



Last Revised - May 2025

Our Mission

Slow Hand's mission is to enrich the lives of our guests, our team members, and our community. We do this through superior quality food and beverages, outstanding customer service, and treating our team members, friends, and neighbors like family. We believe that our team members, farmers, purveyors and guests should all be held in warm regard as the important part of the community they are.

Our Way of Doing Business

The success of Slow Hand depends on our people. The restaurant can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We recognize, however, that success is not measured by sales, guest count and numbers alone. We are measured just as much by how we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals.

Following are the **Core Values** that form the foundation of our measurement of success:

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

- We believe that good is not good enough. We never stop trying to do better, no matter how good we are. We constantly strive to raise the bar.

- We believe in honesty and transparency. We work to build trust with others in each and every transaction and interaction. We recognize that honesty and transparency form the bonds that hold organizations and relationships together.

- We believe in a strong line of communication. Collaboration requires all members to be on the same page. If a team member is uncertain, they should feel comfortable and are encouraged to ask questions.

- We believe in the ongoing training and development of our people. We see it as a worthy investment in the future of the restaurant and as a way of enabling our people to achieve their potential in whatever they do.

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

- We believe in a clean and orderly restaurant. From after shift cleaning to the little wipes and touch-ups performed throughout the day, a clean restaurant is a welcome and appetizing restaurant.

- We believe in doing business in a professional and orderly manner. While we promote a relaxed atmosphere we expect your focus to stay on the job while you are here.

- We believe in being responsible to others and to ourselves. We do what we say we are going to do, when we say we are going to do it. We believe in personal accountability and avoid blaming others when things go wrong.

About the Fundamentals and Guidelines

This fundamentals and guidelines document is designed to help you get familiar with Slow Hand. We want you to understand how we do business and how important you and every other team member is in helping us to take care of our guests and make this a rewarding place to work. The policies stated in this fundamentals and guidelines document may change from time to time. It is not without flaws either. We have done our best to include as much information as possible in an easy-to-understand manner.

This fundamentals and guidelines document is not a contract, which guarantees your employment for any specific time. Either you or Slow Hand may terminate your employment at any time, for any reason, with or without cause or notice. Understand that no supervisor, manager, or representative of Slow Hand other than the owners of Slow Hand have the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

General Info

Social Media - We encourage you to interact with Slow Hand and other restaurants via social media. Have fun within the realm of appropriateness. No profanity, lewdness, pictures of or references to illegal activity will be permitted and may result in immediate termination. Remember that you are representing Slow Hand even when you are not in uniform at work.

Advertising and Charity Requests - All advertising and charity solicitations such as donations of gift certificates, discounts, merchandise, and food or beverage donations are to be forwarded

to the General Manager for consideration. When a charity solicitation call is received, organizations are to be asked to submit their request in writing to the attention of the General Manager. These requests should contain information regarding the nature of the charity and what form of donation they are seeking. We require this so that we can make an informed decision as to which manner Slow Hand may want to participate.

Press and Other Media Contacts - All inquiries from the press should be referred to the General Manager. This includes on-line news sources, newspapers, magazines, radio, television, etc. All press phone calls, no matter what the person is inquiring about, must be referred to the General Manager. From a Public Relations standpoint, we want to ensure that a clear and consistent message is always delivered.

Employment Policies

Hiring - It is Slow Hand's policy to hire only United States citizens and aliens who are authorized to work in this country. As required by law, team members will be required to provide original documents that establish this authorization within 3 days of their date of hire. If the documents are not provided within the 3-day period we have no choice, under law, but to terminate the team member until the appropriate documents are provided. Team Members 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 team member must be valid and authentic. If at any time during a team member's employment it is discovered that any documents used were invalid or not authentic, the team member must, by law, be immediately terminated.

Non-Discrimination - Slow Hand is an equal opportunity employer. We will not tolerate discrimination based on race, color, religion or creed, national origin or ancestry, sex (including gender, pregnancy, sexual orientation, and gender identity), age, physical or mental disability, or veteran status. Team Member's decisions, such as hiring, promotions, compensation, training, and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

Age Requirements - Anyone serving a guest, as per law, must be at least 18 years of age. This is due to our ratio of food to alcohol sales. Team Members under the age of 18 must comply with all Federal wage and hour guidelines - no exceptions. The required work permits must be supplied when applicable. No team members under the age of 18 years of age can take orders for, serve, or clear tables of alcoholic beverages.

Orientation and Training Period - You have been through our team member selection process, have been selected for employment, and have the potential to develop into a successful team member. However, we want the opportunity to begin the training period, evaluate your embodiment of Slow Hand's Core Values, and determine if you are willing and able to carry out the responsibilities of the position for which you were hired. It is 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 an orientation period for that purpose referred to above.

During the orientation period, you will begin your training and be observed by management. While the curriculum and timeline will differ depending on the specific role for which you were hired, every training period incorporates regular 1-1 reviews with management to not only receive but also give feedback regarding your progression and performance. Also, during this time if you feel you do not understand what is expected of you or that you need additional training, you are encouraged to ask questions and seek additional help from our management staff.

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

Schedules are posted weekly. Each team member is responsible for working their assigned shift. Keep in mind that the weekends are our most crucial shifts.

You should arrive for your shift with enough time to make sure you are ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes beforehand 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 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 confirm 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 work and will always try to find a way to work with you and your schedule requests.

All time off requests must be submitted a minimum of 2 weeks in advance. Additionally, only 1 time off request per position will be permitted during each shift. These requests will be approved on a "First Come, First Served" basis and are up to the discretion of the manager. The purpose of this policy is to ensure that the restaurant is adequately staffed for each shift while allowing team members to request time off from work on days for which they are normally scheduled. It is intended to make things fair for all employees.

The Management Team has also deemed the following dates as "black out" days for which no time off requests will be permitted.

- New Year's Eve
- New Year's Day
- Valentine's Day
- Mother's Day
- St. Patrick's Day
- Easter Sunday
- Father's Day
- Cinco de Mayo
- July 4th
- Halloween
- Thanksgiving Eve
- Black Friday
- Christmas Eve
- Restaurant Fest

- Restaurant Week
- Budweiser Clydesdale Parade
- Christmas Parade
- Halloween Parade
- Graduation Weekend

Overtime - In accordance with the Federal Minimum Wage Law, team members are paid overtime when they work more than 40 hours in one week. Hourly team members are paid at one and one-half times their basic regular time rate for all overtime hours worked.

Standards of Conduct - Consistent with our mission and values, it is important for all team members to be fully aware of the rules that 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 the standards of reasonable conduct and policies of the restaurant.

ANY TEAM MEMBER INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING:

1. Invalid Work Authorization (I-9 Form)
2. Supplying false or misleading information to the restaurant, including information at the time of application for employment, leave of absence, or sick pay.
3. Not showing up for a shift without notifying the manager on duty (No call, no show = no job)
4. Clocking another team member in or out on the restaurant timekeeping system, or having another team member 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 or abusive language.
7. Disorderly or indecent conduct.
8. Gambling on restaurant property.
9. Theft of customer, team member, or restaurant property including items found on restaurant premises.
10. Theft, dishonesty, or mishandling of restaurant funds.
11. Refusal to follow instructions.
12. Engaging in harassment of any kind toward another team member or customer.
13. Failure to consistently perform job responsibilities in a satisfactory manner within the 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 towards 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 including the discussion of tips.
21. Smoking or eating in unapproved areas or during unauthorized or authorized breaks.
22. Not parking in a team member-designated parking area.
23. Failure to follow cash, guest check, or credit card processing procedures.
24. Failure to comply with the restaurant's personal cleanliness and grooming standards.
25. Failure to comply with the 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.
28. Usage of cellphone while on the restaurant floor and/or in view of guests.
29. Improper conduct while off-the-clock. Team Members who are not clocked in should be treated as guests and follow the same guidelines as guests.

Ex: No off-the-clock employees should ever be behind the line or the bar.

Harassment - It is this restaurant's policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, color, religion or creed, national origin or ancestry, sex (including gender, pregnancy, sexual orientation, and gender identity), age, physical or mental disability, or veteran status. We strive to provide everyone with a workplace that is free of harassment of any kind. Team Members are encouraged to promptly report incidences of harassment to management.

Sexual Harassment - All of our team members have a right to be free from sexual harassment. Slow Hand 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 contact of a sexual nature when:

1. Physical assault.
2. 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.
3. The conduct has the purpose or effect of unreasonably interfering with a person's work or educational performance or creates an intimidating, hostile, or offensive environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Sexual harassment may take many forms, for example:

- Direct proposition of a sexual nature.
- Comments of a sexual nature.
- Unnecessary touching, patting, hugging, or brushing against a person's body.
- Team Members need to be concerned not only with the intent of their actions of this kind but also with the effect.

While sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others.

Repeated occurrences will be considered intentional violations of the policy. Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is sustained, the company will take immediate and appropriate action, including discipline and possible termination.

Absences - All team members are expected to work on a regular, consistent basis and complete their regular scheduled hours each 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 team member's absence and overall work record.

1. If you are going to be late or miss work due to any reason, team members are expected to call and talk to a manager at least 2 hours before you are expected to arrive at work.
2. Any team member who does not call or report to work will be considered to have voluntarily resigned employment at Slow Hand.
3. Prior to taking a leave of absence for purposes of vacation, personal leave, military, or jury duty, or other planned absence, a team member leave report must be made. A Team Member leave request shall be submitted via email to your direct supervisor or in writing to a manager and consist of a name, dates requested off, and the reason for this request.
4. Team Member leave requests should be submitted at least 2 weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with an owner/manager.
5. During the busiest months of the year, September through December, please do not request any time off. Unless the reasons are compelling in the extreme, your request will be denied.
6. To return to work from an accident or medical leave, all team members must present a doctor's release.
7. Any team member who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless Slow Hand is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Tardiness - Team Members must be prepared to start work promptly at the beginning of their shift. Always arrive at the restaurant 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be physically working 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. Notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible for rehire and will

not have a "left without resignation" notice on your employment record.

Payment Procedures

Time Clock Procedures - You should arrive at the restaurant 10 to 15 minutes before you are scheduled to start work. You may not clock in more than 5 minutes before the scheduled start, or 5 minutes after the scheduled end of your shift without first receiving approval from Management.

All hourly team members are given a team member ID number to clock in and out on the restaurant's timekeeping system. Tampering, altering, or falsifying time records or recording time on another team member's ID number is not allowed and may result in disciplinary action, up to and including termination.

Tip Reporting - As a team member at Slow Hand, all the tips you receive whether in cash or included in a credit card transaction are taxable income to you. By Federal law, you are to report and record your actual tips for each shift. At the end of each shift, tipped team members must disclose/claim their tips when they clock out at the end of the shift. Endorsement of your paycheck indicates that you acknowledge that your tip information on the stub is accurate and correct. It is the team member's responsibility to comply with IRS requirements of reporting all your tip income.

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

Tips - Cash tips will be available at the end of the shift or the following day. We pool tips by department based on an hourly formula. Credit Card tips will be distributed by check or direct deposit on bi-weekly basis. The purpose of pooling tips is to ensure that the FOH staff works as a team at all times to deliver the best possible service to our guests. Everyone pulls the rope in the same direction and the workload will be carried equally across all departments.

Payroll Checks - Paychecks are available at the restaurant after 4:00 pm every other Friday. Direct deposit is available, and highly recommended.

Payroll Deductions -Your paycheck will indicate your gross earnings as well as deductions for Federal, State and Local withholding taxes and Social Security and Medicare taxes. Your deductions are based on the information you furnished to us on form W-4 authorizing Federal and State withholdings taxes. If you would like an explanation of your deductions or if you wish to change them in any way please see a manager.

As per State law, the restaurant complies with court orders in connection to garnishments from team members' paychecks as directed by the proper authorities. You will be notified of any

court-order payroll deductions.

Change of Address -We ask that you report any address change to management as soon as possible so your year-end statement of income and deductions, Form W-2, will be mailed to the correct address.

Lost Paychecks - Report lost paychecks to management. We will stop payment on the lost check and reissue you another check on the next payroll cycle. The reissued check will incur a deduction equal to the bank stop payment charge. Depending on the situation you may be asked to have a document notarized.

Benefits - Slow Hand offers a group health insurance policy. After 90 days of employment, employees are eligible if they work full time, defined by an average of 30 hours per week or more. Slow Hand will cover 50% of the employee's individual health insurance. Please, see your manager for additional details regarding policy options and coverages.

Workers Compensation- Workers Compensation provides benefits for team members who suffer personal injury from accidents or illness arising out of, and in the course of, their employment. A team member who is injured on the job regardless of the severity of the injury or illness, should:

- Report the occurrence to the manager on duty immediately. The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.
- If a team member experiences a disabling work injury, the nature of which necessitates an absence from work, a manager will provide that team member with information concerning his or her legal benefits.

Restaurant Policies & Practices

Customer Service - Our restaurant exists only because of the guests, and in particular, repeat guests who voluntarily choose to return here and spend their money on our food and beverages. Without guests, we do not have a business. As a result, taking care of our guests is our highest priority, in fact, a privilege, never an interruption. At Slow Hand, the guest always comes first.

Guest Complaints - Nobody enjoys being the recipient of complaints, but they are expected 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. When faced with a guest complaint:

Be empathetic. We've all been there. Allow the customer to explain the issue and offer a sincere apology. Own the mistake, and explain what happened. Acknowledge the customer's desired outcome, and present a plan of action to provide a reasonable resolution.

Use your people skills and best judgment. If the patron still seems upset or if the problem was extraordinarily inconveniencing, touch base with the manager about what steps can be taken to ensure they leave with a smile on their face.

Lastly, Don't take it personally. The customer is upset with the situation, and not necessarily with you, the individual person. Overall, just be receptive and understanding whenever these problems occur. Convey to the customer that their complaint is being heard and that we will do whatever is in our power to resolve their issue.

Telephone Courtesies - It is the responsibility of all FOH staff to answer the phone, even when there is a host on shift. Always answer the phone promptly, within 2 rings. Always answer in a friendly, polite manner:

- *"Good _____ (morning, afternoon, evening). Thank you for calling Slow Hand, this is (your name) speaking. How may I help you?"*

Respond to any question that you are absolutely certain of the answer. If you are not sure, 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. Always ask the caller's permission to put them on hold, ex: "May I place you on hold for a moment?"

Management/Team Member 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 that 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 team member. If you have such problems, 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, please ask the management team to set aside some time to sit down and flesh things out in a more intimate setting than a quick conversation may lend. Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner.

As mentioned earlier we recognize our team members as one of our most valuable resources and we take all team members' 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 the restaurant. Meetings are held for a variety of reasons and can include: new menu offerings, upcoming promotions and events, training, policies, etc. Such meetings are treated as a shift and attendance is mandatory. Only management-approved absences will be accepted. Most meetings offer team members 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 is only a matter of time before they will return the favor.
- Pitch in to help a guest whether they are at your table or not.
- If another team member hasn't quite caught onto 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 team member to have a good sense of what is 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, e-mails, and by posting notices and information to the bulletin board located in the service station.

Safety - Slow Hand is committed to maintaining a safe workplace for all of our team members. 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:

1. Wipe up spills immediately. Ensure proper use of wet floor signs.
2. Never run in the restaurant or the kitchen, always walk carefully. Even when it is busy, take small steps and pay attention.
3. Wearing shoes with non-slip soles is required. They cost no more than standard shoes. You can ask your manager where to purchase them.
4. Report defective equipment or tools to a manager immediately.
5. Never operate equipment unless you have been trained how to use it properly.
6. Use proper lifting techniques. Never lift too much. If it is uncomfortable, make 2 trips or ask for 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 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.

You will receive additional and ongoing training on food safety issues, however one rule we ALWAYS follow and enforce:

Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing, coughing, etc. If you use latex gloves, follow proper handwashing guidelines between glove changes, and change gloves for each new task.

Dress Code - We understand that each person's style is an expression of their personality but while working we would like to present a united front. We like your personality; otherwise, you would not be a good fit for the team. That said, we do require certain standards of dress in order to satisfy city, state, and federal regulations as well as commonly accepted norms of decency.

Appearance - We ask that FOH employees wear dark blue or black denim jeans or slacks and an official Slow Hand black t-shirt. These shirts must be buttoned with any undershirts tucked in. Only black long-sleeve undershirts are permitted to be worn during colder weather.

BOH employees should wear our standard Dark Green button-up shirt (Slow Hand can provide the source) or an official Slow Hand Black t-shirt, jeans, slacks, or chef pants, hats, and aprons. Aprons should be removed before leaving the building, using the bathroom, or any activity not directly related to cooking, cleaning, or prep.

All employees will be issued two (2) official Slow Hand black t-shirts, per year. Should these shirts become permanently stained, torn, worn, or lost within that yearly time frame, replacement t-shirts can be purchased from the General Manger at cost.

All articles of clothing should be clean and in good repair, i.e. free of holes or stains. Shoes must have a closed toe, non-slip sole, and be in good condition. Clean and well-groomed hair. Hair should be pulled back off your shoulders. Well-groomed hands, fingernails, and nail polish. Facial hair should be neat and well-trimmed. Refrain from using cologne or perfume.

Comps - Only a manager has the authority to comp items in the POS system. All comps must be approved by a manager in real time, not at the end of a shift.

Employee Discount - Employees are given a 25% discount on full-priced food items when off the clock, for dine-in only. During a shift, employees are given a 50% discount on full-priced food items. (This excludes specials and happy hour-priced items). **All food orders must be sent through the bar**. Additionally, food may not be ordered during peak hours of business unless otherwise approved by the kitchen.

Commented [1]: @craig@3westhospitality.com @josh@3westhospitality.com I updated the dress code section of the handbook. Let me know what you think

Commented [2]: Looks good!

Commented [3]: Are we having them tuck in the T shirts?

Commented [4]: I left this up to the individual. Some of them look better untucked, mostly our larger staff members. Those that look sloppy untucked, I have tucking.

Employees are given a 15% discount on alcoholic beverages in accordance with the “In the Business” discount that Slow Hand offers to restaurant industry employees.

These discounts are intended to encourage the staff to try new seasonal items to learn more about the product’s preparation and presentation.

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 on duty. Managers are responsible for calling 911.

Crime and Robbery - If you are ever involved in the unfortunate event of a robbery, DO NOT RESIST. The restaurant is insured for these types of situations. The safety of you, your fellow team members, and customers is our highest priority.

Fire Protection - All team members must know the specific location and operation of the fire protection systems 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, in addition to portable fire extinguishers located throughout the restaurant. If the fire alarm sounds, assist guests to the nearest fire exits and out of the building immediately. Tell them the restaurant is under Fire Alarm Status and it is their responsibility to leave the restaurant through the nearest exit.

Alcohol Serving Policy - As the restaurant sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our guests' and other members of the community's safety by educating our team members on responsible service and management of alcohol. We want our guests to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should be informed immediately.

1. We will not knowingly ever allow any staff members under 21 to serve, dispense or clear from tables alcoholic beverages.
2. We will not serve alcoholic beverages to an intoxicated person.
3. We will not serve alcoholic beverages to a person under 21. It is our policy to card anyone who appears to be under 30 years old.
4. We will offer non-alcoholic alternatives such as: water, mocktails, soft drinks, coffee, juice, etc.
5. For employees whose role requires the serving or handling of alcohol, RAMP Training must be completed prior to the completion of a team member’s training and onboarding period. Team members will be reimbursed for the cost of successful RAMP Training, ninety days after receiving a Passing Score on the Exam.

Proprietary & Confidential Information- It is illegal to steal, copy, communicate, or transmit Slow Hand 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 owners have taken measures to prevent from

becoming available to persons other than those selected by the owners to have access for limited purposes. Our internal business, practices, procedures and recipes are of great value to Slow Hand. Team Members are not to disclose any proprietary processes or recipes to any person or entity unless directed by Slow Hand owners. Slow Hand will institute civil action against anyone who violates this policy.

Solicitation

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

Non-Team Members - Are prohibited from soliciting and distributing literature at all times anywhere on Slow Hand's properties. Non-team members 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.

Team Member Acknowledgement

I acknowledge that I have received a copy of the Slow Hand Team Member Fundamentals and Guidelines dated: _____. I understand that this fundamentals and guidelines document replaces any and all prior verbal and written communications regarding Slow Hand working conditions, policies, procedures, appeal processes, and benefits.

I understand that the working conditions, policies, procedures, appeal processes, and benefits described in this fundamentals and guidelines document are confidential and may not be distributed in any way nor discussed with anyone who is not an employee of Slow Hand.

I have read and understood the contents of this fundamentals and guidelines document and will act in accordance with these policies and procedures as a condition of my employment with Slow Hand.

I have read and understood the Standards of Conduct expected by Slow Hand and I agree to act in accord with the Standards of Conduct as a condition of my employment by Slow Hand.

I understand that if I have questions or concerns at any time about the fundamentals and guidelines document or the Standards of Conduct, I will consult my immediate supervisor or the General Manager for clarification.

I also acknowledge that the fundamentals and guidelines document contains an employment-at-will provision that states:

Either Slow Hand or I can terminate my employment relationship at any time, with or without cause, and with or without notice;
That this employment-at-will relationship is in effect regardless of any other written statements or policies contained in this fundamentals and guidelines document, in any other Slow Hand documents, or in any verbal statements to the contrary; and
That no one except the owners can enter into any differing employment relationship, contract, or agreement. To be enforceable, any such out-of-the-ordinary relationship, contract or agreement must be in writing, signed by the owners, notarized, and in the employee file.

Finally, I understand that the contents of this employee fundamentals and guidelines document are simply policies and guidelines, not a contract or implied contract with employees. The contents of the employee fundamentals and guidelines document may change at any time.

Please read this fundamentals and guidelines document and ensure that you understand these conditions of employment before you sign below.

Employee Signature:

Employee Name (Please Print):

Date: