORKPLACE POLICY

Purpose

The Company is committed to maintaining a safe, productive work environment and to safeguarding its property. The use or abuse of drugs or alcohol can undermine employee productivity, and the Company's image. Moreover, employees who use or abuse drugs or alcohol can endanger their own health and safety as well as the health and safety of others. For these reasons, the Company has implemented and is committed to a Drug Free Workplace Policy.

Prohibited Conduct

The Company is committed to a drug free workplace. For purposes of this Policy, the sale, purchase, manufacture, distribution, dispensation, transfer, receipt, possession, use, abuse or

being under the influence of drugs or alcohol in the workplace is strictly prohibited when you are present at the workplace whether on or off the clock, are in vehicles, or when you are performing any work for or on behalf of the Company.

Nothing in this Policy is intended to regulate an employee's conduct while off the job so long as the off-the-job use of legal alcohol and drugs, as defined in this Policy, does not result in the employee being under the influence of or otherwise impaired by such use in violation of this Policy.

Definitions

The Company's Premises includes all property owned, leased, used or under the control of the Company, including, but not limited to, all inside and outside areas, parking lots, restrooms, lockers, desks, Company vehicles, and private vehicles on the Company's premises or used in connection with the Company's business.

Drugs includes abuse of prescription drugs, abuse of over the counter medications or other substances, and use of illegal drugs, alcoholic beverages, inhalants, and "synthetic" or "designer" drugs. This Policy does not apply to legally prescribed medications for which an employee has a current prescription and is taken as directed by the employee's doctor and does not impair the employee's job performance or safety of the employee or other persons. All other prescribed drugs are deemed "drugs" under this Policy.

Employee includes full time, part time, and variable hour employees.

Policy means the Drug Free Workplace Policy.

Reasonable Suspicion is a belief based upon objective facts sufficient to lead a reasonably prudent person to suspect that an employee is using or under the influence of alcohol, drugs, or other controlled substances.

Transacting Company Business means any activity performed while in the course and scope of the Company's employment, on or off Company premises.

Under the Influence is defined as the mere intake of "drugs"

Procedure for Reasonable Suspicion

If a Manager has a reasonable suspicion that an employee has reported to work or is present on Company premises, in a Company vehicle, or is transacting Company business while under the influence of drugs or alcohol, the Manager shall:

- Immediately notify the General Manager or other upper management employee designated as the person responsible implementing the drug and alcohol policy; and
- Meet with the employee in private to discuss and evaluate the employee's condition. If warranted, arrangements will be made to transport the employee to his/her residence or to a medical facility and arrange for the employee to take a drug and/or alcohol test.

Drug and Alcohol Testing For Employees

The Company may require any employee to undergo a drug or alcohol test if there is a reasonable suspicion to believe that the employee is in violation of this Policy, including but not limited to, using or being under the influence of drugs or alcohol at the workplace or while performing job duties, or after an on the job accident. In addition, the Company reserves the right to request any employee to submit to a drug or alcohol test at random, with or without reasonable suspicion. The Company also may require testing for any kind of drug or alcohol that may impair an employee's ability to safely and/or efficiently perform his or her job duties. In all cases, the Employee shall be asked to sign a Consent for testing. Refusal to sign the Consent form may be grounds for discipline, up to and including discharge from employment.

Drug and Alcohol Testing For Applicants

Applicants, including those considered for rehire, may be required to submit to a post-offer, pre-employment drug and alcohol test. Any applicant who tests positive on a drug or alcohol test will not be hired.

Positive Test Result

Employees and applicants are responsible for notifying the testing facility of any prescribed medications, over-the-counter drug, of any reason that could cause positive test results.

The Company will request that the testing facility run a confirmatory test on any positive test result. If the confirmatory test is positive, an employee will be subject to disciplinary action up to and including termination from employment. Any applicant with a positive confirmatory test will not be hired. If an employee or applicant provides a test sample that is out of temperature or is otherwise suspect in the discretion of the testing facility, the employee or applicant may be asked to undergo a re-test.

Confidentiality & Privacy

The Company is concerned with employee privacy. Any information regarding an employee's dependency on drugs or alcohol or treatment of drug or alcohol abuse will be kept as confidential as possible and disclosed only on a need to know basis and in compliance with any applicable laws. Likewise, the results of a drug or alcohol test and investigative results of suspected drug or alcohol use will be kept confidential and disclosed only on a need to know basis.

Consent

No employee or applicant will be forced to submit to drug or alcohol testing against his or her will. However, any employee who refuses to sign the consent form or undergo testing will be subject to disciplinary action, up to and including termination from employment. Any applicant who refuses to consent and undergo testing will not be hired. However, by continuing or accepting employment with the Company, all employees and applicants are deemed to agree to submit to testing under the circumstance described in this Policy.

Searches

The Company reserves the right to conduct searches for drugs or alcohol on its premises and in its vehicles. The search may include, but not be limited to desks, lockers, cabinets, furniture, and all other areas on or about Company premises, including personal or private vehicles on Company premises or used in connection with Company business. The Company may conduct such a search without prior announcement and its discretion. By continuing or accepting employment, all employees and applicants agree to submit to such searches. THERE IS ABSOLUTELY NO EXPECTATION OF PRIVACY IN THE WORKPLACE.

FACILITY INSPECTIONS

It is not our policy or intent to unreasonably meddle into an employee's private affairs. At the same time, our offices, furnishings, office equipment and vehicles are the property of The Company and are intended for use on Company business. Accordingly, there should be no expectation of privacy anywhere within the confines of the Company's premises, on Company property, in Company vehicles, or with respect to the Company's computer, email, and telephone systems.

By way of example only, and not of limitation, no employee should have any expectation of privacy to anything stored in any of the furniture (i.e. desks, credenzas, etc.) within the Company's offices or facilities or within the confines of the offices or facilities (irrespective of whether the furniture assigned to any employee is under lock and key or not). Similarly, employees should not expect any privacy with respect to information stored in the hard drives of either the computer that serves as the server to the computer network or on the hard drive of

any individual computer within any of the offices or facilities. Nor may any individual place any passwords or obstacles to retrieving information stored on the hard drives of any Company computers. Any materials intended to be kept personal and confidential should not be left anywhere on or in Company premises. Instead, you are encouraged to take such materials home to ensure their privacy.

Any questions regarding the meaning or application of this policy should be directed to The General Manager.

WORKPLACE VIOLENCE AND WEAPONS POLICY

The Company has zero tolerance for violent acts or threats of violence against our employees, applicants, clients, customers or vendors. Employees who are subjected to or threatened with violence by a co-worker, customer or vendor, or who are aware of another individual who has been subjected to or threatened with violence, must report this information to their General Manager or other member of upper management immediately.

Please do not assume that any threat is not serious. An employee must bring ALL threats to our attention so that we can deal with them appropriately. Reported threats will be thoroughly and promptly investigated and treated with as much confidentiality as possible.

Additionally, the Company strictly prohibits the possession of firearms, clubs, explosive devices, and knives with blades in excess of three inches on the premises. An employee who is the holder of a valid concealed handgun license may store his or her handgun in his or her locked private vehicle. Any employee violating this Policy will be subject to discipline, up to and including discharge, and may also face criminal prosecution.

Report of Violation

It is the responsibility of all employees to report any violation or breach of this Policy and to cooperate in any resulting investigation. It is each employee's responsibility to immediately report unsafe working conditions or hazardous activities that may jeopardize his or her safety or the safety of others. This responsibility includes the duty to immediately report any violation of this Policy. An employee who fails to report such a violation is subject to disciplinary action, up to and including termination from employment.

Penalties

Any employee who violates any provision of this Policy will be subject to disciplinary action up to and including termination from employment.

Cooperation with Law Enforcement Agencies

Where appropriate, the Company may report confirmed information concerning a violation of this Policy to appropriate law enforcement officials and turn over to the custody of law enforcement officials any such drugs, paraphernalia, or other substances found on Company premises or as part of a search conducted under this Policy by the Company. The Company will cooperate in the prosecution of any violator of the law.

Absences



All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

- ▶ If you are going to be late or miss work, team members are expected to call and talk to a Manager at least 2 hours before they are scheduled to work.
- ▶ Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at Stone Werks Big Rock Grille.
- ▶ Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence, an Employee Leave Request Form, available from your Manager or Supervisor, should be submitted to and approved by the General Manager.
- ▶ Employee Leave Requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with the General Manager.
- ▶ To return to work from an accident or medical leave, all employees must present a doctor's release.
- ▶ Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless Stone Werks Big Rock Grille is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Tardiness



Employees must be prepared to start work promptly at the beginning of the shift. Always arrive at the Restaurant 5 to 10 minutes before your shift. Your scheduled time is the time you are expected to be on your job, not arrive at the Restaurant. Repeated tardiness is grounds for termination. If it is not

possible for you to begin work at your scheduled time, call the Restaurant and speak to the Manager on duty.

Resignations



You are requested to give a two-week notice of your plans to leave the restaurant. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible for re-hire and will not have a “left without resignation notice” on your employment record.



Time Clock Procedures

You should arrive at the restaurant 5 to 10 minutes before you are scheduled to ensure you are fully ready to start your scheduled shift. Notify the Manager on duty that you have arrived for your shift. You may clock in within 5 minutes of the start of your shift. All hourly employees are given an employee ID number or swipe card to clock in and out on the Restaurant's timekeeping system.

Tampering, altering, or falsifying time records or recording time on another employee's ID number is not allowed and may result in disciplinary action, up to and including termination.

Tip Reporting

As an employee of a Restaurant, all the tips you receive, whether in cash or included in a credit card transaction, is taxable income to you. You are required, by federal law, to report and record your actual tips for each shift.

At the end of each shift, tipped employees must disclose on the P.O.S. System, the amount of total tips less any charge tips or tips shared with any other employees (our P.O.S. automatically accounts for charge tips). Your tips will be recorded and reflected in total on your paycheck stub. Endorsement of your paycheck indicates that you acknowledge that your tip information on the stub is accurate and correct.

It is the employee's responsibility to comply with IRS requirements of reporting all your tip income. While you are responsible for reporting all of your tip income, the Restaurant may be required to allocate additional tip income to any tipped employee that does not declare at least 8% of their gross sales as tip income.

We strongly encourage you to accurately report your tip income. This will reduce the chances of you being audited by the IRS and allows you to qualify for greater social security, unemployment and worker's compensation benefits.

Attention Tipped Team Members:

Properly Declaring Your Tips

Please remember that all credit card tips and money received for Tipshare is already claimed for you on your checks. Please refer to the following instructions to ensure that you are claiming the proper amount.

Servers: Once completing your checkout with a manager following a given shift. The money you have on hand is obviously what you made in tips for that shift and is net the Tipshare that you paid in. Therefore, **The cash you have on hand after completing your checkout with a manager MINUS the credit card tips indicated on your checkout EQUALS the amount of tips you should declare on Aloha at the time of clocking out.** So if you completed the checkout below and were leaving the shift with \$125, the amount you would declare is \$29.65 (\$125 minus \$95.35).

```
Unit # 3 *** Checkout *** 01/11/2014
SHIFT: 1 12:36 AM
REV: InsidBar Dining
JOBCODE: Server

*** SALES ***
FOOD: 274.00(+)
DRAFT BEER: 108.50(+)
BOTTLE BEER: 28.00(+)
LIQUOR: 157.00(+)
WINE: 13.00(+)

SALES: 581.40
TOTAL: 581.40(=)

*** TAXES ***
EXCLUSIVE:
Sales: 22.70(+)
LBW: 25.29(+)

TOTAL: 47.99

*** VOIDS ***
06 VOIDS: 7.00
GROSS SALES: 629.39(=)

*** PAYMENTS ***
02 Cash: 45.37
07 VISA: 429.15(-)
05 M/C: 250.22(-)
TOTAL PAYMENTS 724.74

*** CC TIPS ***
06 VISA: 59.35
05 M/C: 36.00
TOTAL TIPS: 95.35

TIPSHARE: 23.26(+)
TOTAL CASH OWED: -26.72(=)
```

This Figure Indicates Your Credit Card Tips For a Given Shift.

There are going to be instances where you will have all credit card tips on a particular shift and the money you are leaving with minus your credit card tips will be slightly negative (due to Tipshare you paid in). In this case, you should declare nothing (\$0).

Bartender/Barbacks: Your Credit Card tips and Tipshare you are paid are claimed for you as well. You should only be declaring cash tips. **Do not declare the credit card tips that are pooled together for the barstaff or the money you receive from tipshare!**

Hosts, Server Assistants & Other Tipshare Team Members: There will be very few times that you should actually declare any tips on the Aloha. Most of the tips you receive are in the form of Tipshare which are already claimed for you. However, if you happen receive a cash tip from a guest or from a server tipping over and beyond what is paid in Tipshare, this should be declared on the Aloha at the time of clock out.

Payroll Checks

Paychecks are available at the Restaurant every other Friday between the hours of 3:00pm and 6:00pm. After payday, you may pick up your paycheck during the same hours. Please understand that it may be difficult for anyone to be available to obtain your paycheck during peak business hours.

Payroll Deductions

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on form W-4. If you want an explanation of your deductions or if you wish to change them in any way please see a Manager.

As per state law, the Restaurant complies with court orders in connection to garnishments from employee paychecks as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

Change of Address

We ask that you make any address changes online through the portal on our payroll system as soon as possible so your year end statement of income and deductions, form W-2, will be mailed to the correct address.

Lost Paychecks

Report lost paychecks to a Manager. We will stop payment on the lost check and reissue you another check on the next payroll cycle. The reissued check will incur a deduction equal to the bank stop payment charge.

SALARY DEDUCTIONS

The law requires the Company to make certain deductions from every employee's compensation. Among these are applicable Federal Income Taxes, Medicare, and Social Security Taxes. Deductions for employee portions of group insurance premiums will be made based on the employee's insurance elections. The Company will also deduct federal tax delinquencies, child support payments and student loan payments if mandated by a court order or statute. Except as required by law, no deductions will be made to directly pay an employee's creditors.

Any deductions made by the Company and the amount of those deductions will be listed on each employee's pay stub. These deductions will also be totaled at the end of each year and reflected on the IRS Form W-2, Wage and Tax Statement, provided to employees for income tax purposes.

It is the Company's policy to comply with all requirements of the Fair Labor Standards Act (FLSA). For employees classified as exempt under the FLSA, the Company will pay them their weekly salary for every week in which they perform work. However, if necessary, The Company may make the following deductions from the salary of a manager or other EXEMPT employee:

- When the exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability.
- When the exempt employee is absent from work for one or more full days for sickness and disability and the deduction is provided for by the Company's practice.
- To offset amounts an employee receives as jury or witness fees or for military pay.
- For penalties imposed in good faith for infractions of safety rules of major significance.
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions, including those listed in the Company's Rules of Conduct or elsewhere in this Handbook.
- To adjust an employee's weekly salary for his or her initial or last week of employment.
- For weeks in which an employee takes unpaid leave under the Family and Medical Leave Act.

If at any time you believe that an improper deduction has been made, immediately report the improper deduction to **Corporate Office at 210-408-0109**. All reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the Company will promptly reimburse you for the improper deduction and make a good faith effort to avoid any improper deduction in the future. The Company also will not tolerate any retaliation against employees who in good faith report alleged improper deductions in compliance with this policy. If the Corporate Office has not addressed the issue to your satisfaction, then you may contact the **Director of Operations** to report the issue.

Benefits

Family and Medical Leave



An employee who has been employed for at least 12 months and for at least 1,250 hours of service during the previous 12 months, may be granted unpaid leave for one or more of the following reasons:

- ▶ Birth of son/daughter and in order to care for such son/daughter.
- ▶ Placement of son/daughter with the employee for adoption or foster care.
- ▶ To care for a spouse, son, daughter or parent who has a serious health condition.
- ▶ A serious health condition that renders the employee incapable of performing the functions of his/her position.

A total of 12 workweeks of leave during any 12-month period may be granted under this policy. Such leave must be taken on a sustained or uninterrupted basis, except that intermittent leave may be taken for serious health care of the employee, child, spouse or parent. You must provide as much prior notice as reasonably possible.

FAMILY AND MEDICAL LEAVE POLICY

The Company will comply with the Family and Medical Leave Act implementing Regulations as revised effective February 2013. The Company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act in Texas.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact –Corporate Office in writing.

A. General Provisions

Under this policy, the Company will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

B. Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the Company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
- 3) The employee must work in a worksite where 50 or more employees are employed by the Company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

C. Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child or parent with a serious health condition (described below).
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the Company's sick leave policy are encouraged to consult with the **Corporate Office**.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the Company may

designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

5) Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- a. short-notice deployment.
- b. military events and activities, 3) child care and school activities,
- c. financial and legal arrangements, 5) counseling, 6) rest and recuperation, (7) post-deployment activities and 8) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.

In order to care for a covered service member, an eligible employee must be the spouse, son, daughter, or parent, or next of kin of a covered service member.

a) A "son or daughter of a covered service member" means the covered service member's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered service member stood in loco parentis, and who is of any age.

b) A "parent of a covered service member" means a covered service member's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered service member. This term does not include parents "in law."

c) Under the FMLA, a "spouse" means a husband or wife as defined under the law in the state where the employee resides.

d) The "next of kin of a covered service member" is the nearest blood relative, other than the covered service member's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member's next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member's only next of kin. For example, if a covered service member has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered service member's next of kin. Alternatively, where a covered service member has a sibling(s) and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered

service member's next of kin. The Company is permitted to require an employee to provide confirmation of covered family relationship to the covered service member.

“Covered active duty” means:

(a) “Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.

(b) “Covered active duty” for members of the reserve components of the Armed Forces (members of the U.S. National Guard and Reserves) means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation as defined in section 101(a)(13)(B) of title 10, United States Code. (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee’s 12-week maximum of FMLA leave in a 12-month period.

6) Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member. Next of kin is defined as the closest blood relative of the injured or recovering service member.

The term “covered service member” means:

(a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or

(b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term “serious injury or illness means:

(a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating; and

(b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.

(c) Outpatient status, with respect to a covered service member, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

D. Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The Company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the Company will compute the amount of leave

the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the Company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available. If a husband and wife both work for the Company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the Company and each wishes to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

E. Employee Status and Benefits during Leave

While an employee is on leave, the Company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the Company will require the employee to reimburse the Company the amount it paid for the employee's health insurance premium during the leave period.

Under current Company policy, the employee pays a portion of the health care premium. While on paid leave, the Company will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Accounting Department by the 15th day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

F. Employee Status after Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The Company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

G. Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Disability leave for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. The employee may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the Company's sick leave policy) prior to being eligible for unpaid leave.

H. Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The Company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care. For the birth, adoption or foster care of a child, the Company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the Company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

I. Certification for the Employee's Serious Health Condition

The Company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-E.pdf>).

The Company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The Company will not use the employee's direct supervisor for this contact. Before the Company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the Company will obtain the employee's permission for clarification of individually identifiable health information.

The Company has the right to ask for a second opinion if it has reason to doubt the certification. The Company will pay for the employee to get a certification from a second doctor, which the Company will select. The Company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the Company will require the opinion of a third doctor. The Company and the employee will mutually select the third doctor, and the Company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

I. Certification for the Family Member's Serious Health Condition

The Company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-F.pdf>).

The Company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The Company will not use the employee's direct supervisor for this contact. Before the Company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the Company will obtain the employee's family member's permission for clarification of individually identifiable health information.

The Company has the right to ask for a second opinion if it has reason to doubt the certification. The Company will pay for the employee's family member to get a certification from a second doctor, which the Company will select. The Company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the Company will require the opinion of a third doctor. The Company and the employee will mutually select the third doctor, and the Company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

J. Certification of Qualifying Exigency for Military Family Leave

The Company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave (<http://www.dol.gov/esa/whd/forms/WH-384.pdf>).

K. Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

The Company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member (<http://www.dol.gov/esa/whd/forms/WH-385.pdf>).

L. Recertification

The Company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the Company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The Company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

M. Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR manager. Within five business days after the employee has provided this notice, the HR manager will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/esa/whd/fmla/finalrule/WH381.pdf>).

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the Company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

N. Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, the HR manager will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice (<http://www.dol.gov/esa/whd/forms/WH-382.pdf>).

O. Intent to Return to Work From FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, the Company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Holidays

Due to the nature of the restaurant business you may be required to work holidays. It is currently our policy to close the

Restaurant for business on the following holidays: Thanksgiving Day & Christmas Day.

Vacations

1. Eligibility:

Full-time, Non-Tipped hourly employees (32 hours weekly or more) who have worked for Stone Werks Big Rock Grille for one consecutive year or more are eligible for paid vacation time. Eligibility for vacation hours will be determined on an annual basis. To be eligible, the employee must have averaged at least 32 hours of work per week, excluding any overtime hours.

2. Vacation Accrual:

- After completing one consecutive year of employment, eligible employees will accrue vacation time based on their average weekly hours worked.

- Employees will accrue vacation as follows:

- One week of vacation time equivalent to their average weekly hours worked, after one year of employment.

- Two weeks of vacation time equivalent to their average weekly hours worked, after five consecutive years of employment.

- Three weeks of vacation time equivalent to their average weekly hours worked, after ten consecutive years of employment.

3. Calculation of Vacation Hours:

- Vacation hours will be calculated based on the average number of hours worked per week by the employee over the previous 12 months. The calculation will be based on the employee's regular hours worked, excluding overtime.

4. Scheduling Vacation:

- Employees must request vacation time in advance and receive approval from their supervisor or manager.

- Vacation requests will be accommodated based on business needs and staffing requirements.

5. Pay During Vacation:

- Employees will be paid their regular hourly rate for vacation hours taken.

6. Carryover and Payout:

- Unused vacation hours may not be carried over into the following year.

- Upon termination of employment, employees will not be paid for any accrued unused vacation time.

7. Amendments and Updates:

- Stone Werks Big Rock Grille reserves the right to modify, amend, suspend, or terminate this vacation policy at any time and for any reason. Employees will be notified of any changes as soon as practicable.

8. Compliance:

- This policy complies with all applicable federal, state, and local laws governing vacation time for employees.

9. Questions:

- Employees with questions about this vacation policy should contact the home office for clarification and assistance.

Worker's Compensation

Worker's compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with the Restaurant. An employee who is injured on the job, regardless of the severity of the injury or illness, should:

- ▶ Report the occurrence to the manager on duty.
- ▶ The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

If an employee experiences a disabling work injury, the nature of which necessitates an absence from work, a Manager, will provide the employee with information concerning his or her lawful benefits.

Employee Meals

Employees receive a 25% (single shift) or 50% (double shift) discount off the regular price of all menu items during each shift. Employee meals can be purchased either before or after

your shift or on a scheduled break, check with the Manager on Duty prior to ordering.

Customer Service



Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At Stone Werks Big Rock Grille the customer always comes first!

Customer Complaints

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

When faced with a customer complain:

- ▶ Don't get defensive and try to explain.
- ▶ Remove the offending item immediately.
- ▶ Apologize for the problem and tell the customer you will take care of the problem.
- ▶ Always immediately involve a manager no matter how trivial a problem may seem.

Use the **BLAST TECHNIQUE**.

How to Provide Better Customer Service: B.L.A.S.T.



Believe: Believe what your customer is saying is true

Listen: Don't just hear, listen to your customer.

Address: Apologize and address the problem

Solve: Come to an agreement on how to solve it. Get a Manager

Thank: Thank the customer for their business

Believe

When your customer comes to you with a problem you need to believe everything they are going to tell you. Instead of putting this wall up saying, "You are only here to complain and take advantage of my company." Believe everything the customer is going to tell you.

Listen

Listening is different than hearing. Listen to what the customers' problem is and don't cut them off or finish their sentence. You being patient and letting the customer vent their emotions built up with the situation is good for you and for them. You can understand what the problem is better if you let them fully express themselves.

Address

After listening to the customer apologize with summarizing and repeat the problem back to the customer so they know that you listened to them and that you understand their situation. This will build a micro trust relationship with them immediately. The goal of this is to calm your customer down and let them know you care about them and their business.

Solve

Before going about solving the issue make sure you tell the customer on how you plan to solve the problem and if you can give them the time it is going to take (always over estimate, when you solve it quicker they will be happy or they will address they need it to be taken care of quicker). After you tell them how you are going to solve it make sure you ask them if that is ok. If that takes care of the issue in the manner they would like, inform a manager and take care of the guest as agreed upon.

Thank

MOST of your customers are going to be happy with your customer service. However, there is some customers who will be not happy no matter how much you do for them. Regardless of how your customer reacts, apologize one more time for the situation and thank them for their time and their business.

Conclusion: Make Your Customer Happy

The reality of customer service is, no matter how much the customer enjoys your product, service, or company (as a whole) they are testing if you care about them when they come to you

with an issue. I have been told that "Every problem is a hidden present given to you by the customer." What this means is when you solve the customer's problem and leave them happy, you have created a loyal customer out of them. If you approach every customer service with BLAST you will make your customers happy with your company and strengthen your relationship.

How To Deal With Celebrities And VIPs In Our Restaurant

At Stone Werks Restaurants, we have a policy of treating all the guests who enter any of our establishments as VIPs or Very Important People. We recognize the value of each of our guests and we strive to exceed their expectations so they return to dine at our restaurants again. Acknowledging the value of each guest by providing them with high- quality products and a positive experience is our primary goal.

Due to the fact that Stone Werks Restaurants are high-profile restaurants in unique locations, we tend to also attract celebrities or better-known VIPs. Although these individuals are just as important to us as all our guests, they tend to be more visible and therefore may require different treatment at times.

One important attribute that any successful Stone Werks team member should possess is the ability to "read" people or to know the right questions to ask guests to ensure their comfort. Many celebrities who enter our restaurants are hoping not to be noticed. They want to be able to enjoy a delicious meal in a nice quiet setting and not to be bothered by anyone. They may want their identity kept private and you need to respect that wish. On the other hand, some celebrities may not mind being the center of attention and will want special treatment. They may ask to sit in the middle of the dining room in hopes of others recognizing them. Once again, we need to respect their wishes.

As is the philosophy we maintain with all our guests, the answer is "yes," what is the question? We need to constantly strive to go out of our way to accommodate the guests' requests, however simple or complex they may be. Whenever we receive special requests, we should strive to remember those requests. All guests appreciate it when we can anticipate their needs because we have remembered their preferences from a previous visit. Unfortunately, because we serve so many guests every day, it is difficult to remember everyone by name and to also remember their preferences. However, when a celebrity dines in one of our establishments, we usually pay extra special attention to them. You and your co-workers should write notes regarding the requests they receive so that we can establish a profile for these individuals. Note any of the following:

- Special table that the guest prefers
- What part of the restaurant do they prefer? (back corner, center of room)
- Do they prefer a particular beverage or wine?
- Do they like you to recommend items or are they content with ordering their usual fare?
- How much attention do they like? Should you constantly be checking on them or do they prefer to be left alone?

- Is it necessary to offer the celebrities a complimentary item or do they prefer to be treated just like everyone else?

Once you can answer some of these questions, you will be better able to accommodate your guests' needs. Whether the guest is a neighbor, a tourist, or a celebrity, we should realize that they are all special and possess certain needs. Our job is to recognize those needs and exceed them! Remember, our goal is to always "Win One Customer at a Time."

Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), Stone Werks Big Rock Grille @ the _____, this is _____ may I help you?"

Respond to any questions that you are absolutely certain of. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a manager. Always thank the person for calling. Always ask the caller for their name when they ask to speak to a manager or customer.

Management / Employee Relations



Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that "management is never too busy to be informed of work-related problems, complaints or disputes of any employee."

If you have such a problem, you should promptly talk to your Manager. They will listen in an open, objective and courteous manner. We want to understand and solve If the problem is not

resolved to your satisfaction, you should take up the matter with the General Manager or with the Corporate Office directly.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. As we said in the “Welcome Letter,” we recognize our employees as our most valuable resource and we take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration.

Meetings

Staff meetings are held on a regular basis for your benefit as well as for the Restaurant. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Such meetings are treated as a shift and attendance is mandatory. Only management-approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of the Restaurant.

Teamwork

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

Communication

It is important for every employee to have a good sense of “what's going on” in the Restaurant. It is management's responsibility to keep everyone informed of ongoing changes and news affecting the Restaurant and our people. Such communication takes place primarily in pre-shift meetings,

general meetings and by posting notices and information to the “bulletin board” located in the back of house.

Safety



Stone Werks Big Rock Grille is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone’s responsibility and is a regular, ongoing part of everyone’s job.

You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- ▶ Wipe up spills immediately, use WET FLOOR sign. **(See Spill Response Policy Below)**
- ▶ Never run in hallways or the kitchen, always walk carefully. Even when it’s busy, take small steps and pay attention.
- ▶ Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them.
- ▶ Report defective equipment or tools to a manager immediately.
- ▶ Never operate equipment unless you have been trained how to use it properly.
- ▶ Pay special attention when using slicers. They are very sharp and move very fast.
- ▶ Wear nylon, no-cut gloves when cleaning slicers. If you don’t have a pair, see a manager.
- ▶ Never try to catch a falling knife. Knives are easier to replace than fingers.
- ▶ Let people know when you’re carrying anything hot. Don’t be shy, yell out something like, “HOT STUFF COMING THROUGH.”
- ▶ Don’t put hot food or plates in front of small children.
- ▶ Use proper lifting techniques. Never lift too much. If it’s uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with your legs, not your back.

Spill Response Policy

Purpose:

To ensure the safety of guests and staff by addressing any liquid or food spills promptly and effectively, minimizing the risk of slips, trips, and falls.

Policy:

Any time a spill occurs—regardless of the substance (e.g., water, food, grease, beverages)—the following steps must be taken immediately:

1. **Remain at the Spill Site:**

The staff member who notices or causes the spill is responsible for staying with the spill until it is fully cleaned up *or* a “Wet Floor” caution sign is placed to warn others of the hazard.

2. **Call for Assistance:**

If the staff member is unable to clean the spill themselves (due to job duties, lack of cleaning materials, etc.), they must immediately notify another team member or manager to assist. Do not leave the spill unattended under any circumstances.

3. **Clean Promptly and Thoroughly:**

Once proper cleaning supplies are available, the spill must be cleaned thoroughly. For greasy or oily spills, degreasing floor cleaner must be used to ensure the area is not slippery afterward.

4. **Post a Wet Floor Sign:**

After cleaning, a “Wet Floor” sign must remain in place until the area is completely dry. Staff should monitor the area and remove the sign once the floor is safe.

5. **Report Any Hazards:**

If the spill is due to a recurring issue (leaking equipment, ceiling drips, etc.), it must be reported to a manager immediately so appropriate maintenance can be scheduled.

Enforcement:

Failure to follow this policy may result in disciplinary action. Guest and team safety is a top priority, and all staff members share responsibility in maintaining a safe environment.

Sanitation



We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is ABSOLUTELY ESSENTIAL that EVERYONE follows safe food handling procedures. This is one area of the Restaurant where there is absolutely no compromise. NEVER take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of

our customers. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we ALWAYS follow and enforce:

Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing. If you use latex gloves, change them frequently.

Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.

Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.

Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 41°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 41° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."

Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the

bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

Dress Code



To maintain our image as an exceptional, high quality restaurant we need to dress the part. If you have any questions regarding our dress code please ask the Manager on duty.

Dining Room Dress Code

Uniform – Your required uniform will depend on the position you're hired for. Specific guidelines will be given to you at the start of your training.

Shoes – Shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean.

Appearance - Clean and well groomed hair. Hair pulled back off the shoulder. Well groomed hands, fingernails and polish. Facial hair should be neat and well trimmed.

Accessories - No excessive cologne, perfume, make-up or jewelry. Women may not wear earrings longer than 1 inch. No hat or unauthorized buttons can be worn.

Kitchen Dress Code

Shoes - Black work shoes with non-slip soles that permit walking safely on wet or greasy floors. No tennis shoes.

Pants - Stone Werks Big Rock Grille issued kitchen pants only. They must always be worn to work clean and well maintained.

Shirts – Plain white tee-shirt with a Stone Werks Big Rock Grille issued Chef Jacket only. They must always be worn to work clean and well maintained.

Aprons – Stone Werks Big Rock Grille issued black apron must only. They must always be worn to work clean and well maintained.

Appearance - Clean, well groomed hair, hands and fingernails. Facial hair should be neat and well trimmed otherwise you may be asked to wear a beard smock.

Accessories - No excessive cologne, perfume, make-up or jewelry. Hair restraints must be neat and in good taste.

Cell Phone Use Policy – Stone Werks Big Rock Grille

At Stone Werks, our goal is to create a warm, attentive, and professional environment for every guest who walks through our doors. When team members are on their phones, even for a moment, it can give the impression that we're distracted or not focused on delivering great service. Our guests notice everything, and we want every impression to be a positive one.

To help us maintain this level of professionalism, we ask that all personal cell phone use during work hours be limited and handled appropriately

Policy Guidelines:

- **No Cell Phone Use in Guest Areas**
Team members should never use their phones on the floor, behind the bar, or in any guest-facing area. This includes texting, calls, browsing, or checking notifications. Phones should **never** be visible to guests.
- **Discreet Use During Appropriate Times**
We understand there may be times when you need to briefly check your phone. If that's the case, please do so quickly and discreetly in a non-guest area, or wait until you're on a scheduled break.
- **Emergencies**
If you're expecting an urgent or emergency call, please notify a manager at the beginning of your shift. In such cases, arrangements can be made to ensure you're reachable in a respectful and professional manner.
- **Disciplinary Action**
Unauthorized or excessive phone use during shifts may result in disciplinary action, including verbal or written warnings, suspension, or termination for repeated violations.

We appreciate your professionalism and commitment to maintaining a focused and guest-centered atmosphere. If you have any questions or concerns about this policy, please speak with your manager.

Accidents and Emergency Situations



Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager

immediately. Managers are responsible for administering CPR, choking procedures or appropriate first aid.

Crime and Robbery

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

Fire Protection

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

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

Alcohol Serving Policy

As a Restaurant that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a

customer shows signs of drinking too much, a manager should become informed immediately.



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

1. We will not knowingly allow anyone on our staff that is under the legal drinking age to serve or dispense alcoholic beverages.
2. We will not serve alcoholic beverages to an intoxicated person.
3. We will not knowingly serve a person alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears to be under 35 years old.
4. We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.
5. The Restaurant will provide free taxi service for intoxicated customers.

Stone Werk's Policies for Responsible Alcohol Sales

- No employees will drink alcoholic beverages while working, nor may an employee report for work after the consumption of alcoholic beverages.
- All "front of the house" employees, whether in direct contact with alcoholic beverages or not, are required to complete a T.A.B.C. certified server training course before employment.

Alcohol Awareness

Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home; you fulfill your responsibility and protect the guest.

Alcohol is a mood-altering drug. It may appear to be a stimulant, but it is actually a depressant, limiting bodily functions. Only the passage of time rids the body of the effects of alcohol. Responsible managers are aware of the progressive effects of alcohol and alert to the signs of over-indulgence. Although any one behavior may not indicate intoxication, a combination of several behaviors is a definite warning signal.

Intoxication vs. Impairment

Impairment and intoxication is not the same thing. Impairment starts at the first drink. Intoxication is the point where a person's intake of alcohol affects their ability to perform appropriately.

Checking Ids

Serving alcohol to a minor can have very serious consequences. In fact, it is advisable to check the ID of any patron who appears to be under 35. In some cases, you could even be held accountable for serving someone with a fake ID, so be careful.

- Look for state seals or holograms.

- Look for any alterations, such as a cut around year of birth, or typesets that don't match.
- Make sure it's not someone else's ID.
- Carefully examine the picture/description to make sure it matches the person using it.

An acceptable ID is:

- A valid state driver's license or a valid state identification for non-drivers.
- A valid passport.
- A valid United States Uniformed Service Identification
- All IDs should have a picture, signature, birth date, and description. Expired IDs are not acceptable.

Service Guidelines

- Before serving a guest, determine his or her condition.
- If you think a customer is already intoxicated, offer snacks and get them a menu quickly.
- Keep track of drinks served. The service order is a ready reference of how many drinks each person consumed.
- Watch for changes in the customer's behavior. Don't hesitate to decline further service, if you think the customer is becoming intoxicated.
- Don't serve. If you have any doubts about a customer's condition, refuse service.

Symptoms of Intoxication

Intoxication Indicators

- Ordering more than one drink at a time.
- Concentration problems, losing train of thought (especially when ordering).
- Drinking very fast.
- Careless with money on the bar, or can't pick up change.
- Overly friendly with customers or employees.
- Loud behavior: talking or laughing and annoying other patrons or making too many comments about others in the establishment.
- Remaining very quiet, detached from others, continually drinking.
- Mood swings: happy to sad, or vice versa.

- Use of foul language.

Dealing with Intoxicated Patrons

If you notice someone appears to be intoxicated:

- Do not offer alcohol.
- Refill water, non alcoholic beverages, and bread.
- Alert your manager immediately. You should arrange for a safe ride home for the guest or refuse service.

Stone Werks management fully supports these policies and will stand behind our teammembers in their decisions to promote responsible alcohol service.

Proprietary & Confidential Information

It is illegal to steal, copy or communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes." Our internal business practices, procedures and recipes are of great value to Stone Werks Big Rock Grille. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by Stone Werks Big Rock Grille's Management. Stone Werks Big Rock Grille will institute civil action against anyone who violates this policy.

Solicitation

Employees - There should be no solicitation or distribution of literature of any kind by any employee during actual working time of the employee soliciting or the employee being solicited. Working time does not include lunch and rest breaks. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including dismissal.

Non-Employees - Non-employees are prohibited from soliciting and distributing literature at all times anywhere on Company property. Non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area's public use.

Food Allergies

Procedure –When a guest identifies himself or herself as having a food allergy, the host, hostess, or server should notify the manager on duty. The manager should answer any questions

the guest may have about the menu items and ensure that the proper procedures are followed for this special meal. The manager or chef should be responsible for discussing ingredient information with the guest and for letting the guest know if ingredient information is not available.

Although staff can supply information on ingredients and preparation methods, the guest has the final say in what his or her menu selection will be.

HANDBOOK RECEIPT

This Employee Handbook does not constitute a contract of employment either in whole or in part. The Company, reserves the right to add, delete, or change any portion of the Employee Handbook with or without notice.

FOR THE EMPLOYEE'S INFORMATION:

Your Name (printed): _____

Your position title: _____

Your starting date: _____

General Manager's Name: _____

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of Stone Werks Big Rock Grille. I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook, and understand that they are at-will employees. The contents of any Employee Handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding. The Company reserves the right to change, at its discretion, the contents of this handbook.

POLICY STATEMENT

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) or a guarantee of continued employment. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that the Company reserves the right to change the provisions in this handbook at any time. It is policy of the Company that employment and compensation of any employee is at will and can be terminated with or without cause, at any time, at the option of the employee or at the option of the Company.

Employee's Signature Date

Manager's Signature Date