

In order to return to work from an accident or medical leave, all employees must present a doctor's release.

Tardiness

Employees must be prepared to start work promptly at the beginning of the shift. Your scheduled time is the time you are expected to begin your shift, 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 and discuss your schedule with your immediate supervisor.

Resignations

You are requested to give a two-week notice of your plans to leave The Jump. The notice period 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 Procedures

All employees are to clock-in and clock-out of the Toast Point of Sale (POS) system. Your manager will show you how to record your time.

A grace period of ten minutes before and after your shift gives you flexibility for your clock ins/outs. Make sure to have one of the managers approve your time whenever you are requested to come in early or stay later than your scheduled shift.

All Overtime (OT) must be approved in advance by the reporting manager and documented with the approval.

Time records from the POS system (*clock-in and clock-out times*) are checked against the schedule for accuracy.

Tampering, altering, or falsifying time records 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 at the Federal level (no state of MT tax). 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 report total tips, less any tips shared with any other employees on the POS system. Your tips, as you have reported them, will be recorded and reflected in total on your paycheck stub. Endorsement of your paycheck indicates that you acknowledge that your tip information on the stub is accurate and correct.

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

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

Payroll Payments

We prefer all employees to participate in our direct deposit program. Using direct deposit to your checking or savings accounts ensures you easy access to your earnings. Prior to receiving your first paycheck you should make sure the HR representative has your correct banking information as displayed on your Toast Payroll Account page. In the event you do not wish to use direct deposit, we will issue you a check on the scheduled pay date.

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 furnish 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 contact the HR representative. All W-4 changes must be done in the payroll system. If you need assistance, please contact the HR representative.

As per state law, The Jump 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.

To access your paystub information, you will access your payroll account on Toast using the following link. <https://payroll.toasttab.com>

Your username is your email, and your company code is “thejump”. If you cannot remember your password, please follow the prompts to reset your password. If you encounter a problem, please email the HR representative at hr@thejumpmt.com.

Change of Personal Information

We ask that you report any changes of personal information (*Name, Address, Phone Number, etc.*) to us by updating your employee profile on the POS system and/or alerting the HR representative as soon as possible. This is to ensure that we have current information in case of emergency and so that your year-end statement of income and deductions, and Form W-2 can be mailed to the correct address. You may also elect to receive your W-2 electronically through Toast Payroll, and we will email your form to you.

Benefits

Employees are asked to submit requests for time off at least two weeks prior to the requested vacation date if the vacation request is for less than two days off. If the request is for more than two consecutive days off, then we request that you submit your request at least one month prior to your time off, 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 vacation time plans.

Employee Meals

The Jump offers its employees a free meal and one bar drink at the end of each shift in appreciation of your work. Limitations to the food and drink offering will be posted and may change from time to time at the owner’s discretion. Off-shift employees plus one family member or significant other (does not include a friend) receive 50% off their food only when dining privately. These onsite meals should be rung in by a supervisor or staff member, other than the employee.

Please help us keep this privilege by following these practices:

- ✓ Food should be consumed before or after your shift. Order your food and drink and then clock out. Food should not be eaten during the shift.
- ✓ Once **The Jump** is closed, all employees must leave unless they are actively working while on the clock (*such as cleaning shifts*).
- ✓ No alcohol may be consumed while on shift.
- ✓ We appreciate that you enjoy **The Jump’s** environment as much as our customers do. However, once you are off-shift and the restaurant is closed, you must, by law, leave the premises.

- ✓ No additional drinks whatsoever will be served after the tills are closed.

Family & 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 child and to care for such child.
- 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.

Worker's Compensation

Worker's compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and during, their employment. An employee who is injured on the job, regardless of the severity of the injury or illness, should immediately report the occurrence to the manager on duty. The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

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

Mobile Phone Usage Policy

Mobile phone usage is restricted to breaks and off-hours. Mobile phones shall not be used on the floor (*this includes checking messages, text messaging, and making or answering calls*). If using your mobile phone in view of customers while off-duty (*in front of the restaurant, etc.*), please remove your apron so as not to appear on-duty. If this policy is abused, your mobile phone may be locked away until the end of your shift and you may be subject to further disciplinary action.

How We Work as a Team

Exemplary Guest Service

The Jump exists only because of guests, and particularly, repeat guests who voluntarily choose to return here and spend their hard-earned money on our dining experience. Without customers, we don't have a business. They are the only reason we are here.

Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two to three rings, with a smile. Believe it or not, people can hear a smile over the phone and will usually respond in a positive manner.

Always answer in a friendly, polite manner: "Good (*morning, afternoon, evening*), The Jump. This is (*your name here*)."

There is a good reason to end your greeting with your name. Studies have shown that this pattern makes the person on the other end of the phone remember your name more readily and leaves an opening for them to respond with real, interactive dialogue..." Hi, Brenda, this is Bob Thompson and I'd like to order a burger to go..."

Respond to any questions for which you are certain of the answer. If you are uncertain, tell them you are not sure but that you will find out the answer for them. Ask the person if you may put them on hold for a moment and quickly refer the call to a manager or someone else who can respond appropriately to the call. Always ask the caller for their name and phone number (*in case we need to ask additional questions, get accidentally disconnected, etc.*) Always thank the person for calling.

Never accept collect phone calls from any party. Most of these calls are scams or wrong numbers.

Never discuss sales with any phone solicitor. Tell all salespeople who call that all decisions regarding purchases are made by the owners and we only accept in-person solicitations, by appointment only. Take a message, pin it to the message board in the office, and Management will respond to these calls themselves.

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 expect the same in return. We will also try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions when misunderstandings or problems arise. We want to clear up these types of situations in a fair and timely manner and, to do so, we need your help in bringing them to our attention. We want you to know that we are never too busy to be informed of work-related problems, complaints or disputes. If you are experiencing issues in the workplace, please notify the HR Representative, Lauryn Franzoni via email hr@thejumpmt.com or phone/text 413-441-0795.

If you have such a problem, you should promptly contact your manager or the owner. We will listen in an open, objective, non-biased, and courteous manner. We want to understand and help to resolve any issues that arise.

Performance Feedback

Performance feedback is given regularly by Managers to employees. In the event that correction is needed, Managers may first give a verbal warning. If the warning must be issued a second time, Managers will write up the warning and add it to the individual's personnel file. A third warning will place the employee on notice, and a fourth warning is grounds for dismissal. If you have any questions about this policy, please speak to the HR representative.

Meetings

Staff meetings are held periodically for everyone's benefit. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Most meetings are held pre- or post-shift and attendance is mandatory. You will clock-in/out for the meeting. 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. EVERYONE should be looking for water glasses to refill, dishes to be bussed, and tickets to be closed out. Pitch in to help a guest whether they are technically yours or not.

Our goal is to give our guests the best experience and the fastest service possible. Working together helps make the guest's experience the best it can be. Genuine teamwork makes for a much more enjoyable and satisfying work experience and results in happier (*and more generous!*) guests.

Communication

Please keep open communication with our guests, so that they have the ultimate experience. Make every interaction an integral part of your communication. This includes proactively communicating if there is a wait in being seated or if there are delays in the kitchen. Keeping guests informed lets them know they are not being ignored.

On busy nights in the restaurant, help your guests navigate the process including encouraging them to order if they are ready to avoid delays. Effective communication will ensure that we build relationships. This will ensure that they return often and relay their positive experience to others.

Communication is an integral part of our teamwork. Shifts go well when people communicate what is going on with the other personnel involved in the processes, and shifts tend to go very poorly when communication breaks down. It is therefore important that you master open communication with your fellow team members in all departments of the restaurant. No job is more important than any other, and everyone should be brought into the communication loop. Doing so will increase your success, and the success of our team.

It is also important for every employee to have a good sense of *“what’s going on”* in the restaurant. It is our 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 in the schedule posting area.

Safety

The Jump 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 rush. Always walk carefully. Even when it’s busy, take small steps and pay attention.
- Wear shoes with non-slip soles.
- Report defective equipment or tools to your 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.
- Never try to catch a falling knife.
- Let people know when you’re carrying anything hot. Don’t be shy. Yell out something like, *“Hot food coming through.”* Also, when carrying sharp objects such as knives, call out, *“Sharps coming through.”* And when rounding corners with your hands full, call out, *“Corner.”*

- Don't put hot food or plates in front of small children.
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees. Lift with your legs, not your back.

If someone asks or tells you something, respond with *"Thank You."* This lets both parties know that the information has been heard and understood. Also acknowledge your coworker's communications clearly by saying, *"Got it, thanks,"* or something else that lets them know that they've been heard, and that the information was understood.

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

All employees are required to have and keep current all required food and beverage certifications.

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.
- Never pick up glasses from the rim. This is one easy way to help prevent the spread of germs.
- Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils clean. This helps to keep food handling areas and preparation tools free of bacteria. Also, always keep all kitchen and prep areas clean.
- 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 washing and sanitizing it first. The same rules apply 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 hot 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.
- Never eat or drink anything from a guest's plate/glass before or after serving.
- Please remember, the cleanliness of the bathrooms is as important as the kitchen sanitation. All staff are responsible to identify issues and maintain the bathrooms.

Standards of Conduct

Consistent with our mission and values, it is important for all employees to be fully aware of our personal conduct policies. In order to work together as a team and maintain an orderly, productive, and positive working environment, everyone must agree to standards of reasonable conduct and policies of the restaurant. An employee involved in any of the following conduct may receive disciplinary action up to and including immediate termination without a verbal or written warning. These situations include:

- Arrest or conviction of a felony offense.
- Disorderly or indecent conduct.
- Theft of guest, employee, or restaurant property including items found on restaurant premises.
- Theft, dishonesty or mishandling of restaurant funds. Failure to follow cash or credit card processing procedures.
- Engaging in harassment of any kind toward another employee or guest.
- Failure to consistently perform job responsibilities in a satisfactory manner.
- 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.
- Waste or destruction of restaurant property.
- Actions or threats of violence or abusive language directed toward a guest or another staff member.

- Disclosing confidential information including policies, procedures, recipes, manuals, or any propriety information to anyone outside the restaurant.
- Rude or improper behavior with customers or employees including the discussion of pay and/or tips.
- Use of foul or abusive language.
- Not showing up for a shift without notifying the manager on duty.
- Falsifying time records.
- Leaving your shift before the scheduled time without the permission of the manager on duty.
- Excessive tardiness or absence.
- Improper recording or failure to record time.
- Smoking or eating or during unauthorized breaks.
- Failure to comply with restaurant's personal cleanliness and grooming standards or safe serve requirements.
- Failure to comply with restaurant's uniform and dress requirements.
- Unauthorized operation, repair or attempt to repair machines, tools or equipment.
- Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

Harassment

We treat all personnel with dignity and respect and make our decisions without regard to race, sex, age, sexual orientation, national origin, religion or disability. We strive to provide everyone with a workplace

that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment directly to your direct supervisor, the owner, or if you prefer, the HR representative.

Sexual Harassment

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

Definition of Sexual Harassment | Sexual harassment encompasses any sexual attention, from any 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 continued employment.
- Submission to or rejection of the behavior is used to make an employment decision (*such as hiring or promotion*).
- The conduct has the purpose or effect of unreasonably interfering with a person's work performance or creates an intimidating, hostile or offensive environment for work, including harassment in the workplace from an outside party, such as a vendor or customer.

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.
- Excessive or 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 with other team members what may appear to be sexual harassment should report the harassment promptly and confidentially to someone in a supervisory or management capacity. A prompt and thorough investigation will be made. If a claim is substantiated, we will take immediate and appropriate action, including discipline and possible termination.

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 calling 911 in the event of an emergency. In the event that a manager is not available, do not hesitate to call 911. If you experience a robbery, cooperate and call 911 as soon as it is safe.

Fire Protection

We maintain three handheld CO² systems (*one in the kitchen and one each by the front and back door*). It is the responsibility of the manager on-duty to set fire procedures in motion or to notify officials to take action. However, if a fire starts and a manager is unavailable, do not hesitate to utilize an extinguisher. If a fire does break out, calmly but firmly assist guests in a controlled and orderly fashion to the nearest 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, whether served by us or not, a manager should be informed immediately.

Employees who serve customers alcohol must abide by the restaurant’s policies on alcoholic beverage service:

- ✓ We will not knowingly allow anyone on our staff that is under the legal drinking age of 18 to dispense alcoholic beverages.

- ✓ We will not knowingly allow anyone on our staff who is under the age of 18 to bring alcoholic beverages to a table.
- ✓ We will not serve alcoholic beverages to an obviously intoxicated person.
- ✓ We will not knowingly serve alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears to be under 30 years old.
- ✓ We will offer non-alcoholic alternatives such as non-alcoholic beer, soft drinks, coffee, juice, etc.
- ✓ It is our policy to have a sober family member or friend of someone appearing to be intoxicated drive them home safely, or to call a taxi or ride-share service.
- ✓ No outside alcohol will be allowed to be brought in from the outside. We will not allow any customer to bring in a water bottle from the outside that is not clear.

Proprietary & Confidential Information

It is illegal to steal, copy, 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 The Jump. Employees are not to disclose any proprietary processes or recipes to any person.

The Jump will instigate legal 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 lunches and breaks. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including termination.

Non-Employees

Non-employees are prohibited from soliciting and distributing literature anytime and anywhere on restaurant 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.

**Having read this document, please sign the separate receipt page
and return it to the business office.**