



Official Employee and Management Handbook

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Welcome

We are pleased to welcome you to join the team of Tequila Escape!

Our philosophy is to strive to constantly set high standards for quality and guest service. We're proud of our reputation in the community and we know the only way to preserve and enhance that reputation is to continuously improve.

Every person at Tequila Escape has a personal stake in the success of the Restaurant. We are all keenly aware that the only way to realize our own ambitions is to do an outstanding job of helping our guests enjoy their experience with us.

This Handbook will answer most of your questions about Tequila Escape, its policies, procedures and your role. Remember that it is your initiative and creative thinking which will define your success. Your ability to draw on your experience, use common sense, be flexible and adapt to our growing and changing environment will allow you to make significant contributions to our Restaurant and enhance your personal success and fulfillment.

We are excited that you have chosen to join us and look forward to your many contributions to the continuing growth of Tequila Escape.

Thank you and welcome.

The Tequila Escape Restaurant Management Team:

STEVE KAKAVELIS *Co-Owner / General Manager*

PAUL NICOVIC *Co-Owner / Operations manager*

ANGEL PENA-FERNANDEZ *Co-Owner / Bar Manager*

Our Mission, Vision, and Core Values

Mission Statement

Our mission is to deliver a unique Latin Fusion dining and drinking experience. Tequila Escape takes great pride in our menu offerings of food creatively and freshly prepared to order from sustainable, local, organic, wild caught and grass-fed sources. Every drink is meticulously crafted using only the freshest juices, fruits, and quality ingredients. All in service to our ultimate objective: unqualified fulfillment of our guests' heart and soul.

Our goal is to excite and delight each and every guest with our knowledge and attention to personalized care and service.

Vision Statement

To standardize procedures and simplify operations while completely maintaining the quality of both the culinary and the guest experience. As the entirety and uniqueness of the Tequila Escape experience evolves, we will establish not only the long-term viability of our flagship location in Ridgefield, Connecticut, but for future locations as well.

Core Values

Our philosophy is that Tequila Escape is always an inviting and relaxed place for our guests. They will be welcomed to our home with warmth and respect. We will consistently offer our guests extraordinary food, the best drinks and superior service. Every member of the Tequila Escape staff family will do everything possible to exceed our guests' expectations, and in doing so, enhance the restaurant's reputation.

This Official Employee and Management Handbook will facilitate and ensure that we are true to our Core Values.

About the Handbook

This Employee and Management Handbook (“Handbook”) is a compilation of personnel policies, practices and procedures currently in effect at **TEQUILA ESCAPE** (“the Restaurant”).

This Handbook is not a contract. This Handbook does not create a contract, express or implied, guaranteeing you any specific term of employment, nor does it obligate you to continue your employment for a specific period of time. No provision in this Handbook (including any such modification to the Handbook) is intended to create a contract of employment, binding agreement or promise, either expressed or implied, between you and the Restaurant, and will not alter the employment at-will relationship.

The Handbook is designed to introduce you to the Restaurant, familiarize you with our policies, and provide general guidelines on work rules, benefits and other issues related to your employment. It will help answer many of the questions that may arise in connection with your employment.

This Handbook is an overview, general statement of policy, or guideline and will be modified and applied by the Restaurant at its discretion. It is not exhaustive and cannot cover every matter that might arise in the workplace. Although we have attempted to cover matters of general applicability to employees and management, we know that it does not cover every situation that may arise day-to-day. For this reason, specific questions regarding the applicability of a particular policy or practice should be addressed to the Tequila Escape Restaurant Management Team (“Restaurant Management Team”). The Restaurant retains the sole discretion to interpret the provisions of this Handbook and to depart from those provisions or any other policies, rules, or procedures if the Restaurant determines that such action is appropriate.

The Restaurant reserves the right to change, suspend, or eliminate any or all matters contained in this Handbook and all other policies, rules and procedures at any time without prior notice. We will seek to notify you of such changes by appropriate means. However, such a notice is not required for changes to be in effect.

It is the intent of the Restaurant to comply with all applicable federal, state and local laws. This Handbook replaces (supersedes) any and all other or previous Employee and Management Handbooks, or other Restaurant policies, procedures or documents, whether written or oral, distributed at any time prior to the effective date of this Handbook. All such previous handbooks, manuals, policies, rules and procedures are expressly revoked. You are responsible for reading and understanding this Employee Handbook. If anything is unclear, please discuss the matter with the Restaurant Management Team.

All employees and management are required to know and follow the policies and procedures contained herein. Since the Handbook is updated from time to time, you should review it periodically so that you know our current policies and procedures. The Handbook is available to you in the Managers’ office for your review. Do not remove the Handbook from the premises. If you need a copy of any policy or have any questions regarding anything contained in the Handbook, please ask the Restaurant Management Team.

General Employment Policies and Practices

Equal Employment Opportunity

Our Restaurant is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex (including pregnancy, sexual orientation, and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. Our policy reflects and affirms the Restaurant's commitment to the principles of fair employment and the elimination of all discriminatory practices. Details of our equal employment opportunity policies are further explained in the Anti-Discrimination & Harassment section below.

Your Employment Relationship with the Restaurant

Employment At Will

Your employment relationship is based on the mutual consent between you and the Restaurant. Accordingly, your employment with the Restaurant is at-will. There is no implied promise that employment will continue for a set period or that your employment will be terminated only under particular circumstances. You are free to terminate your employment with the Restaurant at any time, with or without cause. Likewise, the Restaurant has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without cause or advance notice, at the sole discretion of the Restaurant.

No one, other than the Restaurant Management Team has the authority to make representations, either expressly or implied, that are inconsistent with this policy and does so only by a written agreement signed by the Restaurant Management Team. The Restaurant Management Team may amend the policy in a written statement, at any time. This policy supersedes all written and oral representations to the contrary.

This Handbook does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. Nothing contained in this Handbook should be construed as creating a contract guaranteeing employment for any specific duration, nor does the Handbook obligate you to continue your employment for a specific period of time. Unless you have entered into a written employment agreement that supersedes this Handbook, either you or the Restaurant may terminate the employment relationship at any time. The Handbook does not guarantee any prescribed process for discipline and discharge.

No representative of the Restaurant, other than the Restaurant Management Team, has the authority to enter into any agreement guaranteeing employment for any specific period. No such agreement shall be enforceable unless it is in writing and signed by the Restaurant Management Team and the employee.

Recruitment and Hiring

The Restaurant's primary goal when recruiting new employees is to fill vacancies with persons who have the best available skills, abilities or experience needed to perform the work in our Restaurant. Decisions regarding the recruitment, selection and placement of employees are made on the basis of job-related criteria.

Pre-Employment Screening

All job offers are made for at will employment, and are conditional on the employee's successful completion of the pre-employment screening process. Depending on the employee's position and/or job duties, any or all of the following screenings may be requested. Failure to comply with a request will result in revocation of the job offer.

Offer of employment is conditional on the completion and passing of pre-employment screening that will include, but not be limited to:

- Background checks including:
 - Verification of education
 - Verification of references
 - Criminal background check
- Social Security Number verification
- Medical evaluation
- Substance testing/Drug screen
- Driving record check (if applicable)
- Credit Report
- Validation of citizenship or immigration status
- Employment eligibility verification
- Workers' compensation history
- Applicant will be required to pass a job knowledge and proficiency test

Outside Employment

The Restaurant will not accept any applicant with a conflict of interest. Applicants that expect to work at the Restaurant concurrently with other employment will be assessed on a possible conflict of interest. While on staff at the Restaurant, it is not permitted to work for another establishment in the same industry, work with/for competitors of the Restaurant, or work with/at any food serving establishment within a 50-mile radius. Staff of the Restaurant is also not permitted to work with/for a vendor or supplier to the Restaurant. If you wish to take a second job, any overtime or schedule change required of you by the Restaurant will always take precedence over any outside employment.

When positions become available, qualified current employees are encouraged and are welcome to apply for the position. As openings occur, notices relating general information about the position are posted. The Restaurant Management Team (or designee) will arrange interviews with employees who apply.

We also encourage current employees to recruit new talent for the Restaurant.

Orientation and Training

To help you become familiar with the Restaurant and our way of doing things, we will provide an orientation and training session within a week after you begin work. Some of the content of the session will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees and management.

At the completion of the initial training week, a determination of job proficiency will be done. The evaluation process consists of testing and assessment. The new hire must pass the initial test. If they don't pass the test, then another week of training will be added with a second test conducted at the end of it with a re-assessment. If the new hire fails the second test and re-assessment, then they will be deemed as not suitable for that position. They will be either re-assigned or terminated by the Restaurant Management Team.

All new hires and staff must read the Employee Safety Kit and the Healthy Manual Descriptions document, complete all necessary related requirements, and pass testing conducted at the discretion of management.

The Restaurant may also periodically offer additional training or educational programs, particularly with regard to guest service.

Immigration Law Applicable to All Employees

The Restaurant complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of work to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If you cannot verify your right to work in the United States within three (3) days of hire, the Restaurant is required by law to terminate your employment.

Personnel Records

It is important that the Restaurant maintain accurate personnel records at all times. You are responsible for notifying your immediate supervisor or the Restaurant Management Team of any change in name, home address, telephone number, marital status, number of dependents, immigration status, social security number, email address or any other pertinent information. By promptly notifying us of such changes, you will avoid delay of your pay, the return of W-2 forms, or other similar inconvenience. In compliance with federal regulation, your name must appear on all Company records in the same form as it appears on your social security card.

Personnel files may also include but are not limited to the following documentation: customer feedback, employee recognitions, employee conduct warnings, training progress, testing results, and performance reviews.

Anti-Discrimination & Harassment

Discrimination Is Prohibited

The Restaurant is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex (including pregnancy, sexual orientation, and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, benefits, compensation and training. We seek to comply with all applicable federal, state, and local laws related to discrimination and will not tolerate the interference with the ability of any of the Restaurant's employees and management to perform their job duties.

The Restaurant makes decisions concerning employment based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual's past performance within the organization.

If you believe that an employment decision has been made that does not conform to the Restaurant's commitment to equal opportunity, you should promptly bring the matter to the attention of your immediate supervisor, designated manager, or the Restaurant Management Team. Your complaint will be promptly, thoroughly, and impartially investigated. There will be no retaliation against any employee or manager who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

Americans with Disabilities Act

The federal Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, fringe benefits, job training, and other terms, conditions and privileges of employment. The ADA does not alter the Restaurant's right to hire the best-qualified applicant, but it does prohibit discrimination against a qualified applicant or employee because of his or her disability, or because of a perceived disability. As a matter of Restaurant policy, the Restaurant prohibits discrimination of any kind against people with disabilities.

Disabled Defined

An applicant or employee is considered disabled if he or she (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record or past history of such an impairment; or (3) is regarded or perceived (correctly or incorrectly) as having such impairment.

A qualified employee or applicant with a disability is an individual who satisfies the requisite skill, experience, education, and other job-related requirements of the position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of that position.

Reasonable Accommodation

A reasonable accommodation is any change in the work environment (or in the way things are usually done) to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

Qualified applicants or employees who are disabled should request reasonable accommodation from the Restaurant in order to allow them to perform a particular job. If you are disabled and you desire such reasonable accommodation, contact your immediate supervisor, designated manager, or the Restaurant Management Team. On receipt of your request we will meet with you to discuss your disability. We may ask for information from your health care provider(s) regarding the nature of your disability and the nature of your limitations or take other steps necessary to help us determine viable options for reasonable accommodation. We will then work with you to determine whether your disability can be reasonably accommodated, and if it can be accommodated, we will explore alternatives with you and endeavor to implement a mutually agreeable accommodation.

Reasonable accommodation may take many forms and it will vary from one employee to another. Please note that according to the ADA, the Restaurant does not have to provide the exact accommodation you want, and if more than one accommodation works, we may choose which one to provide. Furthermore, any accommodation that will impose undue hardship on the Restaurant is not considered reasonable.

Workplace Harassment

The Restaurant is committed to providing a work environment that provides employees and management equality, respect and dignity. In keeping with this commitment, the Restaurant has adopted a policy of “zero tolerance” with regard to employee or management harassment. Harassment is defined under federal law as unwelcome conduct that is based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, age (40 or older), disability or genetic information. Harassment becomes unlawful where: (1) enduring the offensive conduct becomes a condition of continued employment; or (2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

This policy applies to all terms and conditions of employment. Harassment of any other person, including, without limitation, co-workers, visitors, or vendors, whether at work or outside of work, is grounds for immediate termination. The Restaurant will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees and management are aware that every complaint received will be promptly, thoroughly and impartially investigated and resolved appropriately. The Restaurant will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation.

Sexual Harassment

Sexual harassment is prohibited by federal, state, and local laws, and applies equally to men and women. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when the conduct: (1) explicitly or implicitly affects a term or condition of an employee’s employment; (2) is used as the basis for

employment decisions affecting the employee; or (3) unreasonably interferes with an employee's or manager's work performance or creates an intimidating, hostile, or offensive working environment.

Such conduct may include, but is not limited to: subtle or overt pressure for sexual favors; inappropriate touching; lewd, sexually oriented comments or jokes; foul or obscene language; posting of suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons; and repeated requests for dates. Restaurant policy further prohibits harassment and discrimination based on sex stereotyping. (Sex stereotyping occurs when one person perceives a man to be unduly effeminate or a woman to be unduly masculine and harasses or discriminates against that person because he or she does not fit the stereotype of being male or female.) The Restaurant requires reporting of all perceived incidents of sexual harassment, regardless of who the offender may be. Every employee is encouraged to raise any questions or concerns with his or her immediate supervisor, designated manager, or the Restaurant Management Team.

Supervisors' Responsibilities

All managers are expected to ensure a work environment free from sexual and other harassment. They are responsible for the application and communication of this policy within their work area. Managers should:

- Encourage employees to report any violations of this policy *before* the harassment becomes severe or pervasive.
- Make sure the Restaurant Management Team is made aware of any inappropriate behavior in the workplace.
- Create a work environment where sexual and other harassment is not permitted.

Procedures for Reporting and Investigating Harassment

Employees and management must report incidents of inappropriate behavior or sexual harassment as soon as possible after the occurrence. Employees or management who believe they have been harassed, regardless of whether the offensive act was committed by a manager, co-worker, vendor, visitor, or guest, should promptly notify their immediate supervisor, designated manager, and the Restaurant Management Team. If the employee's immediate supervisor is involved in the incident, the employee should report the incident to the Restaurant Management Team. Regardless of who handles the investigation, the entire Restaurant Management Team should be advised of the allegations. The Restaurant Management Team will consult with employment law counsel as needed. Every claim of harassment will be treated seriously, no matter how trivial it may appear. All complaints of harassment, sexual harassment, or other inappropriate sexual conduct will be promptly, thoroughly and impartially investigated by the Restaurant.

Given the significance and liability that can arise from hostile work environments and sexual and other harassment generally, the Restaurant requires that employees must report any harassment the employee observes, with the consequence of failing to report that the observing employee would be considered an accessory to the harassment.

There will be no retaliation for filing or pursuing a harassment claim. To the extent possible, all complaints and related information will remain confidential except to those individuals who need the information to investigate, educate, or take action in response to the complaint.

All employees and management are expected to cooperate fully with any ongoing investigation regarding a harassment incident. Employees or management who believe they have been unjustly charged with harassment can defend themselves verbally or in writing at any stage of the investigation.

To protect the privacy of persons involved, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances. Investigations may include interviews with the parties involved, and where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge.

At the conclusion of a harassment investigation, the complainant and the “alleged harasser” shall be informed of the determination.

Penalties for Violation of Anti-Harassment Policy

If it is determined that inappropriate conduct has occurred, the Restaurant will act promptly to eliminate the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment, and may include such other forms of disciplinary action, as the Restaurant deems appropriate under the circumstances and in accordance with applicable law.

Code of Conduct & Standards

Dress Code, Appearance and Hygiene

As an employee or management of the Restaurant, we expect you to maintain the highest standards of personal cleanliness and present a clean, neat, and professional appearance at all times.

Dress Code

Properly attired staff create a favorable image for themselves, the Restaurant, our guests, and co-workers. All staff are required to wear work attire specified by the Restaurant.

It is your responsibility to keep your work attire neat and clean at all times. It must be in good condition, free of wrinkles, creases, and stains or food particles. All attire must be cleaned daily, pressed, dust and lint free, appropriately cover undergarments, and are not torn or faded. Loose-fitting clothing that may become entangled in equipment or food/beverages is not permitted.

All staff must wear black footwear that cover the foot and be skid resistant by ASTM standards when on premises anywhere in the Restaurant. Heels are not permitted.

All employees are expected to be punctual, allotting enough time to report to their designated stations in full work attire at their specified start time.

All work attire and styling may be subject to Management approval. Dress code violations may result in disciplinary action, up to and including loss of work privilege for the day.

The specific job-related requirements are as follows:

- Servers, Bartenders, Bussers, and Runners: Properly fitting white button up shirts and blue full-length jeans (with no logos, fades or designs) are the standard. Bartenders may wear black button ups. Attire must not be revealing and any non-company logos, wording, or imagery printed on them is not permitted. No type of clothing that is worn for fitness or exercising is permitted. The attire must reflect the high-end yet informal nature of the Restaurant.
- Kitchen staff: Chefs and food preparation personnel will wear standard uniforms issued by the Restaurant. Other kitchen staff must wear attire that is fitted and safe around cleaning and kitchen equipment.
- Host/Hostess: Attire must be different and distinct from other front of house staff. The Host/Hostess is the first impression of the Restaurant, and their attire must reflect the high-end yet informal nature of the Restaurant. Attire must not be revealing and any non-company logos, wording, or imagery printed on them is not permitted. No type of clothing that is worn for fitness or exercising is permitted. They must project an image of elegance, sophistication, and stylishness.
- Management: The management team's attire must reflect the high-end yet informal nature of the Restaurant. Attire must not be revealing and any non-company logos, wording, or imagery printed on them is not permitted. No type of clothing that is worn for fitness or exercising is permitted. They must appear well-dressed and reflect smartness to impart confidence to guests when they want to speak with or ask questions of management.

Aprons

Aprons are permitted for all front of the house and back of the house staff with the exception of host/hostess and management positions. A clean apron must be worn when preparing and handling food and attending to work related tasks. Should an apron become soiled during the workday, a clean replacement will be required.

Staff must remove and store aprons appropriately when using the restroom, leaving the premises, and during breaks. Aprons are company property.

Appearance and Hygiene

All employees are expected to comply with the following personal appearance standards as well as applicable Health Department Laws.

All staff's appearance must be suitably appropriate, neat and clean. Care to personal hygiene is imperative. Bathing/showering daily, shampooing, and daily use of antiperspirant or deodorant, and brushing teeth are expected. Hair must be clean, well-groomed, off the face, and should not be distracting or cover the eyes. Any staff handling food or drink that has hair longer than chin length must tie it back. Men may wear beards or moustaches of reasonable length, so long as they are neat, well-trimmed, and cared for.

Employees and management may not have tattoos that are visible when wearing their work attire. Makeup should be tasteful. You must avoid dangling or long jewelry that might get caught on something and cause injury to you, your co-workers, or our guests. Jewelry that poses a safety hazard, jangles, or is otherwise distracting is not allowed. With the exception of earrings, any other visible body and facial piercings are not permitted. Any exceptions must be approved by the Restaurant Management Team before service.

Fingernails must be clean, short, and well-trimmed. Nail polish and acrylic nails are not permitted for employees handling food or beverages. Federal law does not allow nail polish in food preparation areas and service departments as it may chip into the food. Artificial nails, including acrylic nails, are prohibited. All staff, regardless of position, should regularly wash their hands (both for the safety of your health as well as that of guests and co-workers).

Employees and management must wash their hands with soap and scrub for 20 seconds or more prior to service, before food handling, after changing job assignments or stations, after eating, and before you return to service from the restroom, breaks, or leaving the Restaurant premises (even only to smoke). It is easy to remember that 20 seconds is as long as it takes to sing the happy birthday song twice.

Sneezing and coughing can be offensive to customers, not to mention unhygienic. Please move as far away from the food as you are able, cover your mouth with the inside crook of your elbow, and then wash your hands with soap and warm water immediately. Due to the nature of your job, it is necessary for you to stay home if you have either a contagious illness such as a cold, or open wounds on your hands that may come in contact with food or food handling surfaces.

All employees who perform tasks that require direct contact with food items must wear gloves. Cuts, burns, and open wounds must be appropriately bandaged and covered to create a double seal.

Use of cologne or perfume is prohibited.

Remember that each employee is essential to the success of our Restaurant and those of you who serve our guests directly are the public image of the Restaurant. Management reserves the right to give final approval on an employee's appearance while at work. Any blatant disregard for the dress code, appearance, or hygiene standards is grounds for discipline up to and including discharge.

It is the intent of this policy to comply with applicable federal, state, and local laws prohibiting discrimination on the basis of race, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, and any other status protected under such laws. If an employee requires an accommodation relating to the dress code for any reason, the employee should speak with his or her immediate supervisor or the Restaurant Management Team.

Conduct and Reputation

Tequila Escape's reputation and standing in the community is extremely important to the Restaurant and essential to our success. Therefore, it is imperative that every member of the staff must treat all stakeholders with the highest level of respect, while complying fully with our legal and ethical obligations, is central to our ability to maintain our reputation and strengthen our competitive advantage.

In addition, we have a responsibility to portray our competitors fairly, accurately and without bias. The way in which we portray our competitors may impact the way our guests or other stakeholders perceive our business and our actions.

This is also inclusive of every person that has interactions with the Restaurant or company. Communications with all of Tequila Escape's associations from guests, suppliers, vendors, business contacts, to competitors, and all others are to be done politely and with respect. While we cannot control your behavior off the premises on your own time, we certainly encourage you to behave responsibly and appropriately at all times. Be aware that Tequila Escape considers your behavior at all times as a reflection of the Restaurant and may take appropriate measures when it results in a public negative perception of the Restaurant.

Staff Conflict Policy

Conflict in the workplace happens at times. If the staff can't cordially resolve disagreements or problems themselves, they will immediately go to their managers or the Restaurant Management Team to help with any issues. It is mandatory that no conflict should impact the guest experience unless it's an emergency that will affect guests.

Anti-Violence Policy

We are committed to ensuring a safe working environment for all staff. We do this by following strict safety rules. Workplace safety rules include but are not limited to:

- Prohibiting the possession of weapons and other dangerous devices by employees or management.

- Not tolerating any threats of harm - either direct or indirect - or any conduct that harasses, disrupts or interferes with another employee's or manager's work or performance or creates an intimidating, hostile work environment.
- Any actions that are construed as violent behavior: physical or verbal

Workplace violence includes any statement, act, or other expression of violence or violent intent, regardless of its context, made or committed on Tequila Escape's premises or during the conduct of company business toward Tequila Escape or Company property, another person, or toward another person's family or property.

Neither acts of violence nor will threats be tolerated. Tequila Escape will promptly respond to any incident or suggestion of violence with an investigation by which offending individual(s) may be subject to disciplinary action up to and including termination of employment.

Violent or inappropriate behavior includes, but is not limited to:

- Threats of any kind.
- Threatening, physically aggressive or violent behavior, such as intimidation of or attempts to instill fear in others.
- Other behavior including belligerent speech, excessive arguing, or sabotage of Tequila Escape property.
- Defacing or causing physical damage to Company property and/ or facilities.
- Bringing weapons or firearms (including firearms by permit) of any kind on the premises, or any other location where business is conducted on behalf of Tequila Escape.
- Using any object in a threatening or weapon-like manner.

Non - compliance with the above-mentioned guidelines in providing a safe workplace will be documented and will result in disciplinary action up to and including immediate termination.

Restaurant Property

All employees should be aware that everything in the Restaurant, except personal items that you bring to work with you, constitutes property of the Restaurant, from food in the kitchen to any and all equipment. Any employee who takes Restaurant property without the consent of the Restaurant Management Team will be subject to immediate discipline up to and including discharge.

Restaurant supplies are intended for Company business purposes only. Personal use of said supplies is not permitted and may be grounds for disciplinary action up to and including termination.

Theft or inappropriate removal or possession of Restaurant physical or intellectual property or the property of a fellow employee or willful destruction of Restaurant property or the property of a fellow employee will result in disciplinary action, up to and including termination of employment. The Restaurant reserves the right to search any belongings at any time.

Company computers and peripheral equipment are for business use only. Use of any online services for entertainment and/or personal purpose is prohibited. The Owner/Operator must first approve any software installed on Company computers. Using illegally copied software or applications are not permitted under any circumstances.

Information stored on Company computers, including recipes and employee or store information, may not be copied, printed, or removed unless approved by the Owner/Operator. Sharing confidential Company information with unauthorized employees or individuals is grounds for termination.

With regard to Restaurant property provided to you, e.g., uniforms, any such property should be returned before departing the Restaurant on the final day of work.

Telephones and Cell Phones Policy

No staff cell phones are permitted in the Restaurant during their shift. Cell phones are only allowed on official break. If the employee's family has an emergency or has an urgent need to contact the employee while they are on-shift, the family should call the Restaurant's phone and ask to speak with management. Management will make sure the employee can speak with their family by covering their table, shift, or bar for the moment.

Smoking Policy

In compliance with state law and in order to provide a safe and comfortable working environment for all employees/staff, smoking (of any type of cigarette, prop or device including but not limited to e-cigarettes or digital vaporizers) is strictly prohibited at all times anywhere inside the Restaurant building.

Smoking is only permitted during official breaks. Staff can only smoke at a distance of 30 or more feet away from the restaurant (by law). Staff may not smoke in front of the entrance or the side of the restaurant. When staff members leave the Restaurant to smoke, they must exit through the kitchen and out the rear of the Restaurant to smoke in the designated area 30 feet away from the Restaurant.

Frequent interruptions to their work because of smoking may subject an employee to discipline up to and including discharge.

Relationships/Fraternization Policy

The Restaurant does not approve of fraternization between employees, especially between management and employees due to the high liability for harassment litigation.

It is our policy to prohibit any manager from becoming romantically, sexually, or companionably involved with any other employee. Such involvement with an employee can lead to claims and charges of discrimination, harassment, and improper behavior. In addition, it is considered an abuse of position and will not be tolerated.

This policy is not intended to be applicable to employees who are married to each other.

If an exception must be made, the entire Restaurant Management Team must unanimously agree to accept the risk of accommodating such a relationship.

Solicitation and Marketing

Employees will not engage in solicitation by posting or handing out marketing or promotional materials like flyers, posters, coupons, etc. to guests without permission from the Restaurant Management Team.

If a guest asks staff to promote and pass out material, the response from the employee should be “I will check with management.”

No Solicitation / No Distribution Policy

Solicitation by an employee of another employee or customer is prohibited while either person is on duty, on Company property, or any place Company business is being conducted. For the convenience of all employees, our Company has a no solicitation, no distribution policy that pertains to employees and outside/non-employee solicitors alike.

- All employees are prohibited from soliciting other employees for any purpose, or from being solicited, during working time or on Company property.
- All employees are prohibited from distributing or receiving any pamphlets, handbills or other written materials, other than work-related materials distributed by Tequila Escape, on Company property, or any place Company business is being conducted.
- All employees are prohibited from soliciting, or from distributing written materials on the sales floor and other direct customer areas of our store(s) at all times.
- Non-employees and outsiders are not permitted to solicit or distribute literature on any premises at any time anywhere Company business is conducted.
- Solicitation or sale of outside products is prohibited on Company property. Examples include, but are not limited to, Avon, Amway, etc.

Personal Visits and Personal Communication

In order to avoid interruptions of your work and to ensure an efficient and safe environment, personal communications and visits while working will be permitted only in emergency cases.

We ask that you conduct personal business during your break periods only. Please make family and friends aware of our policy regarding personal communications. Personal calls on Company phones are prohibited.

Conflicts of Interest

Staff will not enter into relationships that will be a conflict of interest with Customers, Vendors and Suppliers of the Restaurant.

Any gifts or reimbursements provided by these relationships will be construed as bribery and a conflict of interest. Employees, friends of an employee, and members of an employee's family shall not request or accept gifts, gift certificates, discounts, gratuities, or any other items of value (including services) of any nature from the Company's suppliers, vendors or business relations

unless prior approval has been received from the Restaurant Management Team. The Restaurant Management Team will determine in advance that no conflict of interest will be created.

Acceptance of items of value or services must be reported and approved by the Restaurant Management Team. Such items include, but are not limited to, trips, hotel accommodations, travel related items, personal gifts, and premiums.

Contracts

No employee has any authority to enter into any contracts, written or verbal, on behalf of Tequila Escape or any of its divisions or affiliates. All contracts must be in writing and submitted to the Restaurant Management Team for signature and acceptance. Once the contract is approved, the Restaurant Management Team will notify you.

Proprietary and Confidential Information

Protecting our company's information is the responsibility of every employee and manager. Confidential information such as proprietary recipes, customer and employee data, and company plans should never be discussed with individuals who are not directly employed by Tequila Escape.

Any inquiries regarding current or former employees should be forwarded to a manager. The company's mail address and electronic mail addresses are not to be used for personal use.

No employee may duplicate, photograph, tape, or otherwise record any person, document, conversation, communication, or activity that in any way involves the company or employees of the company, any customer or any other individual with who the company is doing business or intending to do business in any capacity (for example, vendors, suppliers, consultants, attorneys, or independent contractors) without authorization from the Restaurant Management Team. Any copying of documents for the purpose of ordinary approved business must be authorized by the Restaurant Management Team.

Manually copying, electronically duplicating, photographing and/ or recording Tequila Escape's proprietary information such as company procedures, business information, and recipes are strictly prohibited. Duplicating, photographing, and/or recording images, activities, or conversations via any device are strictly prohibited. Limited exceptions will apply where the photographing, taping, or recording is being conducted by an individual who has been provided advance written authorization for the activity by the Restaurant Management Team.

Violations of this policy may result in disciplinary action against the offending employee(s) up to and including termination of employment. Where the conduct engaged in is illegal, violators may also be subject to prosecution under applicable federal, state, or local laws.

All employees are required to sign a confidentiality agreement as a condition of employment.

Reporting Violation of Company Policy

No employee will be subject to retaliation from the Restaurant or any other employee for reporting violations of any Company policy. Neither will any employee be subject to retaliation from the Restaurant or any other associate for cooperating in an investigation of policy violations.

Employees are encouraged to report violations of Restaurant policy to their Manager or the Restaurant Management Team.

Reporting Theft, Policy and Safety Violations, and/or Inappropriate Activity

All employees and management are responsible for assisting with maintaining a safe, healthy, and productive work environment. Theft, policy and operating procedure violations, and failure to adhere to business ethics standards must be reported immediately to the Restaurant Management Team.

Employees are urged to report any suspected violations immediately. Confidentiality will be respected.

Behavior Not Tolerated

There are certain standards of behavior that we must all observe. Conduct that is immoral, unethical, or illegal will not be tolerated. Standards of behavior are applicable wherever Company business is conducted.

Employment with the Restaurant is at will, and the Restaurant reserves the right to terminate employment at any time for any reason with or without cause, and with or without notice. Restaurant management may choose a progressive disciplinary action approach when discussing issues with employees. Management may, however, choose disciplinary action interventions, including immediate termination, as appropriate to the situation.

The following are examples of policy and procedure violations that may lead to disciplinary action or up to and including immediate termination without a written warning. This list is not intended to be an exhaustive list of all prohibited behaviors.

- Excessive absenteeism, and/ or tardiness
- Absence without notice when scheduled
- Leaving work before the end of the shift without authorization from Management
- Failure to notify Management of absence from work in advance, or in the case of an emergency, at the earliest opportunity
- Cashier shortages/overages
- Dishonesty
- Theft
- Yelling
- Sleeping while on duty
- Abuse of Company discounts
- Fighting
- Gambling
- Rude, abusive, threatening, and intimidating language toward management, employees, or customers
- Violation of any government or safety regulations
- Restricting work output or soliciting others to do so, or other sabotage of Company operations
- Refusal to cooperate in a Company investigation
- Smoking in prohibited areas

- Insubordination to Restaurant management or person-in-charge
- Misuse, damaging, or attempting to damage product, property, or equipment of the Company or a fellow employee
- Falsification or misrepresentation of Company documents
- Theft or misappropriation of property belonging to the Company, another employee, or a customer
- Use, possession, sale, or being under the influence of intoxicants, alcohol, illegal drugs, or illicit drugs
- Engaging in sexual activity on any premises or wherever Company business activity is conducted
- Recording the time of another employee
- Falsification of weight tabulations
- Conviction of a job-related crime
- Possession of a firearm, explosive, or other weapon
- Harassment
- Falsification or misrepresentation on resume, job application, or during pre-hiring interviews
- Invalid Work Authorization (I-9 form)
- Supplying false or misleading information to the Restaurant, including information at the time of application for employment

Restaurant Operations

Restaurant Hours and Scheduling

Hours

The Restaurant is open daily, Monday through Sunday from 11:30am to 1:45am.

Holidays

The Restaurant observes the following holidays:

- New Year's Day
- July 4th - Independence Day
- Thanksgiving Day
- Christmas Day

The Restaurant is open for business on all other holidays.

Work Scheduling

We schedule staff for various shifts depending on the Restaurant's needs. There are 6-hour shifts at various times during the work day. Staff may request specific shifts, but the Restaurant cannot always accommodate your preferences. When the Restaurant is able to honor requests, to the extent reasonably possible, we will fulfill requests based on your seniority in the Restaurant. Restaurant management reserves the right to determine employees' schedules as business operation dictates.

Every Sunday by 9:00pm, staff will receive notification of the upcoming week's schedule from the Restaurant. If no notification is received at that time, the staff must contact the Restaurant Management Team to obtain the schedule. It is the responsibility of the employee to know their schedule because it may change due to business fluctuations.

Employees are not to be in work areas if they are not on a scheduled shift. In addition, employees are not to remain in the restaurant in if they are not on shift performing work unless eating in the normal course of being a guest. In addition, off-duty employees are not permitted in the back-of-the-house and are never allowed to perform Restaurant work.

On-call Policy

All staff is required to be on-call on a rotation of every 5 weeks. If you cannot be available during your on-call week, it is your responsibility to work out a switch of on-call weeks with a co-worker and then notify the Restaurant of the change. If you are unable to find a replacement, you must notify the Restaurant Management Team as soon as possible.

Requesting Time Off

Staff may request time off 2 weeks in advance of the date. Staff may switch shifts with a co-worker and then notify the Restaurant of the change. If you are unable to find a replacement, you must notify the Restaurant Management Team as soon as possible. You are encouraged to work with your manager to schedule the time off to be the least detrimental to the Restaurant staffing coverage. When an appropriate time off is determined, staff must complete and sign the Employee

Leave Request Form for planned absence, then submit and obtain approval from the Restaurant Management Team before time off is considered authorized.

Meal and Rest Breaks

The Restaurant complies with federal and state laws regarding meal and rest breaks.

Employees working more than 6 hours per day are permitted a 30-minute unpaid break per 6-hour period worked, during which the employee will be completely relieved from duty. Employees may not take breaks, however, if the break will leave a guest unattended or interfere with the timely preparation and serving of food and beverages. Timing of employee breaks must be pre-approved by management.

Employee must clock out before break and clock back in at end of the break.

If the employee remains on the premises during break:

- Permitted to eat a restaurant prepared meal at 30% discount – discount only applies to the individual employee’s meal and meal must be ordered and approved by management through the POS - the kitchen is instructed not to make any meals/food for employees that have not been ordered through the POS. A receipt must accompany any product purchased by an employee. Employees found stealing or grazing may face criminal prosecution.
- Not permitted to bring in outside food and drink
- If employee brings in visitors to share the meal break, any food consumed by the visitors must be prepared by the restaurant and is not discounted.
- Meal must be consumed in an inconspicuous part of the restaurant away from patrons
- Not permitted to drink alcohol, smoke, sleep, or any other behavior that negatively affect the Restaurant or patrons
- This is the only time that the employee is permitted to use a cell phone on restaurant premises – cell phone usage should be inconspicuous and not disturb any restaurant patrons or interfere with other staff on duty

If the employee leaves the premises during break:

- Must return to the restaurant 5 minutes before the end of the break, be dressed in work attire and ready to work
- If taking out food or beverage from the restaurant, is entitled to 30% discount – discount only applies to the individual employee’s meal and meal must be ordered and approved by management through the POS
- If taking out food or beverage from the restaurant, all must be placed in take-out containers with to go utensils

Break Time for Nursing Mothers

The federal Fair Labor Standards Act (FLSA) allows employees to take reasonable, unpaid break time to express breast milk as needed for up to one (1) year after the birth of a child. The Restaurant will provide a place for the employee to express breast milk, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public. Employees will not be discharged or in any other manner discriminated against in exercising their rights under this policy.

Civic Duty Leave

Jury Duty

The Restaurant encourages employees to fulfill their civic duties. To that end, employees will be allowed leave to serve on a jury, if summoned. We request that you bring in a copy of your summons notice as soon as you receive it, so that we may keep it on file. If you are called during a particularly busy period, we may ask you to request a postponement. The Restaurant will provide additional documentation in this regard, if necessary, to obtain such postponement.

Jury duty can last from a portion of a single day to several months or more. During this time, you will be considered on unpaid leave of absence. While serving on jury duty, you are expected to call in to your supervisor periodically to keep him or her apprised of your status.

Appearance as a Witness

An employee called to appear as a witness will be permitted time off to appear, but without pay. We request that you bring in a copy of your summons notice as soon as you receive it, so that we may keep it on file.

Voting

The Restaurant encourages all employees to vote. Most polling facilities for elections for public office are scheduled to accommodate working voters. The Restaurant, therefore, requests that employees schedule their voting for before or after their work shift. An employee who expects a conflict, however, should notify his or her supervisor, in advance, so that schedules can be adjusted if possible.

Overtime

Because of the nature of the restaurant business, your job may periodically require overtime work. If the Restaurant requires that you work overtime, we will give you as much advance notice as possible. You should not work overtime hours without prior approval by your manager.

Employees who work more than 40 hours in one week are entitled to one and one-half times their base rate of pay for each hour of overtime worked.

Employees working the last shift of the day may be asked to do side work—cleaning up in preparation for the next day. If you believe that doing side work will cause you to work overtime (i.e., exceeding 40 hours in one week), you should get permission from your manager before working overtime.

Time Records

The Restaurant uses time entries entered in the computer to assist our Payroll Department in keeping an accurate record of your time. Please record your time when you start work, leave for break or personal business, return from break or personal business, and when you leave at the end of the day. Your wages are calculated on the basis of the times recorded, so accuracy is important.

Only you should record your time entries. Having someone else record entries, for any reason whatsoever, are grounds for immediate termination for both people involved. If you clock in before or after your scheduled hours, you must have Restaurant Management approval. Likewise, if you forget to clock in or out, or if there is a malfunction with the time entry, you must notify Restaurant Management immediately.

Attendance and Punctuality

It is important for you to report to work on time and to avoid unnecessary absences. The Restaurant recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action up to and including discharge. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative impact on the success of the Restaurant.

Absences or Missing a Shift

It is important that every employee understand that employees are carefully scheduled by shifts. An absence by one employee imposes an undue burden on all of the employee's co-workers.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent, you should try to exchange shifts with a co-worker. When you are able to exchange shifts with a co-worker, each of you is responsible for advising your respective supervisor in writing so that your supervisor knows who will be working each shift.

If your absence is unexpected (e.g., you are suddenly ill or have to care for a sick child under the age of 18), you should attempt to reach your immediate supervisor as soon as possible, but in no event later than one hour before you are due at work. In the event your immediate supervisor is unavailable, you must speak with the Restaurant Management Team. If you receive no answer and must leave a voicemail, you must provide a number where your supervisor may readily reach you if need be. Leaving a voicemail or message with another staff member does not qualify as notifying your supervisor.

The employee must understand that it is their responsibility to make sure that the Restaurant confirms awareness of their absence. The Restaurant considers "No Call + No Show = No Job (Job Abandonment)"

If the employee is absent due to personal illness or family illness,

- The Restaurant reserves the right to require appropriate medical documentation. Such documentation need only include the employee's name, the date and time the employee was seen, and if applicable, a specific instruction regarding the employee's incapacity to perform his or her job.
- When the employee is ready to return to work, the employee must provide the Restaurant with documentation from a certified medical authority or institution that the employee is well and able to return to work and is not still contagious with a communicable illness. This is necessary to protect the health of co-workers and guests of the restaurant.

Excessive absenteeism or tardiness can result in discipline, up to and including discharge.

Tardiness

Being on time is extremely important as a member of the Restaurant staff. If you are late you may impose an undue burden on your co-workers, and/or you may negatively impact the service we provide to our guests.

You are expected to be at your workstation promptly at the beginning of each shift to which you are assigned. If you are delayed, you must call your immediate supervisor to state the reason for the delay at least one hour before you are due at work. As with absences, you must make every effort to speak directly with your immediate supervisor or the Restaurant Management Team. Continual tardiness in reporting to work will result in disciplinary action up to and including discharge.

Pre-Shift Meeting Attendance

If you are required to attend pre-shift meetings, you should show up for these meetings at the beginning of your shift. These meetings will be conducted by a Restaurant Management Team member or designated representative. Failure to attend the meeting will result in disciplinary action.

Inclement Weather

The Restaurant is open for business unless there is a government-declared state of emergency or unless you are advised otherwise by your supervisor. There may be times when we will delay opening, and on rare occasions, we may have to close. The Restaurant will notify you if this is the case.

If the Restaurant's facilities are open and you are delayed getting to work or cannot get to work at all because of inclement weather, you must call the Restaurant Management Team as soon as possible to inform them of your delay or absence at least one hour before you are due at work.

Use common sense and your best judgment about your own safety, however, when traveling to work in inclement weather. The Restaurant wants you to travel to work in a safe manner.

When severe weather develops or is anticipated to develop during the day and a decision is made by management to close the Restaurant before regular closing time, you will be paid for time worked as documented by the time clock. If you elect to leave prior to the time the Restaurant closes or your shift ends, you will be required to obtain approval from the Restaurant Management Team to leave early and be approved for payment for time worked determined by clock out time.

Alcohol Service

Our Restaurant serves alcohol to our guests. Most guests will enjoy wine, beer, or a cocktail with their meal without any mishap. However, occasionally a guest will drink too much and become intoxicated and belligerent. If you believe that a guest has had too much to drink, do not comply with any further drink orders by the guest, but rather report the guest to your manager.

Employees and management, regardless of age, are prohibited from drinking on the Restaurant premises during a shift. An employee or manager who wishes to dine in the Restaurant or to drink alcoholic beverages in the Restaurant must do so outside of the employee's shift and at a time when the employee is not wearing Restaurant work attire or uniform.

Employees who are under age 21 are expressly prohibited from drinking alcohol on the premises at any time. Any abuse of this rule will be dealt with as a breach of our substance abuse policy and may result in discipline up to and including discharge or in criminal charges.

Employees aged 18 or older may be trained in the service of wine and beer and in the preparation of cocktails. Please bear in mind that wasting of alcoholic beverages is costly. Therefore, it is important that if you are pouring wine or beer or preparing cocktails that you follow your training and pour proper amounts and/or use the correct measures for cocktails. No employee under the age of 18 will be permitted to serve alcohol.

When it appears that the guests requesting alcohol are underage, the staff member should check all relevant IDs before serving alcohol.

Cash Handling Policy

All staff are required to handle any cash in a very ethical and professional manner. Staff is entirely responsible for all monies in their possession until cashed out and the cash is given only to the Restaurant Management Team.

Cash payments and tips from guests must be kept by the server or bartender until end of shift, at which point, they must run their report and then give the money to the Restaurant Management Team.

At any time, if cash handling staff leaves the Restaurant premises on break or otherwise, they must run their report, cash out, and then give the money to the Restaurant Management Team.

Tip Income

Tequila Escape pays market competitive wages. Our employees may not solicit tips from our guests. Should a guest be so delighted with the service provided by you or your team, guest-offered tips may be accepted graciously and must be reported as wages. Failure to report tip income may be considered payroll fraud is grounds for termination.

Tip Out Policy and Procedure

- Staff must follow the tip out procedure for every day that they work. They must fill out the master sheet at the end of their shift before leaving the Restaurant for the final time on that day. They must also generate a report before going on break.
- Tip out amounts will be removed from the originating server and/or bartender and added to the receiving staff's paycheck as income with appropriate deductions
- Servers are required to tip out 2.5% to bartenders, 2% to bussers, and 2% to runners of their net sales (no exceptions). Friday/Saturday an extra 1% to be tipped out for drink runner

- Bartenders are required to tip out 2% of net sales to the bar back. If no bar back worked that shift, then bartenders are required to tip out 2% to bussers. Bartenders are also required to tip out 2% to runners based on their net sales.

Side Work

Opening, Closing & On Shift

All staff will be required to complete side work as needed. Staff will be assigned opening, closing or on-shift side work by management. The staff person closing has a high degree of responsibility and must follow all procedures exactly as specified in regards to all areas of security. These include such tasks as locking up and safeguarding valuables in order to properly secure the Restaurant at close. If the closing staff member does not follow protocol correctly and the Restaurant is compromised as a result, they will be subject to all necessary actions, including disciplinary action up to possible termination.

Lost and Found

All lost and found articles are to be turned in to Restaurant Management.

Personal Property

We strongly urge all employees to leave any unnecessary personal property at home, e.g., large amounts of cash, expensive jewelry, etc. The Restaurant is not responsible for loss or damage to any personal property.

Security

If shoplifting or suspicious activity/behavior is observed, employees must inform Restaurant Management. Employees must not confront a shoplifter.

The Restaurant must be locked at all times before restaurant opening and after the restaurant is closed. In the event of before or after-hours deliveries, the door must be locked after each and every delivery. The back door should be locked at all times, including business hours. All delivery agents should be directed to check in with Management or the employee designated for receiving. Deliveries should be thoroughly inspected and verified against invoice prior to signature and acceptance.

No one other than scheduled employees are allowed in the Restaurant before and after hours for any reason, unless authorized by the Restaurant Management Team. Money should never be in view of customers, except when conducting a transaction.

Employee theft is not tolerated and is grounds for termination and prosecution under the law. Employees are urged to report any suspected employee theft to Restaurant Management. Confidentiality will be respected. In the event of a potentially dangerous situation such as armed theft, employees should follow emergency procedures detailed in the Health, Safety, and Emergencies section.

Security Procedures

All employees must exit the building through the designated exit door. Any employee leaving with a parcel must be cleared by Management and is subject to search upon leaving the store by

authorized Management. For security purposes, employees must keep receipts for all purchases from the Restaurant as proof of payment. All outgoing packages must be accompanied by a cashier's receipt. By your signature on the acceptance form of this manual, you authorize the Restaurant to conduct any searches of packages, parcels, purses, bags, or other articles on any premises where Company business is conducted at any time. The Restaurant reserves the right to seek prosecution and any and all remedies available to the fullest extent of the law against employees found stealing.

All delivery agents should be directed to check in with Management or the employee designated for receiving. Deliveries should be thoroughly inspected and verified against invoice prior to signature and acceptance.

Searches

The Restaurant reserves the right to carry out searches and examine the property in an employee's possession or belonging to or controlled by the employee when said employee and/or their property are on any premises where company business is conducted. The Restaurant may, at its sole discretion, seize and take into custody any and all prohibited items, substances, or items suspected to be in any way inappropriate that may be found as a result of such search, and may deliver them to the proper law enforcement agencies. Refusing to submit to a search, when requested by the Restaurant, will subject the employee to disciplinary action, including and up to termination.

Video Surveillance

The Restaurant reserves the right to conduct video surveillance in or around the Restaurant premises. Employees should be on notice that they could be under video surveillance in the working areas of the restaurant, public areas of the restaurant, and/ or other valid restaurant premises.

It is the responsibility of the Restaurant Management Team to view recordings on a periodic basis and those will only be released if dictated by state or federal law. Video footage will not be given out to anyone with the exception of law enforcement (only if legally mandated).

Under very specific circumstances Restaurant Management may request staff use a company supplied "personal camera" to document incidents that maybe detrimental to the safety of the staff and also protect the restaurant in accordance with the "premises under surveillance" policy.

Employee Parking

All staff are required to park in employee designated parking. There are also benefits to parking in this area: no ticket for all day parking; safest if anything happens to the car such as insurance coverage for a car scratch

Health, Safety, and Emergencies

The health and safety of all staff and guests at the Restaurant is of the utmost importance. The Restaurant takes these matters very seriously and will strictly abide by these rules.

We are committed to maintaining a safe working environment. Please think about safety at all times. Point out any hazards to your fellow employees and to Restaurant Management immediately. Safety is everyone's responsibility.

It is our objective to provide and maintain safe, healthful, and clean working conditions. The neat appearance of our work areas will help us gain an excellent reputation among our guests, and is also a major factor in preventing accidents and personal injuries. All of us should help maintain this high standard through practicing good housekeeping at all times. Our side work procedures are also an essential part of achieving this.

Local, state, and federal food service regulations must be adhered to at all times.

Safety and Accident Rules

Safety is a joint venture at the Restaurant. A restaurant can be a dangerous place if any of our employees and management disregard basic safety principles. Fires and burns are always potential hazards in the kitchen and wait staff can be burned accidentally as well. Wait staff can easily trip and fall if not carrying trays and other things safely.

We provide a clean, hazard-free, healthy, safe environment in which to work and make every effort to comply with all relevant federal, state and local occupational health and safety laws, including the federal Occupational Safety and Health Act. As an employee or manager, you have a duty to comply with the safety rules of the Restaurant, and you are expected to take an active part in maintaining a hazard-free environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required.

Any workspace for which you are responsible, e.g., a beverage station, should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process, or procedure to management.

Failure to abide by the Restaurant's safety and accident rules may result in disciplinary action, up to and including termination.

Sanitation

All staff are required to follow the processes in the Healthy Manual Descriptions document.

The nature of a restaurant environment allows bacteria to be easily transferred from one person to another. Consequently, you must exercise extraordinary care to be clean at all times. Wash your hands frequently. Employees and management must wash their hands with soap and scrub for 20 seconds or more prior to service, before food handling, after changing job assignments or stations, after eating, and before you return to service from the restroom, breaks, or leaving the Restaurant

premises (even only to smoke). It is easy to remember that 20 seconds is as long as it takes to sing the happy birthday song twice.

When you cough or sneeze, cover your mouth with your forearm and not your hands. Handle food carefully in accordance with procedures explained by our Restaurant. By being conscientious about cleanliness and sanitation in all of your work in the Restaurant, you can help protect your own health as well as that of guests, co-workers, and others.

Employee Medical and Illness

If you become ill or get hurt while at work, you must notify your supervisor immediately. Failure to do so may result in a loss of benefits under the state workers' compensation law. If an employee has a contagious or communicable illness, they must inform the Restaurant Management Team immediately. This is necessary to protect the health of co-workers and guests of the restaurant.

The Restaurant is concerned about the physical well-being of its staff and encourages all employees to have periodic physical examinations. The Restaurant may also request that the employee or manager have reasonable cause-based testing for a contagious or communicable illness because of recent symptoms.

Medical Philosophy

We have developed a medical philosophy that consists of three points:

- We will encourage and make every reasonable effort to enable individuals with medical problems to continue working as long as they are able to maintain all job performance responsibilities and wish to do so.
- We will make every effort to preserve the confidentiality of individuals with chronic progressive diseases so that they will not need to be concerned as to whether others know of their illness.
- We are not prepared to make accommodations for individuals who, due to irrational fears, are unable or unwilling to work in the same workplace with someone who has a chronic disease as long as the illness does not jeopardize product quality, or the health and safety of other employees.

Procedures and Emergencies

Health Medical Procedures

In the event of a medical emergency affecting anyone in the Restaurant:

- Call 911
- Remain calm and be polite
- Follow the procedures and protocol instructions on the poster posted on the wall in the kitchen
- If possible, use the Employee Safety Kit available in the kitchen
- Due to liability, DO NOT APPOLOGIZE or admit responsibility of the Restaurant in the incident
- Notify the Restaurant Management Team

- If the incident involves a food product, make every effort to obtain the product keeping it secured and isolated in a freezer and clearly marked so that it will not be disposed of by mistake
- Do not discuss the incident with anyone other than the Restaurant Management Team

Fire Protection

- All employees must know the specific location and operation of fire protection in the Restaurant. Staff must follow the protocol in the Employee Safety Kit.

External Threat/Robbery Policy

In the event of a threat of robbery or harm:

- Do not resist the demands of the aggressor
- If money is demanded, give the money from the register to the aggressor
- Call 911 when safe to do so
- Notify the Restaurant Management Team

Foodborne Illness Identification, Prevention, and Response

Foodborne Illness - Identification

If a staff member is feeling ill, it is important that they proactively respond to symptoms and indicators of sickness. Certain illness symptoms are often a sign that staff may be infected with an illness or disease that can be spread through food to our customers or other employees.

All staff are accountable for the health and well-being of our customers. It is the absolute responsibility of each staff member to immediately inform management if they have suspicion or verification of possessing an infection or disease. Employees must immediately inform management if they:

- Become ill or begin to feel ill before, during, or after their shift.
- Have recently been or are currently experiencing nausea, vomiting, fever, sore throat, or diarrhea.
- Are diagnosed with salmonella, shigella, norovirus, e. coli, hepatitis A virus.
- Have been exposed to any foodborne illness or a communicable disease that can be transmitted through food.
- Are being tested by a health authority for any foodborne illness or communicable disease that can be transmitted by food.
- Have been confirmed by a health authority to harbor a foodborne illness or communicable disease that can be transmitted through food.
- Are aware of another employee or manager who is ill with, or has been exposed to, a foodborne illness or communicable disease that can be transmitted by food.
- Live with an individual that has been diagnosed with a foodborne illness or communicable disease that can be transmitted by food.
- Have been exposed to anyone with symptoms of vomiting, diarrhea, sore throat with fever or jaundice.

Staff reporting out on sick leave are required to report relevant information regarding their health or activities if they relate to disease that can be transmitted through food. Providing this information will ensure minimization of further contamination. Information provided by employees should include symptoms (such as vomiting, diarrhea, jaundice, etc.), date when symptoms started, any diagnosis from a health care provider (such as norovirus, hepatitis A, etc.).

Staff may be asked to restrict their activities or exclude themselves from working during and after an illness. Notification from a health authority will be required before returning to work. Staff are not permitted to work if they are experiencing one or more of the following:

- Are vomiting, nauseous, or have a fever
- Have diarrhea or loose stools
- Jaundice (yellowish eyes or skin)
- Know of having any infectious or contagious disease that can be transmitted to others via food.

Illness Identification Action Guide

The following is to be utilized as a general guideline regarding the potential actions required when an employee or management experiences specific illness symptoms. No suggestion herein should take the place of a health authority's recommendation.

Employees absent for any scheduled workdays due to illness or injury, which is not related to an approved leave of absence, must bring a healthcare authority's release to return to work. Documentation is necessary in order to ascertain foodborne illness risk and work status, restrictions, and/ or limitations.

Employees must submit the healthcare authority's documentation establishing work status upon returning to work. Employees returning to work or under restricted station status due to illness or exposure to illness are required to re-examine the food safety procedure guidelines.

TEQUILA ESCAPE EMPLOYEE AND MANAGEMENT HANDBOOK

EMPLOYEE SYMPTOM	ACTION STEP	WHEN TO RETURN TO WORK
Vomiting	Send employee home	Free of symptoms for 48 hours
Diarrhea	Send employee home	Free of symptoms for 48 hours
Jaundice	Send employee home & report to health authority	Health authority approval required
Sore Throat & Fever	Restricted jobs only	Health authority approval required
Infected wound or boil	Restricted jobs only	When wound is covered or healed
Hepatis-A	Send employee home & report to health authority	Health authority approval required
Typhoid / Salmonella	Send employee home & report to health authority	Health authority approval required
E. Coli	Send employee home & report to health authority	Health authority approval required
Norovirus	Send employee home & report to health authority	Health authority approval required
Shigella	Send employee home & report to health authority	Health authority approval required

Exposure to an Individual with Illness

The following is to be utilized as a general guideline regarding the potential actions required when an employee is exposed to an individual with specific illness symptoms. No suggestion herein should take the place of a health authority's recommendation.

ACTIONS AFTER EXPOSURE TO AN INDIVIDUAL WITH A FOODBORNE ILLNESS		
Individual's Diagnosis	Action Step	When to Return
Hepatitis-A	Restricted jobs only	36 days after last exposure or immediately if vaccinated
Typhoid/ Salmonella	Restricted jobs only	Free of symptoms for 48 hours
E. coli	Restricted jobs only	Health authority approval required
Norovirus	Restricted jobs only	Health authority approval required
Shigella	Restricted jobs only	Health authority approval required

Prevention

Food that has become contaminated with harmful bacteria does not always taste bad. Most of the time it looks, smells, and tastes like it normally does. While contamination can occur through a variety of ways, the most common are as follows:

- Poor Personal Hygiene - food handlers direct contact with food cause illness
- Cross Contamination -harmful contaminants cross to a food that is not going to be cooked any further.
- Time and Temperature Abuse -foods are left in the temperature danger zone for over 4 hours.

Responding to Customer Reports of Foodborne Illness

Upon identifying a customer complaint to be foodborne illness related, all non-managerial employees should notify the Restaurant Management Team to speak with the customer. If there is no Restaurant Management Team member available, employees are asked to respond via the following script. Please respond as follows in an empathetic tone that indicates concern. **DO NOT APOLOGIZE.**

“Thank you for bringing this to our attention. May I have my manager contact you to further discuss this matter? May I have your full name and a telephone number by which we may contact you? Thank you. A member of our management team will contact you shortly.”

Record the complainant's name and telephone contact information and refrain from any deviations from the provided script. Do not ask further questions or provide additional information. Immediately report the incident to the Restaurant Management Team.

DATE COMPLAINT RECEIVED	RECEIVED BY	NAME OF COMPLAINANT	CONTACT PHONE OF COMPLAINANT

Responding to Customer Questions of Foodborne Illness

Employees receiving a third-party inquiry regarding a possible foodborne illness incident are not permitted to discuss any event or rumor with anyone other than the Restaurant Management Team or as instructed by the Restaurant Management Team.

Upon identifying an inquiry to be foodborne illness related, all employees should notify the Restaurant Management Team to speak with the customer. If there is no Restaurant Management Team member available, employees are asked to respond as follows:

“Thank you for your concern. Our management team will be happy to answer any questions you might have. May I have your full name and a telephone number by which they may contact you? Thank you. A member of our management team will contact you shortly.”

Record the name and telephone contact information of the person inquiring and refrain from any deviations from the provided script. Do not ask further questions or provide additional information. Immediately report the inquiry to the Restaurant Management Team.

Foodborne Illness Response and Investigation

As previously stated, Tequila Escape is dedicated to achieving exemplary standards of safety and cleanliness throughout our establishment.

In the event of a potential foodborne illness report or incident, a full investigation will take place. The investigation will include the examination of vendors and food sources, examination of food items within the restaurant, collecting employee and customer accounts of relevant events, review of current process and procedure, and re-orientation of safe food handling training.

Our first priority is the minimization of further risk to our guests and staff. In order to facilitate this, it absolutely imperative that Management and health authorities have the full cooperation of

all of our staff. Employees may be required to provide information regarding work events, provide relevant personal information regarding health and hygiene habits, directed to consult with a health authority, or restricted from specific stations or work. Honest and supportive participation in the investigation process is vital for the purpose of gathering information to determine and eliminate the cause of a possible outbreak.

In the event of a confirmed case of food borne illness, it is the responsibility of the Restaurant Management Team to report a general liability claim which includes:

- Restaurant identification information including phone number, the time of the incident and the Restaurant Management Team member name and contact information
- The customer's contact information
- The contact information of all witnesses to the incident
- If a product is involved, the contact information of the supplier
- Information related to the packaging or container if the product is involved
- If a food product is involved, the subject product that has been isolated and securely stored in a frozen state

Performance Reviews and Job Proficiency

Performance Reviews

You will have your first performance review at the end of your first 30 days of employment with the Restaurant. Thereafter, performance reviews will normally be conducted every 6 months. All performance reviews will be completed in writing by your supervisor or the Restaurant Management Team on the form designated by Restaurant management, and reviewed during a conference with you. Factors considered in your review include the quality of your job performance, your attendance, meeting the requirements of your job description, dependability, attitude, cooperation, compliance with Restaurant employment policies, any disciplinary actions, and year-to-year improvement in overall performance. Compensation increases may be given by the Restaurant at its discretion in consideration of various factors, including your performance review.

Performance review results will be a key factor on future promotions or upgrades in job.

Employees are encouraged to speak openly with management, make suggestions, and give feedback throughout the review process.

Promotions and Transfers

In an effort to match you with the job for which you are most suited and/or to meet the business and operational needs of the Restaurant, you may be transferred from your current job and assigned another temporarily or permanently. This may be either at your request or as a result of a decision by the Restaurant.

Reasons for transfer may include, but are not necessarily limited to, fluctuations in workloads; a desire for more efficient utilization of personnel; increased career opportunities; personality conflicts; health; other personal situations; or other business reasons.

Staff are encouraged to apply for or to recommend applicants for available or posted job openings. The Restaurant does reserve the right, however, to transfer or promote an employee without posting the availability of that position. Temporary transfers may be made at the discretion of Restaurant management.

You are eligible to request a transfer and to be considered for a promotion upon completion of six months satisfactory performance in your current job. Your eligibility is also dependent, of course, on your having the needed skills, education, experience and other qualifications that are required for the job. However, a transfer may take place within the first six months of employment if Restaurant management believes that it is in the best interest of the Restaurant to make an exception to this guideline.

Employees are encouraged to speak with the Restaurant Management Team about changes or promotion to another job or request training for a different job. Management retains the option to approve or not agree to the job change or additional training based on performance reviews or job performance.

Job Proficiency: Knowledge, Competency, Training, Testing

Staff is required to be proficient in their work and possess the necessary skills to do their job well. As part of ensuring that staff members maintain a superior level of proficiency, the Restaurant will provide on-going documentation, training, and training materials. It is the responsibility of the staff member to review all material relevant to their job, complete all training, and pass all required testing. Restaurant management may randomly test staff on knowledge and competency at any time. If the staff member does not pass the test, they will be allowed some time to complete additional training. At the completion of additional training, the staff member will be tested again. If the second test is failed, the staff member has demonstrated that they cannot perform their job requirements in a competent manner. As a result, the staff member may at the discretion of management, have their responsibilities reduced, be assigned to a different job, have a written warning added to their personnel record, or terminated.

Computer, Internet, Email, Media, and Social Media Policy

Restaurant computers and peripheral equipment are for business use only. Use of any online services for entertainment and/or personal purpose is prohibited. The Restaurant Management Team must first approve any software installed on Company computers. Using illegally copied software or applications are not permitted under any circumstances.

Information stored on Company computers, including (but not limited to) recipes and employee or restaurant information, may not be copied, printed, or removed unless approved by the Restaurant Management Team. Sharing confidential Company information with any unauthorized employees/individuals is grounds for termination. All staff must read and sign the Non-disclosure agreement.

Internet Access

Access to the Internet is not permitted in the Restaurant during shift. Employees are not permitted to use Restaurant computers to access the Internet. You may, however, use wireless access in the Restaurant during meal or rest breaks. This privilege should not be abused and must not affect the user's performance of employment-related activities. Occasionally, Restaurant management may permit use of the internet for authorized training as necessary.

Right to Monitor

The Restaurant Internet system is at all times the property of the Restaurant. By accessing the Internet through facilities provided by the Restaurant, you acknowledge that the Restaurant (by itself or through its Internet Service Provider) may from time to time monitor, log, and gather statistics on staff Internet activity and examine individual connections and communications.

Responsibilities and Obligations

Staff may not access, download, or distribute material at any time while on the Restaurant premises (including on their personal devices, e.g., smart phones, tablets) if that material violates the law or is reasonably likely to be offensive or objectionable. Such prohibited material includes pornography, material that is racist or demonstrates overt discrimination of any kind, and material which is an incitement to violence.

Violation of this Policy

In all circumstances, use of Internet access must be consistent with the law and Restaurant policies. Violation of this policy is a serious offense and, subject to the requirements of the law, may result in a range of sanctions, from restriction of access to electronic communication facilities to disciplinary action, including termination.

Email

The email system is the property of the Restaurant. All emails are archived on the server in accordance with our records retention policy, and all emails are subject to review by the Restaurant. Employees may only use their email address to log in for timekeeping purposes. Other options are to log in using their phone number or 4-digit code.

Since the Restaurant email system is Restaurant property, it is subject to monitoring.

Electronic mail is like any other form of Restaurant communication, and may not be used for harassment or other unlawful purposes. Any email account is a Restaurant-provided privilege, and is Restaurant property.

Media and Social Media

All questions from the press or other media, whether via phone, in person, or social/other media sites or outlets must only be directed to the Restaurant Management Team. No other employees or management are authorized to make any comments to the press or other media.

The term “social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, or a chat room, whether or not associated or affiliated with the Restaurant, as well as any other form of electronic communication. The same principles and guidelines found in the Restaurant rules, policies, and procedures apply to an employee’s social media activities online.

Any conduct that adversely affects an employee’s job performance or the performance of fellow employees, or otherwise adversely affects the Restaurant’s legitimate business interests, may result in disciplinary action, up to and including termination. Similarly, inappropriate postings, including but not limited to discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may result in disciplinary action, up to and including termination. However, this restriction will not apply to any postings made in the exercise of any rights granted to an employee by federal law.

Drug-Free Workplace and Substance Abuse Policy

The Restaurant takes seriously the problem of drug and alcohol abuse, and is committed to providing a substance abuse-free workplace for its employees. Substance abuse of any kind is inconsistent with the behavior expected of our employees and management, subjects all employees and guests of the Restaurant to unacceptable safety risks, and undermines our ability to operate effectively and efficiently.

Employees are prohibited from consuming alcoholic beverages and using illicit drugs of any kind while on-shift in and/or around any premises where Company business is conducted including adjacent parking and/or waiting areas. Use of prescribed drugs must be accompanied by the written approval of a health authority and must not hinder work capability in any way.

Employees are expected to maintain a proper example as a Tequila Escape representative.

Substance Abuse Policy

The Restaurant recognizes alcohol and drug abuse as potential health, safety and security problems. The Restaurant expects all employees and management to assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment, and violations of the policy will lead to discipline and/or discharge.

Reporting to work or being on Restaurant premises while impaired by drugs or alcohol is prohibited. Substance abuse in the work environment will not be tolerated. Employees and management who refuse to participate in, cooperate with, or abide by the rules of the substance abuse policy will be disciplined or terminated from employment with the Company.

All employees and management are prohibited from engaging in the unlawful manufacture, possession, use, distribution, sale or purchase of illicit drugs (prescription drugs for which the employee does not possess a valid prescription), alcohol or other intoxicants, as well as the misuse of prescription drugs on Restaurant premises or at any time and any place during working hours, or on any property where Company business is conducted. While we cannot control your behavior off the premises on your own time, we certainly encourage you to behave responsibly and appropriately at all times. However, any off-duty activity, including drug or alcohol related activity, that leads to your arrest or that causes embarrassment to the Restaurant will be grounds for discipline and/or discharge. All employees and management are required to report to their jobs in appropriate mental and physical condition, ready to work.

Employees and management may be subject to random or reasonable cause-based testing entirely at the Restaurant's discretion. The Restaurant may, at its sole discretion, require employees to submit to testing as a condition of employment, as a condition of continued employment, after the occurrence of an accident or incident involving the employee, or if the employee's behavior leads Management to believe they may be under the influence of a controlled substance. Staff who refuse to consent to testing when requested by the Restaurant will be subject to disciplinary action up to and including termination.

Substance abuse is an illness that can be treated. Employees and management who have an alcohol or drug abuse problem are encouraged to seek appropriate professional assistance. You may inform your immediate supervisor, designated manager, or the Restaurant Management Team that you are obtaining assistance in seeking help to address your substance abuse issue. However, the Restaurant reserves the option to act accordingly dependent upon your ability to do your job successfully.

When work performance is impaired, admission to or use of a treatment or other program does not preclude appropriate action by the Restaurant.

Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.

Guest Experience

It is essential that you make our guests feel welcome and that you extend the highest courtesy at all times to our guests as well as to co-workers and all others. A cheerful and positive attitude is essential to our commitment to extraordinary guest service and exceptional quality.

- **The First Impression**

Host or Hostess and other front-of-house staff must greet each guest warmly, even if a guest asks for a table for one. Once seating is available, your host or hostess should guide your guests to their seats, letting them know who their server will be. This position is especially critical at busy meal times, when guests might get frustrated at not being seated quickly. How those manning the hosting station reacts to these guests goes a long way to determining their satisfaction with their dining experience. If there will be a delay in seating of more than five minutes, then the host/hostess must let the guest know. Guests should not have to wait to be told about delays.

- **Positive and Prompt Service**

Prompt and courteous service is critical to the restaurant's success and reputation. Servers must visit the table within 2 minutes, introduce themselves, highlight the specials and ask for drink orders. In addition, servers should be prepared to take orders as soon as guests requests it, or give them time to study the menu longer, if necessary.

The meal and beverages should be prepared and served as quickly as possible while maintaining quality. If there is a delay in food or beverage service, servers must keep guests informed and updated on the status of their meal. Present the check in a timely manner when the guest is done with their meal. Further service details will be defined in service training.

- **Menu Suggestions**

Making suggestions on menu items and the specials of the day serves several purposes. It informs guests of any specials that may appeal to them that may or may not be on the menu. It can also shorten the ordering time for guests, as they may rather order the special than read the menu. Menu suggestions also help get guests thinking about ordering items they may have not previously considered, and this can increase the amount of the final sale. Good recommendations can also generate higher tips and repeat guests.

- **Professional Attitude**

The entire staff needs to have a professional attitude with each guest from the moment that guest walks through the door. Establishing a pleasant dining experience is not just the job of the host/hostess and the server. For example, the bussers and runners also need to be professional about performing their jobs and in answering any guest questions. Never eat, drink, or chew gum in front of guests. Consistently conduct yourself with proper posture. Do not slouch, lean on walls, counters, or furniture. Don't stand with arms crossed or hands in pockets during service. Walk through the service area with purpose, but do not run or appear rushed and stressed. Always treat guests with courtesy, calmness, humility, cheerfulness and above all, smile! Do not appear overly familiar and engage in lengthy

informal conversations with guests. Rude behavior or inappropriate language from any staff is absolutely unacceptable and will be subject to disciplinary action up to and including termination.

- **Allergens**

The Restaurant is extremely serious about the importance of accurately identifying allergens in the food and beverages served. This can be a life or death impact type of information with potentially severe consequences. All staff should study and learn the Food Allergen Documentation and the daily board for allergens in the daily specials in order to accurately answer any guest questions regarding potential allergens. If not sure if an item has any allergens, staff must ask Management to provide a response and never guess.

- **High Kitchen Standards**

Chefs and their assistants must conduct themselves in such a manner that both guests and the Restaurant Management Team are happy. The kitchen must be clean at all times and must adhere to all food safety standards, even during busy services.

- **Dealing with Guest Complaints or Dissatisfied Guests**

Good guest service is at the core of our success as a restaurant. No matter how hard you try to prevent them, a guest may have a complaint at some point. This criticism may sometimes be due to good cause and sometimes not. Restaurant personnel will then come into contact with a dissatisfied guest. No matter how difficult the guest may be, the staff needs to show courtesy at all times. When this happens, the employee should involve a manager. When the manager is present, discuss the issues with the guest and apologize politely for their dining experience. This procedure should be followed in every instance in which a guest complains. This allows the manager to step in, if necessary, to handle a problem. Additionally, managers can revisit procedures once the guest is gone to determine whether any aspects of service must be changed. If a dissatisfied guest cares enough to voice their concerns to the staff, then the restaurant should care enough to address those concerns. Dissatisfied patrons can turn into repeat guests with a high level of service.

If you do encounter a guest complaint by phone, or some other medium (e.g. Guest Comment Cards), you are to respond politely and immediately involve a manager. Generally, the guest is always right for purposes of responding to the guest. Never contradict or argue with a guest.

- **Comping/Voiding Checks**

The Restaurant may offer guests compensation for poor service or errors, but only with the involvement and approval of the Restaurant Management Team. Under no circumstances may staff void or comp any portion of a guest check. All comps/voids must be done by the Restaurant Management Team.

- **Guest Smoking**

In compliance with state law and in order to provide a safe and comfortable environment for the Restaurant, smoking (of any type of cigarette, prop or device including but not limited to e-cigarettes or digital vaporizers) is strictly prohibited at all times anywhere inside the Restaurant building or the Restaurant outside seating area.

If guests enter the restaurant while actively smoking, all staff must courteously request that the guests step outside the Restaurant and extinguish the item.

If guests smoke around the outside of the front door of the Restaurant, staff should remind the guests the legal requirements regarding smoking in public places and recommend that in order to maintain the comfort and welfare of other guests, they move further than 30 feet from the premises.

- **Answering the Tequila Escape Phone**

Guests, vendors, and other callers often do not know whom they need to speak to, so please be courteous and helpful at all times. To better serve general inquiries, employees must be familiar with store hours, upcoming holiday hours and closures, directions, current menu items, and daily specials. If you are unable to aid the caller due to the nature of the call, please transfer the call to a Manager. Please refer to Restaurant training as to the proper script to use when incoming calls are answered.

- **Take Out or Delivery Issues**

When a customer has concerns regarding a take-out or delivery order, immediately involve the manager instead of handling the issue.

- **Responding to Customer Reports and/ or Inquiries of Illness**

Please refer to the Foodborne Illness Identification, Prevention, and Response section of this handbook.

- **Service at Off-Site Locations**

When a team from the Restaurant provides service at an off-site event, the staff must conduct themselves in the same professional manner as expected on-site at the Restaurant.

Conduct at Off-Site Locations

Some catering and charitable assignments may require that staff perform work duties at an off-site location. It is extremely important that staff working on any off-site customer assignments conduct themselves with the highest degree of professionalism. All policies and guidelines outlined in this handbook also apply to any off-site work-related activities. The following are important guidelines for appropriate conduct when working at an off-site customer location:

- Do not have long personal discussions with customers or their guests.
- Company affairs may not be discussed with customers or their guests.

- Do not discuss matters concerning competing companies or vendors/suppliers/other customers of the Restaurant at any time.
- Limit discussions with co-workers, management, or other staff to matters related to work duties only.
- Do not discuss the customer or matters concerning the customer at any time.
- Do not discuss procedural problems with co-workers, management or other staff in the presence of the customer or their guests.
- Do not discuss fees or required duties in the presence of a customer's guests.
- Purchases from a customer must be made at normal prices.

Compensation and Benefits

Payroll Practices

Employees are paid every Wednesday. When a payroll date falls on a holiday, employees will be paid on the first business day following the scheduled payroll date.

Salary Deductions and Withholding

The Restaurant is required by law to make certain deductions and will withhold the following from your paycheck:

Taxes

Federal, state, and local taxes, as required by law, as well as the required FICA (Social Security and Medicare) payments, and any other legally mandated taxes or deductions

Tips

All tips are subject to income tax. Therefore, you must report your tips to the Restaurant using the tip reporting function in the computer system. Failure to report tips and to allow the Restaurant to make appropriate deductions could subject you to penalties from the Internal Revenue Service.

Lost paycheck

If employee loses a paycheck:

- Employee must notify management by providing a written lost check notification
- Employee is responsible for paying paycheck “cancellation fee”
- Wait for next paycheck for correctly combined amount to reconcile taxes paid on the original check

Form W-2

The state and federal income taxes deduction amounts are based on earnings and family status. It's important that you notify the Restaurant Management Team of any changes in your family status, such as marriage, birth, or death, which may change your deduction rate. You will receive a Form W-2 each year that will show your previous year's earnings and taxes withheld for your use in filing your personal income tax forms.

Employee Meals

During Break

Employees are entitled to a restaurant prepared meal at 30% discount during their official break – discount only applies to the individual employee's meal and meal must be ordered and approved by management through the POS. The kitchen is instructed not to make any meals/food for employees that have not been ordered through the POS. A receipt must accompany any product purchased by an employee. Employees found stealing or grazing may face criminal prosecution.

Employee Not Working

When the employee is not working and dines at the Restaurant, they are entitled to a 20% discount – the discount only applies to the individual employee's meal and is not extended to other guests dining with the employee.

Miscellaneous

Disciplinary and Warning Procedures

The disciplinary warning process and escalation consists of varying types of warnings. These may range from verbal to written warnings. The seriousness and number of infractions will result in different levels of warnings. The Restaurant, at its discretion, will determine the consequences associated with these warnings.

Resignation and Leaving the Restaurant

If you wish to resign your employment with the Restaurant, you are requested to notify your manager of your anticipated departure date at least two (2) weeks in advance. Management personnel are requested to give 30 days' notice. Your thoughtfulness will be appreciated and will be noted favorably in your employment records.

The resignation notice should be in the form of a written note or letter that is signed and dated.

The Restaurant asks all employees to participate in an exit interview with the Restaurant Management Team prior to leaving the Restaurant. This provides an opportunity to return keys and other property and to tie up any loose ends.

If you leave the Restaurant in good standing, you may be considered for reemployment at a later date. However, in the case of rehiring, you may be considered a new employee with respect to seniority and previous job level.

Personnel References

Under no circumstances should any staff member give a reference for a former employee to anyone making inquiries from outside the Restaurant. All such requests must be forwarded to the Restaurant Management Team, regardless of the former employee's work record. Only the Restaurant Management Team has the authority to provide departing employees with a letter of recommendation if such request is made by the resigning employee.

Dispute Resolution

In a perfect world, every employment relationship would be smooth and harmonious. However, there are, unfortunately, times when employees and employers disagree. These disagreements often arise in the context of involuntary employment termination, but there may be disagreements regarding other concerns.

All employees of the Restaurant agree to first seek to mediate any dispute with the Restaurant with a mediator from the American Arbitration Association or similar organization trained and experienced in employment disputes. The cost of the mediator will be split between the Restaurant and the employee. The employee must, of course, pay for his or her own counsel.

If mediation is not successful, both the Restaurant and the employee agree to submit their dispute to arbitration. The arbitrator will be chosen from a panel presented by the American Arbitration Association or such other organization as is acceptable to both parties. The cost of the arbitrator

will be split between the Restaurant and the employee. Each party will be responsible for its own attorney or other related fees. Both the Restaurant and the employee acknowledge that by agreeing to arbitrate each gives up its right to litigate their employment dispute in court or to submit it to a jury. The decision of the arbitrator is final and binding.

However, either party may seek to have a court of competent jurisdiction enforce an arbitration award. In addition, the Restaurant retains the right to seek injunctive or other relief in the case of misappropriation of trade secrets or other confidential information, or any other action by an employee which might reasonably be expected to lead to irreparable harm to the Restaurant.

Conclusion

All employees and management are the family of our restaurant. Always remember to act professionally to represent our restaurant well and treat our guests with respect and courtesy. If we follow our core values together and support each other with strong team work, this will be a great place to work!

Acknowledgements and Agreements

The following signed documents should be kept in each employee's personnel file and the Restaurant Management Team's file.

Acknowledgement of Receipt of TEQUILA ESCAPE Employee and Management Handbook

I acknowledge that I have received a copy of the TEQUILA ESCAPE Official Employee and Management Handbook (“Handbook”). I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Restaurant.

I acknowledge that I am responsible for reading, understanding, and abiding by the Anti-Discrimination & Harassment policy in this Handbook.

I also understand that the purpose of this Handbook is to inform me of TEQUILA ESCAPE’s policies and procedures, and it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Restaurant employee, nor is it intended to create contractual obligations of any kind. I understand that the Restaurant has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

I expressly agree to the provisions of Dispute Resolution, of the Handbook, in which I have agreed to use alternative dispute resolution, in lieu of litigation, as the sole means of resolving any dispute that may arise between the Restaurant and me, subject to the Restaurant’s right to seek injunctive relief. I understand that by agreeing to arbitration I waive any right I may have to sue or seek a jury trial. The decision of the arbitrator will be final and binding.

Signature

Date

Full Name (please print)

Please sign and date one copy of this acknowledgement and return it to TEQUILA ESCAPE Management. Retain a second copy for your reference.

TEQUILA ESCAPE Safe Alcohol Serving Agreement

I have read and understand the important responsibility I have to ensure responsible and safe alcoholic beverage service to our guests. This includes proper carding procedure, being proactive and aware of alcohol consumption and the communication to the Restaurant Management Team of any guest who has been over-served.

Signature

Date

Full Name (please print)

Please sign and date one copy of this acknowledgement and return it to **TEQUILA ESCAPE** Management. Retain a second copy for your reference.

NON-DISCLOSURE AGREEMENT (“NDA”) PRIVILEGED AND CONFIDENTIAL

You are being directed to participate in support of the uniqueness of all aspects of the business undertaken by the legal business entity TQLA Escape, LLC ("the Company"), known to the public as "Tequila Escape Kitchen & Bar," a concern engaged in the ongoing business of food and drink procurement, preparation and service to the public ("the Project"). This includes, but is not limited to food and drink sourcing and relationships, recipes, menus, personnel information, and any and all other aspects endemic to the conducting of any aspect of the business undertaken by the Company.

Disclosure or use of information regarding the Project could create substantial business disruption/risk and have a material adverse effect on the Company and its affiliated entities, and could result in disciplinary action against you up to and including termination of your employment with the Company or any affiliated entity.

Confirming this letter by your signature below constitutes your agreement that (i) you will comply with all policies and procedures concerning the confidentiality of Company information, and of third-party information with respect to which the Company owes an obligation of confidentiality, including without limitation The Employee and Management Handbook, (ii) you will not, without prior consent from Stylianos Kakavelis, owner, except as otherwise may be expressly provided under the Company's policies and procedures or as described below, disclose the content of or any information obtained in the course of duties performed in satisfaction of the Project, to any person (including any directors, officers or employees of any of the companies with whom we may enter into discussions with as part of the Project; your normal supervisors; and members of your family) outside the Company supporting the Project; and (iii) you will only use the information for Project purposes.

Notwithstanding the foregoing, nothing in this letter prevents you from providing information in response to valid and enforceable subpoenas or otherwise required by law or regulation, or from using this letter to enforce its terms.

Further, nothing in this letter prohibits you from initiating communications directly with, responding to any inquiry from, volunteering information to, or providing testimony before, the Department of Justice, or any other governmental, law enforcement, or regulatory authority, in connection with any reporting of, investigation into, or proceeding regarding suspected violations of law, and no individual is required to advise or seek permission from the Company before engaging in any such activity. In connection with any such activity permitted above, individuals should identify any information that is confidential and ask the government agency for confidential treatment of such information. Despite the foregoing, you are not permitted to reveal to any third party, including any governmental, law enforcement, or regulatory authority, information you learned during the course of the Project that is protected from disclosure by any applicable privilege, including but not limited to the attorney-client privilege, attorney work product doctrine and/or other applicable legal privileges. The Company does not waive any applicable privileges or the right to continue to protect its privileged attorney-client information, attorney work product, and other privileged information. Additionally, your ability to disclose information may be limited or prohibited by applicable law and the Company does not consent to disclosures that would violate applicable law.

**NON-DISCLOSURE AGREEMENT (“NDA”) : SIGNATURE
PRIVILEGED AND CONFIDENTIAL**

Sign and date a copy of this agreement and return it, in person, to Stylianos Kakavelis, owner.

CONFIRMED AND AGREED ON (DATE): _____

NAME OF INDIVIDUAL BOUND BY THIS NDA: _____

SIGNATURE OF INDIVIDUAL BOUND BY THIS NDA: _____

WITNESS: _____

WITNESS DATE: _____