

# Welcome to The Team!

We welcome you to A1A Burrito Works Taco Shop. We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of food, beverages and service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed at your new job.

We have prepared this handbook to answer some of the questions that you may have concerning A1A Burrito Works Taco Shop and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, contact your Manager or Assistant Managers for more direction.

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

Once again, welcome to A1A Burrito Works Taco Shop!

Sincerely,

Nicolas and Robin Lee Kimball

**Owners** 

# **OUR MISSION**

Our Mission is to serve a fresh product. We do this through superior quality food and beverages, while providing legendary customer service. Sales growth, cost controls, treating our and treating our employees like family are just a few of the other qualities our Company does pretty well too. We believe that our employees are our most important resource and our success depends upon creating and retaining a staff capable of delivering an exceptional dining experience to every customer, every time.

# **OUR WAY OF DOING BUSINESS**

A1A Burrito Works Taco Shop success depends on our people. Our restaurants 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 only. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. The following are the core values that form the foundation of our measurement of success:

- 1. We believe in providing legendary service. Our goal is to provide the kind of unique and genuine sort of personal care and attention that our customers tell stories about.
- 2. We believe that good enough isn't. We never stop trying to do it better, no matter how good we are. We constantly strive to "raise the bar."
- 3. We believe in honesty and trust. We work to build trust with others in each and every transaction and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.
- 4. We believe in the ongoing training and development of our people. We see it as a worthy investment in the future of the Stores and as a way of enabling our people to achieve their potential in whatever they do.
- 5. We believe our continued success depends on teamwork. We know that great achievements are only possible from helping and respecting each other.
- 6. We believe in doing business in a professional and orderly manner. We take great pride in having good systems, standardized procedures and being organized.

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

#### ABOUT THIS HANDBOOK

This handbook is designed to help you get familiarized with A1A Burrito Works Taco Shop. We want you to understand how we do business and how important you and every employee is in helping us take care of our customers and making this a fun and rewarding place to work.

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

This handbook is not a contract. It does not guarantee a specific employment timeframe. Either you or A1A Burrito Works Taco Shop Management may end your employment at any time, for any reason, with or without cause or notice.

We wish you the best of luck in your position and hope that your employment with A1A Burrito Works Taco Shop as we expressed earlier in this handbook, will be a very enjoyable and rewarding experience.

# **EMPLOYMENT PRACTICES**

# **HIRING**

It is A1A Burrito Works Taco Shop's policy to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, form I-9. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

# NON-DISCRIMINATION

A1A Burrito Works Taco Shop 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 non discriminatory factors.

# AGE REQUIREMENTS

All A1A Burrito Works Taco Shop employees, as per the law, must be at least 18 years of age to serve alcohol. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable. No employees under the age of 18 years may take orders for or serve alcoholic beverages.

# 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 to 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 for you. We, therefore, have a 30 day Orientation Period. The 30 day period allows both you and the Company to see whether or not it's a good fit and if not, part company as friends. During the Orientation Period you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.

# **TRAINING**

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

# 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 and each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately.

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

# **OVERTIME**

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

# STANDARDS OF CONDUCT

In order to work together as a team and maintain an orderly, productive and positive working environment, everyone must conform to standards of reasonable conduct and policies of the Restaurant. AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING.

- 1. Not showing up for a shift without notifying the Manager on duty. (No call, no show, no job)
- 2. Clocking another employee "in" or "out" on the Restaurant timekeeping system or having another employee clock you either "in" or "out."
- 3. Leaving your job before the scheduled time without the permission of the Manager on duty.

- 4. Arrest or conviction of a felony offense.
- 5. Use of foul or abusive language.
- 6. Disorderly or indecent conduct.
- 7. Gambling on Restaurant property.
- 8. Theft of customer, employee or Restaurant property including items found on Restaurant premises.
- 9. Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, guest check or credit card processing procedures.
- 10. Refusal to follow instructions.
- 11. Engaging in harassment of any kind toward another employee or customer.
- 12. Failure to consistently perform job responsibilities in a satisfactory manner within the 30 day orientation period.
- 13. 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.
- 14. Waste or destruction of Restaurant property.
- 15. Actions or threats of violence or abusive language directed toward a customer or another staff member.
- 16. Excessive tardiness.
- 17. Habitual failure to punch in or out.
- 18. Disclosing confidential information including policies, procedures, recipes, manuals or any proprietary information to anyone outside the Restaurant.
- 19. Rude or improper behavior with customers including the discussion of tips.
- 20. Smoking or eating in unapproved areas or during unauthorized breaks.
- 21. Failure to comply with Restaurant's personal cleanliness and grooming standards.
- 22. Failure to comply with Restaurant's uniform and dress requirements.
- 23. Unauthorized operation, repair or attempt to repair machines, tools or equipment.

24. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

# DRUG & ALCOHOL POLICY

A1A Burrito Works Taco Shop is committed to providing a safe and productive work environment for its employees and patrons. Alcohol and drug abuse pose a threat to the health and safety of fellow employees, patrons and to the security of our equipment and facilities. For these reasons, A1A Burrito Works Taco Shop is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. For the purpose of this policy and its enforcement, 'drugs' are classified as any drug that's illegal under federal, state or local law and / or any drug that is illegal under the federal Controlled Substances Act. This policy applies to all employees and all applicants for employment of A1A Burrito Works Taco Shop.

# DRUG-FREE & ALCOHOL FREE WORKPLACE

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed to do so.

# **WORK RULES**

The following work rules apply to all employees:

- Illegal drugs are defined in this policy to include: cocaine, ecstasy, hallucinogens, amphetamines, steroids, heroine, PCP, and other substances that are illegal in Florida.
- Whenever employees are working, are operating any company vehicle, are present on company premises, or are conducting related work off-site, they are prohibited from:
  - Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
  - o Being under the influence of alcohol or an illegal drug as defined in this policy.

- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing company business or while in a company facility is prohibited.
- A1A Burrito Works Taco Shop will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.
- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

# 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. A1A Burrito Works Taco Shop does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

# DEFINITION OF SEXUAL HARASSMENT

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

- Submission is made an express or implied term or condition of employment or status in a class, program or activity.
- Submission to or rejection of the behavior is used to make an employment or educational decision (such as hiring, promotion or grading a course).

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

Sexual harassment may take many forms, for example:

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

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

# **ABSENCES**

To maintain a safe and productive work environment, A1A Burrito Works Taco Shop expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on our Restaurant. In the rare instances when employees cannot avoid being late to work, they should notify their manager as soon as possible. Poor attendance and excessive tardiness are disruptive and can lead to disciplinary action, up to and including termination of employment.

# RESIGNATION

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

# TIME CLOCK PROCEDURES

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

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

# TIP REPORTING

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

At the end of each shift, tipped employees must disclose on the Server Check-Out form, the amount of credit card tips and total tips less any tips shared with any other employees. Your tips will be recorded and reflected in total on your paycheck stub. Endorsement of your paycheck indicates that you acknowledge that your tip information on the stub is accurate and correct.

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

#### PAYROLL CHECKS

Payroll checks are available at the restaurant once a week. Each restaurant disperses their checks at a different time on Friday, but checks will be in the stores on Friday's by Noon. Check with your manager for your stores policies and procedures regarding payroll. Please understand that it may be difficult for anyone to be available to obtain your paycheck during peak business hours. It is recommended that all staff take advantage of direct deposit.

# PAYROLL DEDUCTIONS

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on form W-4. If you want an explanation of your deductions or if you wish to change them in any way, please see the assistant managers or the manager. Your pay stubs are online; it is up to you to set up your online account through Heartland Payroll services. Your Manager will provide you with the information on how to do this once hired.

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

#### CHANGE OF ADDRESS

We ask that you report any address changes to the assistant managers or manager 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 the assistant managers or the general manager. We will stop payment on the lost check and reissue you another check on the next payroll cycle. The fee for the stop payment will be determined by your bank and the issuing bank for the paycheck. You will be responsible for the payment; the reissued check will incur a deduction equal to the bank stop payment charge.

#### **HOLIDAYS**

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

# **EMPLOYEE MEALS**

A1A Burrito Works Taco Shop allows for each employee to enjoy one (1) shift meal while working. Employee shift meals can be enjoyed either before or after your shift or on a scheduled break. No eating during your shift or when working on the line. When A1A Burrito Work Taco Shop employees have completed their first 30days of successful employment, they can enjoy the benefit of receiving a

50% discount on all food and nonalcoholic beverages for <u>themselves</u> at any of the Company's locations.

# CUSTOMER SERVICE

Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return and spend their money at our locations. 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 and never an interruption. At A1A Burrito Works Taco Shop 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 stores 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.
- Remove the offending item immediately.
- Apologize for the problem and tell the customer you will take care of the problem.
- If you need the assistance of a manager, don't hesitate to ask.

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.

# 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), thank you for calling A1A Burrito Works Taco Shop (your specific location); how may I help you?

Respond to only questions that you are absolutely certain about. If you are not certain and cannot answer the question, 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 may arise. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that "management is never too busy to be informed of work-related problems, complaints or disputes of any employee."

If you have such a problem, you should promptly talk to your manager or assistant manager. They will listen in an open, objective and courteous manner. If the problem is not resolved to your satisfaction, you should take up the matter with the operations 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 our most valuable resource and we take all employee problems and complaints very seriously.

# **MEETINGS**

Staff meetings are held for your benefit as well as for the store. Meetings are held for a variety of reasons and can include new menu offerings, training, and 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 store

#### **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 <u>pre-shift meetings</u>, general meetings and by posting notices in an area where staff can easily view.

# **SAFETY**

A1A Burrito Works Taco Shop 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 that standard shoes. Ask your manager about where to purchase them.
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Pay special attention when using slicers. They are very sharp and move very fast.
- Wear nylon, no-cut gloves when cleaning slicers. If you don't have a pair, see a manager.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you're carrying anything hot. Don't be shy, yell out something like, "HOT! CORNER!"
- If you are new to using knives, use nylon no cut-gloves.
- 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. If you use latex gloves, change them frequently.
- Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.
- Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.
- Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 41°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 41° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."
- Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

# DRESS CODE

To maintain our image as an exceptional, high quality restaurant we need to dress the part. The following are detailed descriptions of dress for our Stores:

- Clean A1A Burrito Works Taco Shop Shirt
- Clean Jeans or Jean Shorts

- Closed toe shoes
- No excessive cologne or perfume
- Hair must be pulled back; off shoulders. A1A Burrito Works Taco Shop hats are welcomed.
   Facial hair must be neat and well-trimmed; close to face.

# **ACCIDENTS & EMERGENCY SITUATIONS**

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately. Managers are responsible for administering CPR, choking procedures or appropriate first aid.

# **CRIME & 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 handheld CO² systems (behind the bar, in the kitchen, etc.) Be very specific before setting off a fire alarm or notifying someone to take action. If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.

# ALCOHOL SERVING POLICY

As a Restaurant that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should become informed immediately. Employees who serve customers, must abide by the Restaurant's policies on alcoholic beverage service:

- 1. You must be 18yrs old to sell alcoholic beverages.
- 2. We will not serve alcoholic beverages to an intoxicated person.
- 3. We will not knowingly serve a person alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears to be under 35 years old.
- 4. We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.
- 5. The Restaurant will provide free taxi service for intoxicated customers.

Alcohol Serving Policy: I hereby certify that I have received a copy of	of A1A Burrito Works Taco Shops Alcohol Serving Policy
Employee Signature	 Date

# A1A Burrito Works Drug and Alcohol Policy

# **Purpose**

A1A Burrito Works Taco Shop is commitment to providing a safe and productive work environment. Alcohol and drug use poses a threat to the health and safety of A1A Burrito Works Taco Shop employees, to the business, and to the security of the company's equipment, stores, and staff.

# Scope

This policy applies to all employees and all staff while working at Taco Shop. Your Store Management and HR is responsible for policy administration.

# **Employee Assistance**

Taco Shop will assist and support employees who <u>voluntarily</u> seek help for drug and/or alcohol problems before becoming subject to termination under this policy.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol.

# **Work Rules**

Whenever employees are working, interacting with customers, or if operating any kitchen equipment on premises, they are prohibited from: **Using, possessing, buying, selling, manufacturing or dispensing an illegal drugs. Being under the influence of alcohol (including showing signs of extended intoxication (hungover).** Consuming alcohol while on the clock and working.

# Consequences

<u>First offense</u> will result in a written write up with a filed full disclosure of incident and a <u>3 day</u> suspension without pay. Employee must sign write up. <u>Second offense</u>: <u>5 day</u> suspension without pay. Employee must sign write up. <u>Third offense</u> will result in termination.

Drug and Alcohol Policy Certificate of R	•
I hereby certify that I have received a copy	of A1A Burrito Works Taco Shops Drug and Alcohol Policy
Employee Signature	Date

# HANDBOOK RECEIPT

reserves the right to add, delete, or change any portion of the Employee Handbook with or without notice.					
FOR THE EMPLOYEE'S INFORMATION	l:				
Your name:					
Your position title:					
Store Manager's Name:					
Your starting date:					
I acknowledge receipt of, and have read, employee of A1A Burrito Works Taco Sho regulations which I am expected to follow	op. I understand	I the Standards of Conduct	and each of the rules and		
All employees are expected to conform the understand that they are at-will employees be distributed during the course of their expected. The Company reserves the right to change	es. The contents employment shal	of any Employee Handboo Il not be construed to be a c	k, including this one, that may contract or in any way binding.		
POLICY STATEMENT					
This handbook is a general guide and pro (contract) or a guarantee of continued em requirements for all employees. It is furthe provisions in this handbook at any time. It employee is at will and can be terminated the option of the Company.	nployment. It is s er understood th t is policy of the	simply intended to outline th nat the Company reserves the Company that employment	he benefits and work he right to change the and compensation of any		
Manager's Signature Date	<u>e</u>	Employee's Signature	Date		