

Our Company

2019

Employee Handbook

The Term “Our Company” Refers to All LLC’s Listed Below:

Life’s Food, LLC, Blue Ridge5 LLC, Stein5 LLC

Welcome To Our Team!!

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

We have prepared this handbook to answer some of the questions that you may have concerning Five Guys and Our Company and its policies. This handbook is intended solely as a guide. Read it thoroughly, if you have questions about anything, contact a manager for assistance.

We also have a team of corporate chaplains on our staff. They make regular visits to our stores and they are available to you 24/7 should you have needs and concerns outside of work.

Here are your chaplain's:

Mooresville/Hickory/Boone/Huntersville: Rick Huffstetler, 704-662-3812, rhuffstetler@windstream.net
Johnson City/Kingsport/Bristol: Jim Spina, 1-877-322-2427, ext. 4246, jspina@chaplain.org

Once again, welcome to Five Guys and Our Company. We hope you find your time with us to be an enjoyable and rewarding experience.

Sincerely,
Five Guys Franchise Owners



Chris Steiner



Jeff Steiner

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Core Values

- A Servant's Heart
 - Passion to help others both coworkers and customers
 - Humble, not arrogant "Jerk Free"
 - No position power
- Approachable and Transparent at ALL Levels
 - No questions or concerns off limits to anyone
 - No hidden agendas – say what's on your mind
 - Take responsibility for both the wins and the mistakes
 - Seek to understand not judge
- Passion for ALWAYS Doing the Right Thing
 - Follow a positive moral compass and live by the golden rule
 - Don't let rules get in the way of making the right decision – ACT, ask for forgiveness later
 - HOW you achieve your results is more important than the results themselves
- Working Hard and Enjoying The Journey
 - Leave the restaurant "like new" every day
 - Do what's asked and ONE thing more
 - Embrace a fast pace of play – remember we're a "Quick" service restaurant
 - Don't take yourself too seriously – SMILE it's life's journey, not the destination that's important

Core Focus

Purpose: ENRICHING The Lives Of Our Employees & Customers

Our Niche: SIMPLY, Serving The Best

Not complicated, the best at a few things, not everything to everybody, and serving those around us

What a Leader **IS:**

- Someone that people trust
- Competent and effective
- Concerned for the right things:
 - Team and results over self
- Passionate and committed
- A positive influence on people and processes
- Alive and in it for the right reasons

What a Leader **DOES:**

- Establishes clear direction for the crew
- Communicates throughout the shift
- Inspires and motivates others towards success
- Learns, teaches, coaches

Walks the talk! A Player-Coach

ABOUT OUR HANDBOOK

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

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

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

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

HIRING

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

Background Check/Skills Assessment

Employees will be subject to a background check to insure a clean criminal record, social security verification and workman's compensation history. We may also conduct an online skills assessment to help us gage your fit for the position we are hiring you for.

Non-Discrimination

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

Age Requirements

All team members must be of legal working age. Employees under the age of 16 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable.

Orientation Period

You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the

training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities for the position in which you were hired.

It's also important for you to get to know us and become familiar with how we operate to find out if this job is a good fit, therefore, we have a 2 week Orientation Period for that purpose referred to above. The 2 week period allows both you and Our Company to see whether or not it's a good fit and if not, part company as friends.

Training

During the Orientation Period you will be observed by management and begin your training. You will be expected to complete all of the on-line Five Guys training modules which include tests on the Five Guys Way. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.

Evaluations

All employees receive written and verbal performance evaluations a minimum of once a year. The evaluation process is intended to let you know how well you're performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

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

Poor performance could result in a pay decrease and we reserve the right to issue a pay decrease for any reason management feels appropriate. Two week's notice will be given to any pay decrease effective date.

Schedules

Weekly schedules are prepared to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts.

Schedules are posted on a weekly basis. Each employee is responsible for working their shifts. Keep in mind the weekends are our most crucial shifts. You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must indicate and initial the change on the posted schedule. The restaurant usually requires high levels of staff on or around holidays, and other special events. We understand that you have a life outside of the restaurant and will always try to find a way to work with you on your schedule requests. Schedule request need to be submitted 2 weeks in advance. We do ask you to remember just how crucial each position is to the proper functioning of the restaurant. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

BREAKS

Tennessee:

- Each employee must have a 30-minute unpaid rest break or meal period if scheduled to work 6 hours consecutively, except in workplace environments that by the nature of business provide for ample opportunity to rest or take an appropriate break. Such break shall not be scheduled during or before the first hour of scheduled work activity (T.C.A. §50-2-103).
- Employees scheduled 5.5 hours or less should have their meal break before they clock in for their scheduled shift or after they have clocked out and their scheduled shift is over.
- Break periods of a short duration (i.e. 10-15 min.) may be granted by the manager on duty based upon customer activity and/or completion of assigned tasks at the store on that given day.

North Carolina & Virginia:

- Employees should take their meal break (see meal policy) before they clock in for their scheduled shift or after they have clocked out and their scheduled shift is over.
- For those employees who are working a shift of a minimum 6 hours, paid break periods of a short duration (i.e. 10-15 min.) may be granted by the manager on duty based upon customer activity and/or completion of assigned tasks at the store on that given day

OVERTIME

In accordance with Federal Minimum Wage Law, non-exempt employees (hourly employees) are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked. Exempt workers (salaried managers) may not receive overtime pay.

Standards of Conduct

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

Disciplinary actions are NOT tiered or progressive and any employment action can be taken against an employee at any time, for any reason, including termination, suspension, written warning, informal warning, etc....

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

1. **Not showing up for a shift without notifying the manager on duty. (No call, no show, no job). A no-show can/will be considered a voluntary resignation on your part.**
2. Invalid Work Authorization (I-9 form)
3. Supplying false or misleading information to the Restaurant, including information at the time of application for employment, leave of absence or sick pay.

4. Clocking another employee “in” or “out” on the Restaurant timekeeping system or having another employee clock you either “in” or “out.”
5. Leaving your job before the scheduled time without the permission of the manager on duty.
6. Use of foul, treating, violent or abusive language, including hand gestures. Remember we serve a variety of people including children
7. Disorderly or indecent conduct.
8. Gambling on Restaurant property.
9. Theft of customer, employee or Restaurant property including items found on Restaurant premises.
10. Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, V.I.G. Card, Five Guys gift card or credit card processing procedures.
11. Refusal to follow instructions.
12. Engaging in harassment of any kind toward another employee or customer.
13. Failure to consistently perform job responsibilities in a satisfactory manner within the 2 week orientation period.
14. Use, distribution or possession of illegal drugs on Restaurant property or being under the influence of these substances when reporting to work or during work hours.
15. Waste or destruction of Restaurant property.
16. Actions or threats of violence or abusive language directed toward a customer or another staff member.
17. Excessive tardiness.
18. Habitual failure to punch in or out.
19. Disclosing confidential information including policies, procedures, recipes, manuals or any proprietary information to anyone outside the Restaurant.
20. Rude or improper behavior with customers.
21. Smoking or eating in unapproved areas or during unauthorized breaks.
 - a. Smoking is not allowed in any visible/public areas of the restaurant interior or exterior. Employees will not be discriminated against for smoking, however smoking is only permitted inside your car or off-premises.
22. Not parking in employee designated parking area.
23. Not entering and exiting the restaurant through approved entrance.
24. Failure to comply with Restaurant’s personal cleanliness and grooming standards.
25. Failure to comply with Restaurant’s uniform and dress requirements.
26. Unauthorized operation, repair or attempt to repair machines, tools or equipment.
27. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

Workplace Search Policy

Should management have reasonable indication that an employee may be in the possession of illegal drugs or weapons on company premises, management reserves the right to search your belongings that are housed/placed inside the restaurant. Namely in the office/locker area of the back of the house or other public areas where coats, purses, or personal belongings are stored.

Harassment

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

Sexual Harassment

All of our employees have a right to be free from sexual harassment. Our Company does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

Definition of Sexual Harassment:

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

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

Sexual harassment may take many forms, for example:

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

Repeated occurrences will be considered intentional violations of the policy.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Assistant Managers and the Store General Manager MUST report the incident to the store owners at the end of the shift where the complaint was made. This can be done via email or phone. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, Our Company will take immediate and appropriate action, including discipline and possible termination.

Workplace Relationships

The Company expressly prohibits displays of affection or flirtatious acts among employees while on the store property even if the acts are consensual. This applies to all employees regardless of rank (i.e. manager or crew member). Employees “caught in the act” will be warned and/or dismissed at the manager’s/owner’s discretion.

Absences

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination.

Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee’s absentee and overall work record.

- If you are going to be late or miss work, employees are expected to call the restaurant and talk to a manager at least 4 hours before you are scheduled to work.
- Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at Our Company.
- Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence, an Employee Leave Request must be made. An Employee Leave Request shall be submitted or in writing to a manager and consist of a name, dates requested off, and the reason for the request.
- Employee Leave Requests should be submitted at least one month prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with an owner/manager.
- Please respect the busy seasons which vary per location and do not request time off, unless the reasons are compelling in the extreme, your request will be denied.
- To return to work from an accident or medical leave, all employees must present a doctor’s release.
- Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless Our Company is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Tardiness

Employees must be prepared to start work promptly at the beginning of the shift. Always arrive at the Restaurant 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be on your job, not arrive at the Restaurant. Repeated tardiness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the Restaurant and speak to the Manager on duty.

Resignations

You are requested to give a two-week notice of your plans to leave the restaurant. A notice is important so that we have time to hire someone to take your place. Giving a two weeks notice is a professional courtesy and assures that you are eligible for re-hire and will not have a “left without resignation notice” on your employment record. Should an employee be terminated for cause or resign for their own personal reasons, there is no compensation for unused vacation time.

PAYMENT PROCEDURES

Time Clock Procedures

You should arrive at the restaurant 10 to 15 minutes before you are scheduled to start work. **You may clock in within 5 minutes of the start of your shift.** All hourly employees are given an employee ID number to clock in and out on the Restaurant's timekeeping system. Tampering, altering, or falsifying time records or recording time on another employee's ID number is not allowed and may result in disciplinary action, up to and including termination.

Payroll

Payroll is distributed ELECTRONICALLY bi-weekly and paid out on Friday. We DO NOT distribute actual paychecks. It is company policy NOT to give loans or payroll advances to employees. You can access your payroll information at: www.payrollplusus.com Your manager will provide your individual login information.

Payroll Deductions

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on form W-4. Adjustments to withholdings may be done by you at anytime by accessing Talentreef under your user id and password. As per state law, the Restaurant complies with court orders in connection to garnishments from employee paychecks as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

Secret Shopper Pay

To be eligible for shopper money you must first meet certain criteria:

- In order to receive any shopper bonus money; you must be employed at the time the funds are distributed. Should you be terminated or voluntarily quit before the designed distribution date of the shopper funds; you will not be eligible to receive the shopper bonus money.
- Additionally, you must be an employee in "Good Standing". Therefore you cannot be on any type of probationary status in order to participate in the Secret Shopper bonus program.

Tips

All hourly employees are entitled to their share of the crew's tips for the shift, which represent the level of guest service appreciated by our patrons. *Our Company* encourages tipping from the guests and views tips as a measure of team performance. If you are providing excellent guest service, tips can be a significant bonus to your hourly rate of pay.

- No employee is to ever ask for a tip or to in any way suggest the customer leave a tip.
- In order to insure the accuracy of tips, the jar is not to be tampered with by any employee for any reason unless given permission by the manager.
- Any late employees will not receive tips. Their share will be divided amongst the other, on-time employees.
- Any employee who leaves early, without management permission, due to personal reasons will not receive tips.
- Any employee who is sent home due to slow business will receive tips.
- Any employee who is sent home for disciplinary action will not receive tips.

- Cash Tips are to be divided amongst eligible team members working the shift twice per day, at 4pm and 10pm. Team members must declare cash tips personally
- Credit Card Tips will be paid via payroll biweekly

Change of Address

We ask that you update address changes on Talentreef using your user id and password as soon as possible so your year-end statement of income and deductions, form W-2, will be mailed to the correct address.

Benefits

Health Insurance

- We offer a comprehensive medical, dental, vision and disability/death plan to full time employees working more than 30 hours per week. The plan is partially sponsored by Our Company with the employee contributing out of pocket for the difference in the plan costs. There is a 90 day waiting period to enroll in the plan for all new employees who meet the full time definition.

401K Retirement Savings Program

- We offer a retirement savings program for employees who have been with us for 1 year and worked at least 1,000 hours. We match 100% of the employees first 3% of pay contribution, and 50% of the employees next 4% and 5%. Enrollment periods are two times per year in January and July.

Family and Medical Leave

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

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

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

Holidays

Due to the nature of the restaurant business you are required to work holidays. It is currently our policy to close the Restaurant for business on the following holidays: Thanksgiving Day, and Christmas Day.

Paid Time Off

Paid Time Off (PTO) is provided by t our company to eligible full time employees enabling them to leave their work environment for a period of time. PTO should be used within the year in which it is earned. Employees are considered full-time if they averaged over 30 hours of work per week the previous year.

To request time off please utilize the procedure given above (Employee Leave Request). Employees are asked to submit requests for time off at least one month prior to the scheduled date, unless the request is due to an

unexpected situation. Efforts will be made to grant time off as requested, but business needs may require an employee to adjust his or her requested time off.

A maximum 40 hours of unused PTO can be rolled over into a new calendar year. Should an employee be terminated for cause, there is no compensation for unused PTO.

Worker's Compensation

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

- Report the occurrence to the manager on duty.
- The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.
- The injured employee will be sent to a Life's Food approved medical facility.

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

RESTAURANT POLICIES AND PRACTICES

Free Employee Meals

All Five Guys Team Members are eligible to receive **ONE complimentary meal, \$10.00 food maximum for Tennessee, Virginia, Hickory, Boone, and Mooresville: \$10.40 for Asheville and Huntersville locations. IF you work a minimum of a 4 hour shift. Fountain drinks are complimentary during your shift but should be rung up and do not count toward the \$10.40 food maximum** Employee meals must be rung up by the manager on duty

Customer Service

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

Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly.

Complaints can give us insights as to how to make our Restaurant better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly.

When faced with a customer complaint:

- Don't get defensive and try to explain, get a manager.
- Remove the offending item immediately, and get a manager.

- Apologize for the problem and tell the customer you will take care of the problem, and get a manager.
- Oh and finally, always inform a manager of the incident.
- If a manager is not immediately available, correct the problem (give them a new sandwich, fry, or drink) at no charge and inform the manager.

Do everything you can to let the customer know you care and that this isn't the kind of experience you want them to have at our restaurant.

Parking

Employees should be considerate and allow our customers to park in the spaces closest to the store. Please ask your manager for the best location to park.

Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), Five Guys, how may I help you?"

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

Management / Employee Relations

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

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

If you have such a problem, you should promptly talk to a manager. They will listen in an open, objective and courteous manner. We want to understand and solve the problem. If the problem is not resolved to your satisfaction, you should take up the matter with the General Manager or District Manager. Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. As we said in the "Welcome Letter," we recognize our employees as one of our most valuable resource and we take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration.

Meetings

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

for feedback and provide suggestions to enhance our working environment and the operation of the Restaurant.

Teamwork

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

Communication

It is important for every employee to have a good sense of "what's going on" in the Restaurant. It is management's responsibility to keep everyone informed of ongoing changes and news affecting the Restaurant and our people. Such communication takes place primarily in pre-shift meetings, general meetings and by posting notices and information to the "bulletin board" located on the side of the office. Management also uses a text system to communicate important information regarding weather and store closing information

Safety

Our Company is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens.

Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

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

- Wipe up spills immediately.
- Never run in hallways or the kitchen, always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them (Walmart is a good option or online at shoesforcrews.com).
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Pay special attention when using slicers. They are very sharp..
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you're carrying anything hot.
- Don't be shy, yell out something like, "HOT STUFF COMING THROUGH or SWINGIN' HOT."
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help.
- Remember to always bend at the knees, lift with your legs, not your back.

Sanitation

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

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

- Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing.
- Change your latex gloves frequently per Five Guys training recommendations.
- Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.
- Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw hamburger on a cutting board and then cut vegetables for an uncooked product on the cutting board. Use proper colored cutting boards for each specific food. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.
- Keep food at the proper temperatures. Refer to the Five Guys training and food guidelines for proper food temperatures. Bacteria count on food grows rapidly between 45° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."
- Store food correctly. Raw meat should always be stored below cooked or prepared food.
- Keep chemicals and cleaning products away from food products.
- This list is not all-inclusive. Use your common sense when it comes to safety and sanitation.

Health

Health and safety are a priority to our crew and customers. Therefore it is imperative that you report to management any diagnosis or exposure of the following illnesses: **Norovirus, Salmonella Typhi, Shigella spp. Infection, E.coli infection, Hepatitis A.** It is also important to report any of the following symptoms: diarrhea, vomiting, jaundice, sore throat with fever, infected cuts, wounds or lesions containing pus on the hand wrist or an exposed body part. If you have any of the symptoms or illnesses listed above, you may be excluded or restricted from work.

Dress Code

Our Company is not a formal restaurant, and we understand that each person's dress style is an expression of their personality. We like your personality otherwise we wouldn't have hired you. However, we do require certain standards of dress in order to satisfy city, state, and federal regulations as well as commonly accepted norms of decency.

Shoes – Shoes must be close toed and have non-skid restaurant industry approved soles.

Body Art - Employees are NOT allowed to display body art of any kind while on duty. Tattoos are permitted, however, if they are offensive in any way, as determined by the store general manager, it must be covered while on duty by wearing a **WHITE** long sleeve undershirt or a compression style white "shooting

sleeve” as long it’s worn on BOTH arms and it extends to the shoulder, underneath your Five Guys tee shirt. **Should an employee have visible body piercings they must be removed prior to shift start, or replaced with a clear stud and/or plug so they are nearly invisible and non descript.** In general, modifications that alter the original integrity of your body will be open for review. (i.e. loops as a result of grommet holes, tattoos, neck stretching, etc....) Management reserves the right to change or modify this policy at anytime.

Hands and Nails – Hands and nails must be well groomed, without polish, and artificial nails and/or nail extensions are not allowed at any time.

Hair - Please keep beards and goatees neatly trimmed, with mustaches no longer than the corners of the mouth and sideburns no longer than to the corner of the ear. Facial hair shall be no more than **½ inch fully extended**. Hair must be neat and of a natural color (not purple, green, orange, pink, blue, etc.). If head hair exceeds collar length, it must be pulled back in a ponytail or tucked up under a company-approved hat. Hair must be kept neat and clean at all times. No extreme styles are permitted. Matted hair is allowed only if pulled back and covered using a company issued hat or material that is not distracting to our guests. Hair nets will be provided for hair that cannot be contained under a hat.

Jewelry – no necklaces, bracelets, watches of any kind are allowed to be worn while working. A simple wedding band is acceptable; however, bands that have raised/exposed stones should not be worn as they are a great collecting place for food particles. Buttons or pins bearing non-work related slogans or signs may not be worn at any time.

Clothes – Employees will be issued two Five Guys shirts (red shirt for crew members, black shirt for shift leaders and managers) and one hat or visor at the time of hire free of charge. A Five Guys baseball hat or visor (with hair net) must also be worn at all times. A red apron must be worn when behind the counter and taken off when entering the dining room for garbage maintenance or bath room cleaning. **If a second shirt is worn under your Five Guys tee shirt, it must be white in color.**

If your shirt or hat is soiled, discolored, stained or in disrepair, you will be required to purchase a new hat and/or shirt or be asked to leave and return with properly cleaned clothing. If you miss your shift start, due to clothing issues, you will be written up with an unexcused tardy. Prices for 2019 for shirts and hats have been set at \$5.00 each which will be paid through payroll deduction.

All clothes should be in good repair (We don’t care if it’s your favorite shirt. If it looks like a moth eaten mosquito net, don’t wear it to work). If you think anything might be questionable, pass it through one of the managers before wearing it to work. **Blue jeans are preferred (without holes or tears, clean and well laundered), or black or khaki pants are acceptable.** General Managers are empowered to specify specific pant colors as listed above if desired.

Computer Policy

Under no circumstances shall company computers be used for the purposes of downloading pornography, personal email, downloading of music, movies or other activities not related to running the restaurant.

Cell Phone Policy

Under no conditions can personal cell phones be used during work hours for making calls, texting, surfing the internet, etc.... Cell phones can be used before or after your shift as well as during approved break times. Should family members or other key persons need to get into contact with you during work hours, please have them call the store telephone number and ask for you. Failure to comply with this policy could result in immediate termination.

Accidents and Emergency Situations

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately and call 911.

Crime and Robbery

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

Fire Protection

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

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

Proprietary & Confidential Information

It is illegal to steal copy or communicate or transmit a former employer's confidential or proprietary information.

Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes." Our internal business practices, procedures and recipes are of great value to Five Guys and Our Company. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by Our Company's owners. Our Company will institute civil action against anyone who violates this policy.

Solicitation

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

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

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

FOR THE EMPLOYEE'S INFORMATION:

Your employment status: _____ Full Time _____ Part Time

Your position title:

General Manager's Name:

Your starting date:

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

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

POLICY STATEMENT

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

You Are An Employee of: _____

Manager's Signature

Date

Employee's Signature

Date