



SALARIED EMPLOYEE HANDBOOK

BEAR FAMILY RESTAURANTS

UPDATED MARCH 2025



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BEAR FAMILY RESTAURANTS SALARIED EMPLOYEE HANDBOOK

Our business is constantly changing. And from time to time, Bear Family Restaurants updates its handbooks, policies, and operating procedures. As such, the Company expressly reserves the right at its sole discretion to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of At-will employment as described herein, at any time and without prior notice.

The information contained within this 2025 BFR edition of the Bear Family Restaurants Salaried Employee Handbook supersedes all previous salaried and/or exempt employee handbook editions.



OUR HOME OFFICE CONTACT & EMPLOYEE HOTLINE INFORMATION

Always feel free to ask questions or share observations with us. We are listening to you, and open communication makes our time together at work much more productive and satisfying.

If after you have communicated with your immediate supervisor, or a human resources specialist, feel free to make contact through our home office. You may also use this email address as an employee hotline. A human resources specialist will respond to your email.

Our Bear Family Restaurants Home Office and Hotline email address is: HR@bfrmcd.com.
Alternatively, you may contact us via phone at: (847) 429-6900.

WELCOME

TO BEAR FAMILY RESTAURANTS: A MCDONALD'S FRANCHISE!

Welcome to the Family! We are excited that you have chosen to join Bear Family Restaurants!

The Bear Family takes great pride in being an owner of the premier restaurant franchise in the world, and we strive to maintain our excellent reputation as we continue to grow and prosper. We value your enthusiasm, performance, and brand loyalty as a member of the Bear Family.

We hope you will find your experience both challenging and rewarding. Working together, we will, Impress Every Guest! We will exceed their expectations by providing the most guest-friendly and accommodating service, and the highest quality products in the industry.

This employee handbook will provide you with valuable information regarding our employment policies, as well as benefits available to you as a Bear Family member. If you have any questions after reading this handbook or have a few questions or observations in general, please feel free to raise them with your immediate supervisor. We are available to assist you, and we will try to provide you with whatever information you need.

Welcome to Bear Family Restaurants!

Sincerely,

The Bear Family



A handwritten signature in black ink that reads "David Bear".

David Bear, Owner/Operator



A handwritten signature in black ink that reads "Nicole Bear".

Nicole Bear, Vice President





OUR HISTORY

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In 1967 Jerry and Marcelle Bear purchased the Larkin Avenue restaurant from McDonald's Corporation. Nothing more than a walk-up window with seating for four, they managed the restaurant themselves with only 18 employees on staff. McDonald's biggest selling and most successful sandwich, the Big Mac®, did not yet exist, and the Golden Arches stood out across the street from Larkin High School as the only neighbor.

Through hard work, unwavering determination, and a commitment to their community, sales started to increase. Two years later, in 1969, Jerry and Marcelle Bear purchased their second McDonald's franchise on Summit Street. In order to build the market, the Bear's absorbed themselves in the Elgin community. They served on virtually every non-profit board, were active in the PTO's, engaged with the spiritual community and actively participated in the Chamber of Commerce activities.

David Bear, born and raised in the McDonald's System, was mixing shakes at five years of age at the Larkin Avenue restaurant. As a teen, he worked the cash registers and cooked hamburgers on the grills. Although he spent many hours in the restaurants, Jerry and Marcelle were very supportive of growing the family into the business, although David never intended on making a career for himself with McDonald's. David, initially had his mind set on a career in medicine. He changed that pursuit and graduated from Northwestern in 1990 with a Bachelor of the Arts Degree, majoring in Economics. After a long conversation with his parents, David decided to forego an opportunity in the investment banking industry and join his parents in the family business.

Between 2012 and 2016, Jerry and Marcelle started to hang up their spatulas. David Bear started his own legacy within Bear Family Restaurants, by owning and operating 5 of the restaurants. Since 2012, David has grown the Bear Family Restaurants organization to 35 McDonald's locations in over 20 communities.

Through this tremendous growth, David Bear is proud to employ over 1,500 people and offer career advancement opportunities for his team members, which are more like family. Over the last decade, the organization has added a Vice President, several Director level positions, and much more. Being able to provide opportunities to people, whether it's someone's first job in the workforce or a final career destination, all while building the brand, is really where his passion lies.

The Bear Family is committed to being a socially responsible and engaged member of every community that their restaurants serve. They host dozens of McTeacher nights, provide tens of thousands of dollars back to their local social service agencies and contribute hundreds of hours of volunteer time each year. They are the recipients of multiple awards for community service including the 2013 Illinois Family Business of the Year for Community Service.

The Family has a mission to Impress Every Guest. When people visit a Bear Family McDonald's Restaurant they will experience a difference by always being greeted with a smile, being treated with respect and feeling a genuine sense of appreciation. This all starts with our amazing employees, in which we treat like family. We offer some amazing benefits for everyone that joins our family.

Fun Facts

“Learning About My Golden Arches”

- Before leading McDonald's, Ray Kroc was a “Multimixer” milkshake machine salesman. This brought him to the McDonald's brothers hamburger stand in San Bernardino, California.
- Ray Kroc became the McDonald's brothers' first exclusive franchising agent for the entire country.
- The original McDonald's brothers, Dick and Mac, sold the franchising rights for 2.7 million dollars in cash; \$700,000 went to taxes, leaving \$1 million for each brother.
- Ray Kroc formed the new franchising company on March 2, 1955 and opened his first prototype of McDonald's Restaurants on April 15, 1955 in Des Plaines, Illinois.
- In 1961, McDonald's opened an educational facility to ensure consistent training throughout the system. The name of the facility is, and remains, Hamburger University. Since it first opened its doors, more than 280,000 McDonald's management employees have graduated. And then... there are the millions worldwide who have been trained in crew positions!
- In 1967, Marcelle Bear was awarded her first restaurant as owner/operator of the Larkin Avenue (Elgin) McDonald's.
- We're in good company! McDonald's has surpassed the U.S. Army as the nation's largest training organization.
- McDonald's restaurants across the U.S. employ over 800,000 crew members: each of them serving one guest, one restaurant, one community at a time.
- Somewhere in the world, a McDonald's restaurant opens every 15 hours!
- Today, there are 35,000 restaurants in more than 118 countries around the world. Approximately 14,000 restaurants are in the U.S. And this restaurant is just one! McDonald's serves more than 70 million guests each day, over 25 million in the U.S. alone!
- According to recent consumer surveys, McDonald's is among the most recognizable brand identities in the world. This well-known and much-loved group of brands includes Coca-Cola, Amazon, Nike, Apple, Target, Disney, Google, and Starbucks.
- Would you like a pie today? McDonald's only pie baker, Bama Companies produces over 2 million pies every single day – just for our valued guests.
- More than 9 million pounds of fresh, hot french fries are produced and served every day around the world.
- Did you know that many people get their start at McDonald's? About 1 in every 8 American workers has been employed at a McDonald's at one point in their lives.
- Some of these McDonald's employees go on to stardom! A few examples are: Pink, Rachel McAdams, James Franco, Seal, Macy Gray, Keenen Ivory Wayans, Lin-Manuel Miranda, Pharrell Williams, DL Hughley, Jay Leno, Shania Twain, Mark Hamill, and Amazon's own Jeff Bezos. Shall we keep going?
- McDonald's is a HUGE global system. We hope you are as excited about being part of Bear Family Restaurants as we are about you being part of our McDonald's family!

About this Handbook



This handbook provides guidelines, policies, and expectations of employment, and is designed to assist employees in performing their job duties. It is not an exhaustive list of every workplace rule and policy. It is also an employee guide to commonly raised questions.

WHAT'S INSIDE?

This employee handbook contains the policies and programs relevant to employees working in the Bear Family Restaurants home office or at any of our McDonald's brand restaurants; hereinafter collectively referred to as "Bear Family Restaurants," "BFR," or "the Company." This handbook applies to all employees, and supersedes all previous employment policies, written and verbal, expressed and implied.

POLICIES & PROCEDURES SUBJECT TO CHANGE

Since our business is constantly changing, BFR expressly reserves the right at its sole discretion to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of At-will employment as described below, at any time and without prior notice.

This information and other Bear Family Restaurant policies, programs and manuals which are issued from time to time, set forth procedures and guidelines which, in any particular situation, may or may not be applicable, according to BFR's sole discretion, and do not constitute promises or establish contractual rights between BFR and any of its employees. BFR reserves the right to change any term or condition of employment of any employee without prior notice, consultation, or agreement.

With respect to all other changes to policies, we will notify you in writing of these changes. No verbal statements or representations can in any way alter the provisions of this handbook. Changes will be effective on dates determined by the Company and employees may not rely on policies that have been superseded. If you are uncertain about any policy or procedure or have additional questions, please check with your restaurant's General Manager or human resources specialist.

AT-WILL EMPLOYMENT

The employment relationship between Bear Family Restaurants and each of its employees is At-will. This simply means there is a mutual freedom by both BFR and each employee to terminate employment at any time, for any reason, with or without cause or prior notice. As a matter of common courtesy, it would be greatly appreciated if you give your manager a minimum of thirty days notice before terminating your employment. However, notice is not required by law.

The At-will nature of your employment may be modified or changed only in writing, addressed specifically to you, and expressly stating that you are no longer employed At-will. Further, only an agreement making this statement, signed by the Company's Owner/Operator is valid. No one, including the Owner/Operator, has the authority to make any verbal statements which are legally binding on the Company with respect to altering your At-will employment status.

Nothing in this handbook will limit the right of either party to terminate an At-will employment. No section of this handbook is meant to be construed, nor should be construed, as establishing anything other than an employment At-will relationship. This handbook does not limit management's discretion to make personnel decisions such as reassignment, change of wages and benefits, and demotion, etc.

Our Philosophy

WE HAVE A SAYING AT BEAR FAMILY RESTAURANTS THAT SUMS UP OUR APPROACH TO GUEST SERVICE.

“IMPRESS EVERY GUEST”

Without our guests, we would have no reason to open our doors. Therefore, our goal every minute of every hour is to make our guests feel glad they chose to visit one of our McDonald's restaurants. Learn more on Page 50 on our *Top Ten List for Impressing Every Guest*.

WE ACHIEVE THIS THROUGH OUR RELENTLESS COMMITMENT TO OUR VALUES:

FAMILY

Ensuring that we are providing a world-class experience for our team members, whether they are here for a short time or if this is their career. By implementing new and modern benefits, and ensuring that all employees have the tools, resources and support they need to impress each guest, we ensure that we are a leading employer within McDonald's and our communities.

COMMUNITY SERVICE

We are committed to building upon the legacy that we inherited that is over 50 years in the making. A passion for giving back to the communities who give us so much by making their neighborhoods better places to be through working with the local schools, senior centers, hospitals, public service agencies to make a difference in every community we serve, every single day.

INTEGRITY

Integrity is all you have as a person, and no one can take it from you. At BFR we are committed to delivering on our promises. We take our family name, and our individual names within this family, very seriously and want to ensure that we are committed to always following through on our promises, with our team members, with our guests, with each other, and with our community and company partners.

ACCOUNTABILITY

We are committed to elevating people to higher levels of performance in the restaurants and outside of the restaurants by ensuring that each team member holds themselves accountable for their actions, thoughts, and words. Through established goals and expectations, each team member is held to a level of accountability of contribution, that is essential for the team to be successful.

EXCELLENCE

This is at the core of everything we do, as we strive for excellence in our restaurants, in our communities, and in our relationships through our persistence and passion. Our persistence will push us to continually improve and be the best that we can be. Our passion for the brand, each other, and our communities will give us meaning and purpose. In the words of Jerry Bear – “Keep on Keepin’ on.”

RESPECT

We treat each other and our friends and neighbors in a respectful way, in every interaction. By consistently demonstrating respect for others, we earn respect. We respect our team members, and their opinions, while working towards our common goal to serve our guests. Most importantly we respect ourselves, while having pride and confidence in our abilities in our job and our lives outside of work.



Serving with Significance

We're happy you chose to join the Bear Family! It won't take long for you to learn about our long-time commitment to Serving with Significance. Our culture is founded on placing every guest at the center of everything we do. Without our valued guests, we would not be here. Our commitment also extends far beyond the four walls of each and every restaurant. We are deeply committed to our communities.

Over the last half-century, Bear Family Restaurants and its employees: family members as we like to think of them, have made a positive difference in tens of thousands of people's lives. Our rich history of volunteerism chronicles our deep influence on local charities and the communities they serve.

Communities, charities, and our restaurant guests have likened our 'Bear family' to an extension of their own families. Whether it's volunteering at a local food pantry, serving first responders after an emergency, ringing a holiday bell for charity, contributing much needed supplies to a local school, or serving the highest quality food in a clean and safe environment, Bear Family Restaurants is always there. We're excited to call you a 'family member,' and look forward to your commitment and contribution to the Bear Family Restaurants and those we Serve with Significance.

What's in it for you?

SATISFIED EMPLOYEES LEAD TO SATISFIED GUESTS.

Our goal is to make our restaurants great places to work! We also want to bring you rewarding new experiences, challenges, and opportunities along the way.

At Bear Family Restaurants, you will receive more than a paycheck. You'll also receive:

- Experience in how to use your time well as you balance your work schedule with your personal life.
- Practice thinking on your feet in a service environment.
- An opportunity to work a flexible schedule.
- A chance to make new friends and become part of a winning team.
- Training in different positions, which will provide you with a broad range of experiences.
- An opportunity to learn how to train, coach, and develop others.
- Skills which you can take to your next job. A reference from a quick service restaurant employer, especially a McDonald's restaurant, is a great testimonial to skills building!
- A fulfilling experience with a World Class Brand!



Performance Reviews and Pay Increases

As you get better at your job, you may receive raises and promotions. Your good work will be rewarded. You will have an annual Performance Review in which you will be measured based on 5 categories of competencies: Leadership, Management, Self-Management & Development, Strategic & Analytical Thinking, and Interpersonal Relationships. You will also be evaluated on how well you exemplify WAAC Behaviors (see more below). This is your chance to see how you are doing and how you can improve. Based on how you are doing, you may be considered for pay increases after your review.

There are three parts of your annual Performance Review:

SELF APPRAISAL: No one has a more complete picture of your performance better in the past year than you. You have easy access to your calendar, emails, work/tasks/and completed projects lists, and notes or recollections of periodic discussions with your immediate supervisor. And depending on your specific responsibilities you have access to metrics, other result measurements, activities, and most importantly, your recall of how the year progressed.

PERFORMANCE REVIEW: Your immediate supervisor will schedule time with you in the Spring for the prior year's annual performance review. You will review the Employee Performance Review form prior to the meeting, so you are aware of the BFR performance rating system and definitions for each rating category.

SMART PLAN OBJECTIVES: At the conclusion of your Performance Review, you will be record everything in a working SMART document, which you can review and update throughout the year. This is designed to help you keep the wheels in motion.

W.A.A.C.

WILLING. ALIGNED. ACCOUNTABLE. CAPABLE.

ARE YOU WAAC? You'll hear others use the term, and in no time, you'll also be using it. The more skilled and competent you become, the more you'll be thinking in WAAC terms. Being WAAC helps you and our entire Bear family team achieve success.



AM I WILLING?

Am I willing to do my part in leading and building the business, whether it be as a General Manager or a home office staff member?



AM I ALIGNED?

Do my goals and values align with Bear Family Restaurants? Do I understand the company's goals and have I aligned my focus and performance with those goals?



AM I ACCOUNTABLE?

Am I accountable to myself and others? Although it is important to hold others accountable, am I really being a role model? When I commit to doing something, am I accountable for achieving it? Am I being honest with myself and doing the best I can?



AM I CAPABLE?

Am I capable of developing goals and holding myself and others accountable to achieve those goals? Am I capable of partnering with others to drive the business forward and achieve excellent results?



EMPLOYMENT ELIGIBILITY VERIFICATION

COMPLIANCE POLICY

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In compliance with the Immigration Reform and Control Act of 1986 (IRCA) and any other applicable Federal, State, or local laws, the Company is committed to:

- Employing only those who are authorized to work in the U.S.
- Non-discrimination based on national origin or citizenship in hiring, recruiting, or terminating employees.

As a Bear Family Restaurants employee, you must adhere to all aspects of this policy. Failure to comply with IRCA may subject BFR and any responsible individuals to civil monetary or criminal penalties. Violations of this policy may be grounds for discipline, up to and including termination of employment.

You must complete Section 1 of the Form I-9 no later than the first day of employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services (USCIS) proving identity and employment authorization no later than the third day after starting employment with BFR.

You must complete the I-9 employment eligibility verification process within the required time frame. There are no exceptions to this requirement. **Remember, completing your I-9 no later than your first day of employment is a condition of employment.** Be sure to check with your manager if you have further questions.

See Appendix 1 for more information.





Confidentiality

In your course of employment with BFR, you may have access to “confidential information.” Confidential or proprietary information includes, but is not limited to, non-public information regarding the Company’s business methods and plans, databases, systems, technology, know-how, marketing plans, business development, products, services, financial statements, financial projections, financing methods, pricing strategies, guest sources, employee health/medical records, system designs, guest lists and methods of competing.

See Appendix 2 for more information.

VOICEMAIL, EMAIL, WORK PROVIDED APPS AND COMPUTER FILES

Company provided voice mail, e-mail, work provided apps, and computers are maintained by the Company to facilitate Bear Family Restaurants business. Therefore, all messages sent, received, composed and/or stored on these systems are the sole property of the Company.

See Appendix 3 for more information.

RESPONSIBLE & ETHICAL

Recruitment Policy



ABOUT THIS POLICY

Bear Family Restaurants (hereto referred to as “BFR”) is committed to the principles of responsible and ethical recruitment in our employment practices. BFR independently owns and operates this McDonald’s-brand restaurant and is alone responsible for determining the employment and recruitment policies and practices in effect for its restaurants and staff.

This Policy applies (without limitation) to:

- all restaurant employees and staff employees of BFR.
- all third parties recruiting and/ or managing migrant labor on behalf of BFR.

BFR COMMITMENTS

BFR is committed to the principles of responsible and ethical recruitment in relation to all our employees, interns, temporary workers, and independent contractors and requires the same of our third-party recruiting agencies and companies who manage labor on our behalf. We make our Responsible and Ethical Recruitment Principles available to other third-party contractors to educate them on our responsible recruitment standards and encourage them to develop similar policies and procedures for their own business operations.

We are committed to eliminating the practice of migrant workers paying recruitment fees and related costs to secure their employment as informed by the ILO’s General Principles¹ and operational guidelines for fair recruitment and the Employer Pays Principle².

BFR condemns all forms of slavery, forced labor, human trafficking, or exploitation, and we prohibit such practices across our business.

See Appendix 24 for more information on this policy including the standards when engaging in the recruitment of migrant workers and how we ensure these standards.

¹<https://shorturl.at/juEM5>

²<https://shorturl.at/glGRW>

Respectful Workplace

BEAR FAMILY RESTAURANTS EMBRACE AND PROMOTE A RESPECTFUL WORKPLACE.

A respectful workplace is one where every employee is treated fairly and with respect. It's an inclusive work environment where communication is open, and conflict is quickly addressed. At BFR, a respectful workplace allows you to function at your best. It's what we expect of each other, and what our valued guests expect of us.

See Appendix 4 for more details on our Respectful Workplace Policy, including our policy for handling violations.

WORKPLACE TRAINING

The Company will provide you with respectful workplace training to include an explanation of sexual harassment and examples of conduct that constitutes unlawful sexual harassment. This training occurs annually. You will also receive a summary of Federal and State statutory provisions, including remedies available to victims of sexual harassment, and a summary of employer responsibilities for prevention, investigation, and corrective measures.

NON-DISCRIMINATION

BFR strictly prohibits and does not tolerate discrimination against employees, applicants or any other covered persons because of any characteristic protected under applicable Federal, Illinois or local law, including "perceived" status in any protected category. All employees and representatives are prohibited from engaging in unlawful discrimination.





ANTI-HARASSMENT

BFR strictly prohibits and does not tolerate any unlawful form of harassment against employees or any other covered persons because of any of the protected categories mentioned above, or any other characteristic protected under applicable Federal, State, or local law. Our anti-harassment policy applies to the workplace and to employer-sponsored events.

SEXUAL HARASSMENT

Sexual harassment means any harassment based on someone's sex or gender. It includes any unwelcome sexual advances or requests for sexual favors or any other conduct of a sexual nature. Sexual harassment is prohibited by Title VII of the Civil Rights Act of 1964 and the Illinois Human Rights Act.

SEE APPENDIX 4 FOR MORE DETAILS ABOUT THE ABOVE POLICIES AND
THE FOLLOWING RESPECTFUL WORKPLACE POLICYS:

- Direct Communication
- Contact with Supervisory Staff
- Non-Retaliation
- Employee Rights under the National Labor Act
- Management Responsibility
- Employee Treatments of Guest, Suppliers and Vendors
- Zero Tolerance
- False and Frivolous Complaints

General Employment Policies

BFR HAS POLICIES IN PLACE FOR THE FOLLOWING CATEGORIES.
To see the complete details about each policy, see Appendix 5.

- Equal Employment Opportunity and the Americans with Disabilities Act
- Disability Accommodations
- Pregnancy Status
- Religious Accommodations
- Privacy
- Personnel Records and Employee References
- Maintaining Current Contact Information



DRUG AND ALCOHOL FREE

Workplace

Bear Family Restaurants is strongly committed to maintaining a safe and healthy working environment for all its employees with the expectation that all employees will perform their duties safely and at an acceptable level.

The Company recognizes that your health and safety are of the utmost importance. Illegal drug and alcohol use may pose a serious threat to employee health and safety. It is the policy of the Company to prevent substance use or abuse from having an adverse effect on our employees. The work environment is safer and more productive where employees are not under the influence of alcohol or illegal drugs while at work. Furthermore, you and all employees have a right to work in a drug-free environment and to work with individuals free from the effects of illegal drugs or alcohol. Employees who report to work under the influence of alcohol or illegal drugs are a danger to themselves, their co-workers, the public, and the Company's property.

The Company prohibits the manufacture, distribution, dispensation, possession, concealment, use, sale or transfer of alcohol or illegal drugs, and the possession and/or purchase of drug related paraphernalia while working on company premises, company time or while operating company equipment, including vehicles. We also prohibit employees from reporting to work while under the influence of alcohol or illegal drugs and from using alcohol or illegal drugs while at work, while performing company business or job-related duties, while on company property or while operating company equipment or driving company vehicles or any vehicle in the course of employment for the Company. Any illegal substances found in the workplace will be confiscated and turned over to the appropriate law enforcement agency.

See Appendix 6 for more information about this policy, including details on the following policies that we have in place.

- Drug Testing in the Workplace
- About Cannabis (Marijuana)
- Workplace Searches



POLITICAL

Neutrality

Maintenance of individual freedoms and our political institutions necessitates broad scale participation by citizens concerning the selection, nomination, and election of our public office holders. BFR will not discriminate against any employee because of identification with and support of any lawful political activity. You are entitled to your own personal political position. BFR will not discriminate against you based on your engagement in lawful political activity outside of work. However, if you are engaging in political activity, you should always make clear that your actions and opinions are your own and not necessarily those of the Company, and that you are not representing Bear Family Restaurants. The wearing of any political paraphernalia such as a political candidate's button or pin, etc., may not be worn while at work or on a McDonald's uniform.





CHILD LABOR LAWS & MINORS

Bear Family Restaurants strictly adheres to the Fair Labor Standards Act (FLSA) in the employment of minors. It restricts the hours youth under the age of 16 may work and prohibits youth under the age of 18 from being employed in hazardous occupations. BFR does not employ 14 and 15 year olds.

The FLSA's child labor provisions are designed to protect the educational opportunities for youth and prohibit their employment in jobs that are detrimental to their health and safety.

MINORS UNDER 18 YEARS OF AGE

Employees under 18 years of age are not allowed to operate a motor vehicle on public roadways for the job, including, but not limited to, driving employees to or from work, pick-up or delivery of product from other restaurants, or driving themselves, or fellow employees to another restaurant to cover shifts for crew meetings, holiday parties, outings, etc.

RELATIVES

Bear Family Restaurants recognizes that the employment of relatives in certain circumstances, such as when they will work in the same department, or supervise or manage the other, or have access to confidential or sensitive information regarding the other, can cause problems related to supervision, safety, security or morale, or create conflicts of interest that materially and substantially disrupt the company's operations. When BFR determines any of these problems will be present, it will decline to hire an individual to work in the same restaurant as a relative of an existing employee. Relatives subject to this policy include father, mother, sister, brother, current spouse or domestic partner, child (natural, foster, or adopted), current mother-in-law, current father-in-law, grandparent, or grandchild.

Prior to a manager hiring a family member of their own or of another employee, they must first request authorization from their Area Supervisor and the Human Resources Manager using the "Authorization to Hire a Relative Form" to ensure a conflict may not exist. A position should not be offered before written approval is given.

If you and another employee become relatives during employment by a Bear Family Restaurant, your Area Supervisor should be notified. The supervisor will determine whether a problem involving supervision, safety, security or morale, or a conflict of interest that would materially and substantially disrupt the company's operations exists. If we determine that such a problem exists, we will take appropriate steps to resolve the problem, which may include reassignment of one relative (if feasible) or asking for the resignation of one of the relatives.

ACCOMMODATIONS FOR HANDBOOK POLICIES

If you believe you need an accommodation to any of these policies based on your disability, religion, gender identity, or any other protected class, please contact your restaurant's General Manager, Area Supervisor or a human resource specialist at our home office.

Appearance at BFR

Our Dress Code

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UNIFORMS AND APPEARANCE STANDARDS FOR RESTAURANT GENERAL MANAGERS

Bear Family Restaurants has an established uniform policy for our restaurant General Managers. See Page 19 for our full guide on Appearance Expectations for General Managers.

There will be times when non-uniformed professional dress is required or appropriate. The Company will reasonably accommodate exceptions to our dress code and appearance policy if required due to an employee's religious beliefs, gender identity, medical condition, or disability. If you need such an accommodation, please contact human resources at the BFR office.

APPEARANCE FOR HOME OFFICE STAFF

BFR has an established criterion for staff attire. See Page 20 for our full guide on Office Dress Code.

If you know in advance that you will be working in a restaurant, attending a community event, or other professional function, please use your best assessment of what attire will be most appropriate in representing Bear Family Restaurants.

APPEARANCE FOR RESTAURANT MAINTENANCE STAFF

Restaurant maintenance staff will wear standard issue maintenance uniforms at all times. Additional safety accessories must also be worn when working on equipment or executing various standard maintenance responsibilities. Maintenance staff will always present a clean and professional appearance when working on restaurant property.

APPEARANCE FOR BFR FACILITIES MAINTENANCE, AND TECHNOLOGY STAFF

Facilities Maintenance staff who provide services to all BFR restaurants and our home office are required to wear approved uniforms on a daily basis. You'll want to present a professional appearance when working with restaurant management teams, and home office staff. Please reach out to your immediate supervisor when your uniforms or needed accessories require replenishment. Technology staff must dress appropriately when working in restaurants, within guest view, and interacting with management teams. Following home office appearance guidelines is appropriate.

GOOD JUDGMENT AND "STAGE" PRESENCE

Just as it is with all of your duties and responsibilities, if you are ever in doubt about the appropriateness of your appearance, please keep in mind anything that could be considered distracting or not in the best interest of our Bear family values will not be permitted.

See Appendix 7 for more information on our Employee Appearance Policy, including details about the categories below.

- PERSONAL HYGIENE
- FOOTWEAR
- HAIR COLORING
- CELLULAR/MOBILE PHONES AND OTHER DEVICES



A REMINDER ABOUT OUR COMPLETE APPEARANCE POLICY FOR CREW AND OTHER HOURLY EMPLOYEES

As a General Manager, you'll need to be well versed in all restaurant policies, including our appearance policies for crew and other hourly employees. Please read the full "Appearance at work: Our Dress Code" policy. It can be found in its entirety in the Hourly Employee Handbook. A copy is located in your restaurant, and crew have access through their Mize Houser payroll application. Become familiar with these policies and adhere to those which may be appropriate or need further modeling in the restaurant.

APPEARANCE EXPECTATIONS FOR

General Managers

As a General Manager at BFR, you are expected to look sharp and dress professionally. You are the leader and role model for your entire team. It is your responsibility to dress appropriately for the day. There is a direct relationship between your appearance and our guest's impressions. General Managers, and all other members of the management team will dress in approved uniforms as part of their daily appearance standards.

As a General Manager, you have budgeted funds to order uniforms through a McDonald's approved vendor. If you are unable to wear an approved uniform, please secure approval from your Area Supervisor for any variance to the BFR uniform policy. Refer to the icons to the right for specific requirements. You will be provided with several standard McDonald's pieces that fit within the requirements listed here. You may choose to wear your own personal apparel or Bear Wear, as long as it fits the guidelines mentioned here.



McDonald's Apparel



Personal Apparel

You may wear your own clothes, as long as they are business professional, such as blouses, cardigans, sweaters, blazers, suits, or collared shirts.



Not all Bear Wear items are allowed while working. Ask your supervisor before purchasing for approval to wear during working hours.



Collared Manager Shirt, Coordinating Tie, & GM Nametag



Dress Slacks
in coordinating color for the outfit



Well-Groomed Hair
mustaches, beards, and goatees are permitted if neatly maintained



Slip-Resistant Shoes
check out "dress" shoes at shoesforcrews.com



All Pieces Must Fit Well & Be Wrinkle Free

Home Office Staff

MONDAY-THURSDAY

BUSINESS PROFESSIONAL

Business professional is about always looking polished in clothes that coordinate and represent the professionalism of BFR. Of course, we still want each team member to bring their own style, while also adhering to the guidelines.

ACCEPTABLE OUTFIT IDEAS

- Slacks, business dress pants, pant suits, professional suits
- Button-down shirts, sweaters, or blouses
- Knee-length or maxi dresses or skirts
- Optional cardigans, blazers or sport coats
- Closed-toed shoes such as loafers, Oxfords, boots, fashion sneakers*, pumps or flats - Peep toe shoes are also appropriate, but not full open toe.
- Simple, professional accessories such as scarves, belts or jewelry

FRIDAY

BUSINESS CASUAL

Business casual attire blends traditional business wear with a more relaxed style that's still professional and appropriate for an office environment. Please note that Business Casual is only permitted on Fridays.

ACCEPTABLE OUTFIT IDEAS

- Dark denim jeans without holes, slacks or business dress pants, khakis, or chinos
- Button-down shirts, sweaters, blouses, henleys or polo shirts
- Knee-length or maxi dresses or skirts
- Optional cardigans, blazers or sport coats
- Closed-toed shoes such as loafers, Oxfords, boots, fashion sneakers*, pumps or flats - Peep toe shoes are also appropriate, but not full open toe.
- Simple, professional accessories such as scarves, belts or jewelry

*These sneakers have a rubber sole, but should be made of materials typical to dress shoes, such as suede or leather to maintain a professional appearance.

Gym shoes are only acceptable for medical reasons.



BEAR WEAR is acceptable as part of Business Casual on Fridays. It is also acceptable over top of Business Professional apparel for warmth, such as a pullover, zip-up jacket or vest.



DURING WARM SEASONS the following items are also appropriate for all days of the week: capris, sun dresses and appropriate sandals including dressier sandals and open toe wedges. Flip flops are not allowed.

Grooming Standards

FOR GENERAL MANAGERS

Many of our grooming standards apply to both men and women, with a few being more gender-specific.

BE SURE TO READ THROUGH THESE STANDARDS IN THEIR ENTIRETY TO BEST UNDERSTAND AND COMPLY WITH THOSE WHICH ARE APPLICABLE TO YOU.



JEWELRY

- If jewelry is worn, it should be stylish, yet conservative in size, color and design.
- Stud-style earrings are acceptable. One larger and one smaller is permissible. The larger may not exceed the size of a quarter and must be simple in design.
- One small stud earring-style piece of jewelry may be worn on a visible body piercing. Up to two visible piercings may include jewelry. The small stud jewelry must be simple in design.
- As a safety precaution, necklaces, bracelets, ankle bracelets, and exposed chains are not permitted.
- A medical-alert necklace, bracelet, or ankle bracelet is acceptable.
- A contemporary or classic styled watch is acceptable
- Rings may be worn on any finger.



HAIRSTYLING

- You should keep your hair neatly combed and arranged in classic, easy to maintain styles. Extreme styles are not permitted.
- Hair products may be used to create a soft, natural hairstyle within these guidelines.
- Artificial hair is permitted if it looks natural and meets all the above and gender-specific requirements.
- Short ponytails are acceptable.
- A shaved head is permitted, as well as a short above-the-collar style cut.
- Hairnets are not permitted unless required by local health ordinances.



FINGERNAILS

- Clean and presentable fingernails are a must.
- If polish is used, it must be a neutral and subtle tone. Polishes that are not permitted include bright pastels and neon-like colors, and bolder dark colors such as black, and purple, etc.



ADDITIONAL GROOMING STANDARDS

We have additional standards for Women & Men General Managers.

See Appendix 8 and 9 for more information.

APPEARANCE POLICY ADHERENCE

It is important for you to do your part and maintain your grooming while following these standards. Failure of any employee to adhere to these or any subsequently established or modified standards will result in appropriate disciplinary action.



SECURITY AND

Workplace Violence

The Company will not condone any acts or threats of violence against employees, guests, or visitors on its premises at any time, or while they are engaged in business with or on behalf of the Company.

IN KEEPING WITH THE SCOPE AND INTENT OF THIS POLICY, IT IS OUR COMMITMENT TO:

PROVIDE A SAFE AND HEALTHY

work environment, in accordance with the Company's safety and health policies.

TAKE PROMPT ACTION

up to and including immediate termination, against any employee who engages in any threatening or intimidating behavior or acts of violence or who uses any obscene, abusive, or threatening gestures or language, including through the use of technology, social media, or graffiti, etc.

TAKE APPROPRIATE ACTION

with guests, former employees, or visitors to the Company's facilities who engage in such behavior. Such action may include notifying the police or other law enforcement agencies and prosecuting violators to the maximum extent of the law.

PROHIBIT BRINGING UNAUTHORIZED FIREARMS

or other weapons onto the Company's premises, by employees, former employees, guests, & visitors.

ESTABLISH VIABLE SECURITY MEASURES

to ensure that the Company's facilities are safe and secure to the maximum extent possible, and properly handle access to company facilities by the public, off-duty employees, and former employees.

Any employee who displays a tendency to engage in violent, abusive, or threatening behavior, or who otherwise engages in behavior that the Company, in its sole discretion, deems offensive, threatening, dangerous, or inappropriate will be subject to disciplinary action, up to and including termination.

See Appendix 9 for more information, including our policies on duty to warn, guns, and other weapons.



A WORD ABOUT THE COVID-19 CORONAVIRUS PANDEMIC

Bear Family Restaurants is committed to maintaining the highest standards of health and safety for anyone who enters our restaurants or home office. In response to the COVID-19 pandemic, we have made many adjustments in our facilities and to our operating minimums. We made these changes in accordance with recommendations from the Centers for Disease Control (CDC), State, and local guidelines, and public health orders during the pandemic. From time to time, these guidelines and orders may change. Your management team will keep you up to date on new or changing information. Be sure to follow our guidelines and procedures in the following areas, including any other areas specific to your workplace:

- Social distancing
- Use of face masks
- Use of gloves
- Frequent handwashing
- Enhanced cleaning and sanitizing
- Use of contactless procedures
- Personal hygiene and BFR dress code

We have a long history of modeling our BFR gold standards when it comes to food safety, hygiene, and sanitation. We care about you and our guests and will remain alert, educated, and vigilant during this worldwide pandemic. We ask that you do the same.





Food Safety

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This is a food business, which is different from other retail establishments. Our guests trust that the food at our restaurant is safe to eat. Safe food is free of harmful bacteria which can make people ill. We have special food preparation procedures that you must follow to keep food safe. You will learn how to prepare safe food, however if you ever have any questions about our procedures, ask a manager. We want you to be well trained and knowledgeable. Our guests are relying on you.

HYGIENE

Maintaining good personal hygiene is one of the ways you can help make sure that our food is safe. These are some of the things you need to do:

- Keep yourself clean by bathing or showering regularly.
- Stay neat by wearing a clean and fresh uniform and keeping your fingernails short and clean.
- **Contact your immediate supervisor right away if you have an infectious or contagious illness that may prevent you from being around others, serving food or handling food equipment in a safe and sanitary manner.**

HAND WASHING WHILE IN THE RESTAURANT

When in the restaurant, properly washing your hands is the most important thing you can do to help ensure that our guests receive safe food. As the General Manager or a staff member, you set the example. You must properly wash your hands:

- Before entering the kitchen and touching food
- After using the restroom and while still in the restroom.
- After touching your face, hair, or body.
- At least once every 20 to 30 minutes, and more frequently if possible.

HAND WASHING WHILE IN THE HOME OFFICE

When working at or visiting the home office, hand washing remains a priority, just as it does in our restaurants. Be sure to wash your hands when using the restrooms, before working in the kitchen or handling food for staff consumption. Wash your hands frequently throughout the day and strive to follow a clean-as-you-go approach at your desk and while using appliances, grabbing door handles, and sitting at meeting room tables.





General Safety

AND SECURITY PROCEDURES

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GENERAL SAFETY

We will do everything possible to ensure that you and your fellow team members have a safe place to work. We ask that you do your part by working safely. In the unlikely event that you are injured, please immediately report the incident to your immediate supervisor or a human resources specialist. Also, whether you work in a restaurant or at the home office, report the condition or action that caused the injury so steps may be taken to prevent future accidents.

GENERAL SECURITY

For the security and safety of our employees and guests, we have established procedures to be followed by all employees. Please, always review the procedures and comply with them.

- ✓ All doors to the restaurant (production and backroom) are always closed and locked except for deliveries.
- ✓ General Managers must learn, properly communicate, follow, and enforce all restaurant security protocols.
- ✓ All individuals must be identified before gaining entrance behind the counter. Only managers may authorize entrance.
- ✓ All opening and closing employees will enter and leave the store by utilizing the staggered method.
- ✓ Office staff may enter through the front or rear door with the use of a BFR security fob.
- ✓ In the event of a robbery - DO NOT RESIST. Obey restaurant robbery procedures as detailed by members of management.
- ✓ In the event of a office intrusion - DO NOT RESIST. Obey restaurant robbery procedures as detailed by members of management.

Open Communications

OPEN DOOR POLICY

Our door is always open. We encourage communication, and fully support an open door policy. If you have a question or observation you would like to share with the Company's leadership, let your immediate supervisor know. If you feel you are not being heard or if you have a problem you cannot resolve, we encourage you to reach out to your human resources specialist at our home office, who will work with you to escalate your concerns with the appropriate person.

GENERAL MANAGER MEETINGS

General Manager meetings are structured meetings designed to keep you informed of current business opportunities, progress on objectives, policy changes, and other "course of business" information that directly affects how you perform your job. These meetings will be held on an as-needed basis. Your Area Supervisor will communicate dates for upcoming meetings or webcasts.

STAFF MEETINGS

Staff meetings occur on an as-needed basis and are designed to keep you informed of current business topics and specific objectives within the organization. If you have a topic recommendation, please reach out to your immediate supervisor.



Benefits

Built For You

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EMPLOYEE BENEFIT PROGRAMS

General Managers and staff are eligible for the following benefit programs which are subject to change or revocation at any time, with or without notice, at the sole discretion of the Company. This handbook does not contain the complete terms and conditions of any of BFR's current benefit plans. It is intended only to provide general explanations. For more detailed information regarding employee benefits and services, please reach out to your human resources specialist for further details.

Aside from those benefits required by State and Federal regulations, BFR offers additional benefits for its full-time employees. From time to time, benefits may be added or deleted from the benefits package.

GROUP HEALTH, DENTAL, VISION, AND LIFE INSURANCE BENEFITS

BFR offers a group health plan for eligible employees. For more information, refer to the Company's benefits booklet for complete details and benefits. You may reach out to the human resources specialist for complete details, and further information on how to enroll.

- The Company's group health insurance plan is offered through Blue Cross Blue Shield of Illinois.
- The Company's dental plan is offered through Delta Dental.
- Vision and prescription care is offered through EyeMed.
- Basic life insurance is offered through Blue Cross Blue Shield of Illinois. BFR pays the full cost of this benefit!

EMPLOYEE SCHOLARSHIP PROGRAM : ARCHWAYS TO OPPORTUNITY

Managers & hourly employees of all ages who meet the eligibility requirements may receive an educational scholarship worth up to \$3,000! If you are interested in working toward your degree, be sure to contact our human resources department for exciting details.

PAID TIME OFF

See the next several pages for more information on Vacations, Holidays, and Paid Sick Leave/Personal Time Off.



ADDITIONAL EMPLOYEE BENEFITS

See Appendix 12 for information on the following benefits offering to Bear Family Restaurants Employees: Social Security and Medicare, Workers' Compensation, C.O.B.R.A., and Unemployment Insurance.



PTO Leave

BEAR FAMILY PAID LEAVE FOR ALL WORKERS POLICY

Effective Jan. 1, 2024, this Policy supersedes and replaces any other Company policy providing for paid sick leave or PTO for employees.

ELIGIBILITY & PURPOSE

Pursuant to Illinois law, the Company provides all employees with paid time off in accordance with the Illinois Paid Leave for All Workers Act ("PLAWA") and the Cook County Paid Leave Ordinance (the "Ordinance").

PLAWA and Ordinance Leave ("PTO Leave") may be taken for any reason, including vacation, sick days, or other personal time away from work.

BENEFIT YEAR FOR PTO LEAVE

For all employees, those who are already working for the Company and those hired after January 1, 2024, the Benefit Year for purposes of PTO Leave is January to December.

ACCRUAL OF PTO LEAVE

Beginning on their first day of employment, or January 1, 2024, whichever is later, employees will accrue one hour of PTO Leave for every 40 hours worked. Exempt employees are presumed to work 40 hours per week. Accrual is capped at 40 hours of leave per benefit year. Once an employee has reached the 40-hour accrual cap, the employee will not accrue any additional PTO Leave for the remainder of the Benefit Year.

CARRYOVER OF PTO LEAVE

Accrued, unused PTO Leave will carry over to the next Benefit Year. However, employee usage of PTO Leave will remain capped at 40 hours per Benefit Year.

USAGE OF PTO LEAVE

The minimum increment of PTO Leave employees may use for any absence is 2 hours at a time. Employees may use accrued PTO Leave beginning on March 31, 2024, or ninety days after their hire date, whichever is later (assuming the employee has accrued the minimum increment by that time). The Company does not advance PTO Leave that has not been accrued.

REQUESTS FOR PTO LEAVE

All employees are encouraged to take their accrued PTO Leave. In order to track employee use of PTO Leave and to ensure timely payment, the Company requests that employees request paid leave by completing a Time Off Request Form and submitting it to their General Manager or Scheduling Manager. All requests must be submitted and approved 21 full days before the date(s) concerned. If the leave is not foreseeable, the employee must provide notice as soon as is practicable after the employee is aware of the need for leave. Employees who use PTO Leave will not be required to find a replacement worker.

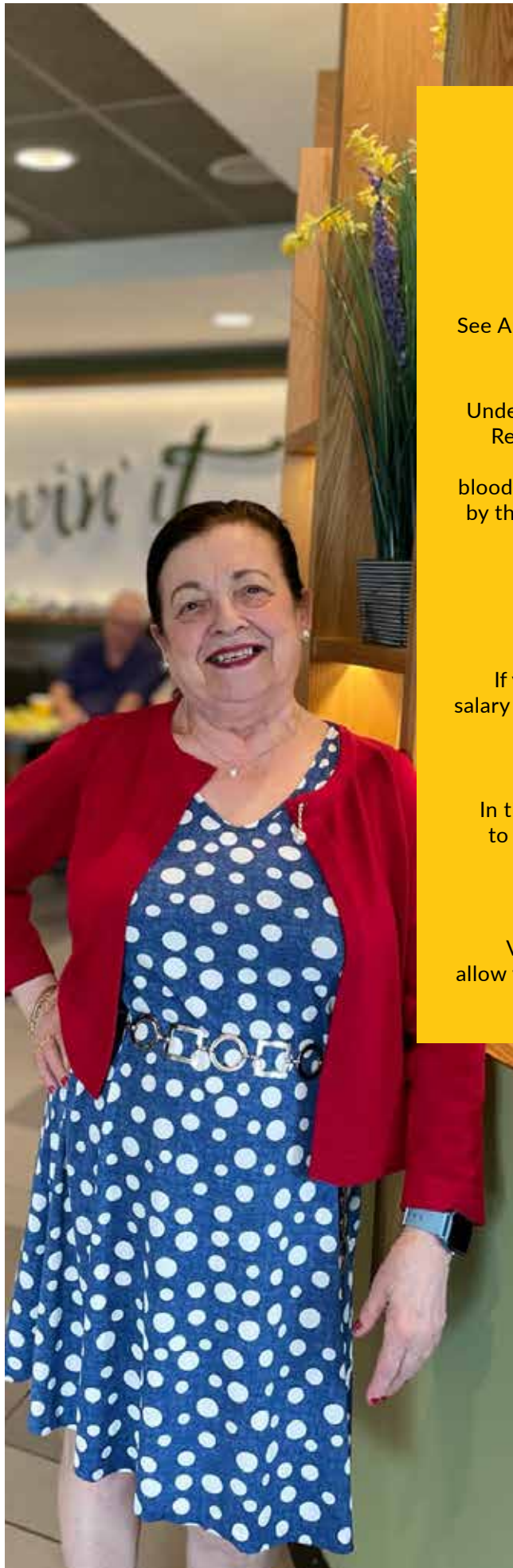
PAYMENT OF PTO LEAVE

The Company will pay PTO Leave no later than the latter of the next regularly scheduled payday following the employee's use of PTO leave or following the employee notifying the Company that the employee elects to use PTO leave to cover an absence. PTO Leave will be paid at the employee's current hourly or salary rate of pay at the time the employee takes PTO Leave.

TERMINATION OF EMPLOYMENT

On termination of employment for any reason, employees will not be paid for any hours of accrued but unused PTO Leave.

See Appendix 13 for more information on this policy including terms for rehires and no retaliation.



SHORT TERM TIME-OFF

See Appendix 14 for more information about the three types below.

BLOOD DONATIONS

Under the Illinois Employee Blood Donation Leave Act, Bear Family Restaurants will provide one (1) hour of paid leave every fifty-six (56) days, to participating employees for purposes of donating blood in accordance with appropriate medical standards established by the American Red Cross, America's Blood Centers, the American Association of Blood Banks, or other nationally recognized standards.

JURY & WITNESS DUTY FOR SALARIED EMPLOYEES

If you are summoned to jury duty, the Company will continue your salary during your active period of jury duty for up to two weeks per calendar year.

BEREAVEMENT LEAVE

In the event of a death in your immediate family, you may arrange to have brief leave of absence to handle family affairs and attend the funeral.

VOTING AT ELECTION TIME

Voting is a civic responsibility, and Bear Family Restaurants will allow you to take up to two consecutive hours off, with pay, to vote.

LEAVES OF

Absence

See Appendix 15 & 16 for details on the following types of absence:

- Family & Medical Leave
- Family Military Leave
- Domestic or Sexual Violence Leave
- Unpaid Personal Leave of Absence Policy
 - > This may be granted upon request to regular full and part-time employees. Consideration is given for important pressing personal or medical needs.

General Manager & Full Time Office Staff

Paid Vacation Time

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When you take time away from the stresses of work and daily life, it can improve our physical and mental health, motivation, relationships, job performance and perspective. A vacation can help you feel refreshed and more prepared to handle whatever comes when you return. We are proud to provide Paid Vacation Time for our Salary employees.

YEARS OF SERVICE ELIGIBILITY

Using your hire date or date of movement into an eligible position through December 31st of your first year in position, you will be eligible for vacation on a pro-rata basis through the last day of the year. Please work with your immediate supervisor to calculate eligible days based on your start date. *On January 1st of the following calendar year, and during any subsequent years, you will remain eligible for vacation according to the following accrual table.

Note: some newly promoted General Managers may have preexisting accruals in place from previously eligible positions.

Vacation Eligibility	Accrued Days of Vacation
*One through Nine Years of Continuous Service	15 Days per calendar year
Ten (+) Years of Continuous Service	20 Days per calendar year

See Appendix 17 for a Vacation Accrual Table and full details about Accrued Vacation Benefits Upon Termination of Employment.

CARRYOVER OF VACATION TIME

You need to take a break from work on a regular basis to relax and refresh yourself. For this reason, BFR does not permit the carryover of vacation time from one year to the next. If a situation arises when you and your restaurant’s General Manager and Area Supervisor want to defer your vacation until the next calendar year, contact your human resources specialist for further details.

During your active employment with BFR, you will not be entitled to pay in lieu of taking time off for vacation.

LIMITATIONS & TENURE PRIORITY

If an employee chooses to take 10 consecutive days or more away from the restaurant, it needs to be requested in writing and approved by a Director or VP, depending on whom their immediate supervisor is. General Managers need the approval from a Director of Operations. This includes and is not limited to any combination of holidays, vacation, and paid time off. Adherence to this policy will be strictly enforced.

If there are time conflicts when vacation time is requested, priority goes to those with greatest tenure, based on their performance and standing, meaning that when two people of similar tenure, the one in better performance standing will receive the benefit. However, consideration is provided when these requests are for significant life events (i.e. a wedding, birth of a child, death of a family member, etc.).



Holiday Time Off

Our holiday time off benefit allows you to take the day off at a time when family and friends gather to celebrate. General Managers and Supervisors are awarded six paid holidays, and First Assistant Managers are awarded five paid holidays each calendar year in addition to any earned vacation time. Currently, the five holidays awarded to both positions include: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. The one additional paid holiday awarded to General Managers is New Year's Day. BFR Home Office Staff are awarded seven paid holidays, which include New Year's Day and the Day After Thanksgiving in addition to those listed above.

Company recognized paid holidays are reviewed from time to time and are subject to change. Office staff must take the paid holiday off on the specified day in which the office is closed. For General Managers, Supervisors, and First Assistant Managers, we understand that it may not always be possible to take the exact day off when holiday occurs. What's important is that you take the time off as close to the holiday as possible.

You'll have 30 days prior to the holiday and 30 days after the holiday, a 60 day window, to take the holiday time off. All holiday days must be taken within the calendar year that the holiday falls. Holidays may not be accrued and taken as consecutive days off. Each holiday must be taken as a stand-alone day unless it is added to planned vacation time within the approved window before and after the holiday.

Please be sure to communicate your plans with your General Manager and supervisor. Beginning January 1, 2023, all holiday time off must be taken within the approved window. Unused holidays will be forfeited if not taken within the approved window of time. Holiday time off with pay is a great benefit. Be sure to take the time off – and enjoy!

Volunteer Program

Bear Family Restaurants has a long and rich history of community volunteerism.

Maybe you have an interest in volunteering at your local library, or you are interested in larger organizations such as Feed my Starving Children, Salvation Army, or you would like to volunteer at our beloved Ronald McDonald Houses. Whatever your preferences, you can make it count with BFR.

In fact, we're so committed to volunteerism, that we're willing to recognize you for your team and individual volunteer activities throughout the year.

When you volunteer a minimum of 40 hours within one calendar year, we'll award you with a maximum of 40 hours of additional time off to be taken in one block of time. If you meet the 40 hour minimum before year-end, you may take the additional time off within the same year. If it takes you a little longer to reach the 40 hours, or if you just need some time to plan, you'll have the first six months into the new year to take the time off.

Unlike our vacation policy, if you would prefer to accept a payout of your earned 40 hours rather than take the time off, you are welcome to make a request, and the funds will be placed in your first paycheck of the new year, even if you've met the minimum volunteer time earlier in the current year.

This volunteerism benefit is our way of appreciating you and thanking you for your ongoing commitment to volunteerism and Bear Family Restaurants.



In summary, here are a few key elements to remember.

- You'll need to meet the 40 hour minimum to qualify for the benefit. The 40 hours must be done on a non workday/day off or after work hours. If you do volunteer when you are "on-the-clock" for BFR, those hours do still count toward our organization's total volunteer hours, but not towards the 40 hours needed for this benefit.
- If you choose to take the earned time off, it should be taken after you reach a minimum of 40 hours of volunteer time. Your earned time off may be taken within the year you earn it or it may be carried over into the following year. However it must be taken within the first six months of the new year.
- You may choose to receive equivalent pay instead of taking the time off. All payouts will be made in the first paycheck of the following year.
- BFR employees who are rated 'Needs Improvement' or 'Unsatisfactory' on their Performance Review are **not eligible** to volunteer. Restaurant employees receiving "Some Improvement Required" will need permission from their immediate supervisor. In addition, any employee who is placed on a Performance Improvement Process, will **not be eligible** to volunteer for the duration of their goals process. This will remain in effect until the next Performance Review at which time we will determine if the employee's performance has improved enough for them to continue to participate.



Compensation

EMPLOYEE STATUS CLASSIFICATIONS

The following terms are used to describe employees and their employment status.

- ✓ **EXEMPT** employees meet specific tests established by the Federal Labor Standards Act ("FLSA") and Illinois State law. In general, exempt employees are those engaged in executive, managerial, high-level administrative and professional jobs who are paid a fixed salary and perform certain duties. Exempt employees are not subject to the minimum wage and overtime laws.
- ✓ **NON-EXEMPT** employees do not meet specific tests established by the FLSA and Illinois State law. All employees who are covered by the Federal or State minimum wage and overtime laws are considered non-exempt. Employees working in non-exempt or hourly jobs are entitled to be paid at least the minimum wage per hour and a premium for overtime.
- ✓ **REGULAR** employees are hired to work on a regular (but not fixed) schedule. Such employees can be either full-time or part-time. The distinction between full-time and part-time depends upon the number of hours that an employee works.
- ✓ **FULL-TIME** employees are not temporary employees, independent contractors, or independent consultants, and are regularly scheduled to work a schedule of 30 hours or more per work week.
- ✓ **PART-TIME** employees are not temporary employees, independent contractors, or independent consultants, and are regularly scheduled to work less than 30 hours per work week.
- ✓ **SEASONAL** employees are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project. Employment assignments in this category are of limited duration and the temporary employee can be let go at any time before the end of the defined period. Short term assignments generally are periods of three (3) months or less, however, such assignments may be extended. All temporary and seasonal employees are At-will regardless of the anticipated duration of the assignment (see Employment-At-Will Policy). Temporary employees retain that status unless and until notified in writing of a change by the Area Supervisor.

You will be advised of your status at the time of hire and any change in status. Regardless of your status, you are employed At-will and the employment relationship can be terminated by the Company or the employee at any time, with or without cause. If you have additional questions about your status, please reach out to your restaurant's General Manager or your Area Supervisor.





PAY PERIODS, PAYDAYS & PROCEDURES

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PAY DATES

Salaried employees are normally paid by direct deposit.

Paydays are the seventh (7th) and the twenty-second (22nd) of each calendar month.

If a scheduled payday falls on a Saturday, Sunday or Company observed holiday, employees will usually be paid on the day preceding the weekend or holiday.

All required deductions, including Federal, State, and local taxes, and all authorized voluntary deductions, such as health insurance contributions, will be automatically withheld from each paycheck.

SALARY INFORMATION FOR GENERAL MANAGERS AND STAFF EMPLOYEES

Salary information is not published in this handbook. If you have a question about your earnings or salary earnings potential, please reach out to human resources for further details.

ENSURING CORRECT DEDUCTIONS FOR EMPLOYEES

The Company prohibits improper deductions made to any employee's paycheck. See Appendix 18 for more details.

While at Work

Scheduling & Attendance

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WORK SCHEDULE

As a General Manager, you will complete your work schedule at least one week prior to the beginning of every calendar month. This schedule will cover the entire upcoming month. The process repeats and is ongoing. You should work with your Area Supervisor if there are any unanticipated exceptions to the rule.

Staff employees work with a more consistent weekly schedule based in part on office hours. Any requested exceptions to standard office hours should be approved by your immediate supervisor. View our Work From Home Policy on Page 36 for office staff.

CALL-IN PROCEDURES

General Managers should make protocol arrangements with their Area Supervisor regarding call-in procedures.

Staff employees should notify their immediate supervisor if a standard workday must be altered.

LACTATION BREAKS

In accordance with the Illinois Nursing Mothers in the Workplace Act, employees who are nursing mothers shall be provided with paid reasonable break time to accommodate the employee's need to express breast milk for the nursing child. The Company shall not reduce your compensation for time used for the purpose of expressing milk or nursing a baby. You should notify your immediate supervisor of the frequency, timing, and duration of lactation breaks you need to take. You should speak with your immediate supervisor about a nearby designated location for lactation breaks.





Work from Home

POLICY FOR OFFICE STAFF

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QUALIFICATIONS:

- BFR employees who are categorized as “Office Staff” qualify for this benefit to work remotely.
- Employees who are rated ‘Needs Improvement’ or ‘Unsatisfactory’ on their most recent Performance Review do not qualify and will remain ineligible until the next Performance Review.
- Employees who are placed on any Performance Improvement Goals, or receive disciplinary action, will have remote work rights revoked, regardless of performance level.
- New employees are not eligible for this benefit until they’ve received their first Performance Review and achieved a rating of ‘Some Improvement Required’ or higher.

ELIGIBLE DAYS:

- Limited to one day per calendar week and are not allowed during a week in which there is a closed business day.
- Tuesdays, Wednesdays, and Thursdays are eligible days.
- Mondays and Fridays are not eligible for remote work. All staff needs to be in the office unless there is a special, one time occurrence. Any Monday or Friday remote work days MUST be approved by their immediate supervisor.
- At least two BFR “Office Staff” employees must be in the office at all times. The team will need to review their calendar invites* and coordinate on which days they are taking. If there are vacations going on, your request to Work from Home may be denied to ensure adequate coverage in the office.

EXPECTATIONS:

- Employees working remotely must be available via phone and/or email within normal office hours (9 AM to 5 PM), unless there is a special, one time occurrence. Any interruption to the schedule MUST be approved by their immediate supervisor. For example, “I have a doctor’s appointment that morning, but I’ll be at my desk at 9:45 AM and on”.
- Work from Home employees must leverage the 8x8 app on their phone to ensure that external callers are routed directly to their cell phone and not the office line.
- Remote work days cannot interfere with a standing meeting - For example, if we have a meeting every Thursday at 10 AM, you should be available by Zoom. All invitees are expected to attend the standing meeting as scheduled.
- *The BFR employee who is working remotely must send a calendar invite to all other office staff, including David Bear, Nicole Buchanan, and Alicia Yaeger. Work from Home requests must be requested through a calendar invite no less than 15 days in advance and no more than 60 days prior. Work from Home will be evaluated on a case by case basis to ensure we maintain the minimum of two BFR “Office Staff” employees in the office at all times.
- If an employee chooses to work remotely because of feeling ill physically or mentally, the work expectations at home remain the same as an in-office work day. If the illness extends past one day, then the employee will be expected to take time to recover and use PTO.



OUT OF POCKET

EXPENSE REIMBURSEMENT

EXPENSE REIMBURSEMENT REQUESTS

You may request reimbursement for business-related expenses incurred in accordance with this policy by completing an expense reimbursement form. These expense reimbursement forms are available through the BFR home office human resources department. You will need to submit the completed form, including all receipts and appropriate substantiating documentation as required by this policy, to the human resources specialist for approval. All expense reimbursement forms must be signed and verified by you and the human resources specialist.

RETURN OF EXCESS REIMBURSEMENTS

If you mistakenly receive an excess reimbursement, you must immediately report the error to a human resources specialist and return any excess amounts to the home office within 45 days.

EXPENSE REIMBURSEMENT PAYMENT

The Company will reimburse you for qualifying expenses promptly following the date on which you submit a completed expense reimbursement form that includes all required approvals and substantiating documentation.

See Appendix 19 for more details on Expense Reimbursement.





Computer Use

This Computer Use Policy is designed and formulated to help employees and managers recognize their responsibilities when they accept their company-owned assets - namely laptop computers and peripherals.

The Computer Use Policy aims to achieve these outlined goals for the safety and security of the employees and management under BFR.

1. To utilize the asset to its fullest potential while delivering quality work from the employees.
2. To maximize the investment of equipment to better serve our employees and our restaurant patrons.
3. To ensure that all designated users of the assets are responsible and compliant with the company's security and equipment care guidelines.
4. To encourage employees to maximize the use of the asset only to benefit BFR.
5. To ensure that employees of BFR are aware of the proper and appropriate use of these assets.

DEFINITION OF TERMS

Company-Owned Assets: Refers to the provided equipment, which includes assets such as laptop computers along with its peripherals. These assets are given to the employee to perform the tasks, assignments, and responsibilities accordingly and properly for BFR.

Asset-Custodian: This refers to any device being connected to the equipment. There are three kinds of peripherals: input, output, and storage.

- *Input peripherals* are devices that convert incoming data and instructions in the computer, allowing you to control, connect, and interact with it, such as keyboard, mouse, microphone, camera, pen tablet, joystick, etc.
- *Output peripherals* are devices that include video displays or visual terminals such as projectors, scanners, monitors, printers, and speakers.
- *Storage peripherals* are devices where data is stored and recorded, such as internal and external hard drives, CD and DVD drives, RAM and ROM, and flash memory drives.

PERSONNEL & MANAGEMENT RESPONSIBILITIES

See Appendix 20 for responsibilities the asset custodian or the employee must adhere to while employed or reporting under BFR and the responsibilities of the management under Bear Family Restaurants.



Standards of Conduct

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SOCIAL MEDIA AND ONLINE COMMUNICATIONS

At BFR, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers. However, use of social media also presents certain risks and carries certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use. The following applies to all Bear Family Restaurants. This policy applies to any form of personal social networking, including without limitation, postings outside of business hours and through non-Company computer systems.

See Appendix 21 for more details on this policy.

DO NOT VIOLATE THE LAW OR RELATED COMPANY POLICIES

Be thoughtful in all your communications and dealings with others, including email and social media. See Appendix 21 for more details.

RESTAURANT TELEPHONE USAGE

Restaurant telephones are used exclusively for the purpose of conducting Company business. However, restaurant phones may be used in the event of an emergency and with the approval of the shift manager. Personal phone calls are not allowed without the approval of the shift manager.

CHANGING CLOTHES

If possible, all changes of clothes should be done prior to coming to the restaurant. If not possible, management reserves the right to inspect all bags and containers brought into the restaurant.

PARKING

Your manager will inform you of designated employee parking areas.

SMOKING / VAPING

You may not smoke, vape or use any form of electronic or tobacco products in areas which are enclosed where employees must enter, leave, or pass through as a course of their work, including but not limited to offices and work areas, restrooms, conference rooms, break rooms, cafeterias, lobbies, corridors, and any other common areas. Additionally, you may not smoke within fifteen (15) feet of entrances or exits, windows that open, or ventilation systems that serve an enclosed area where smoking is prohibited. See Appendix 21 for more details.

CELLULAR / MOBILE PHONE USAGE AT WORK

Unless authorized, you must place your phone or device in the restaurant locker or keep it in your vehicle. You are asked to make any personal phone calls on non-work time, and to ensure that family members and friends are aware of the Company's policy. Flexibility may be provided in circumstances demanding immediate attention such as an emergency.



DATING AND FRATERNIZATION

Bear Family Restaurants is committed to creating and maintaining a professional work environment that is respectful and free from harassment, discrimination, and conflicts of interest. This Dating and Fraternization Policy is an essential component of this commitment and applies to all employees of the company.

While we understand and respect employees' needs to develop individual relationships at work, the following rules apply to avoid workplace conduct that may negatively impact the work environment. Therefore, managers are prohibited from taking any action which would compromise their ability to effectively supervise and/or discipline the employees under their direction.

Employees who have a direct or indirect reporting relationship to each other are prohibited from dating and/or fraternizing outside of the workplace. "Dating" is defined as being involved in any kind of romantic or intimate relationship, and includes, but is not limited to, any sexual relationship or encounter. "Fraternizing" is defined as any contact (physically or digitally) outside of the workplace, even if it is in a "friend manner" or a group setting. This includes any conduct or behavior that may create the appearance of a conflict of interest or favoritism.

Employees who believe that they have witnessed or experienced fraternization or inappropriate behavior should report it immediately to their General Manager or Human Resources. All reports will be taken seriously and investigated promptly.

Employee Obligations Regarding Disclosing Dating and/or Fraternization:

- If you enter or plan to enter a dating or fraternizing relationship (as defined above) with an employee where such relationship may violate this policy, you must **immediately** advise your restaurant's General Manager. You then must **immediately** fill out the "Dating and/or Fraternization Disclosure Form" and provide it to your General Manager for execution by the General Manager and Area Supervisor. The form then needs to be submitted to Human Resources.
- To address a violation of this policy and to minimize problems of supervision, safety, security, or morale, the Company may take such steps as it deems reasonable and appropriate to correct the violation, including but not limited to transferring or reassigning one or both of the employees involved, demoting the management level employee, or terminating the management level employee.

ADDITIONAL STANDARD OF CONDUCT POLICIES

See Appendix 21 for more details on the additional Bear Family Restaurants Policies: manager and subordinate compromise, about alcohol, restaurant food and beverage consumption, company equipment, solicitation and distribution, false information, safety, cell phone usage at work, and cell phone usage while driving on company business.



SERIOUS OFFENSES AND BEAR FAMILY RESTAURANTS ZERO TOLERANCE POLICY

BFR has a Zero Tolerance Policy regarding any of the following serious offenses, and commission of any of these will result in immediate termination of employment. Violation of the Drug and Alcohol-free Workplace Policy. This statement of prohibited conduct does not alter the Company's policy of employment At-will. Either you or the Company may terminate the employment relationship at any time for any or no reason, with or without cause or notice.

Due to the safety of the restaurant and our employees, managers are prohibited from leaving the restaurant unattended without permission during their shift under any circumstance, if this should occur, it will result in immediate termination.

To ensure the safety of the people, both guests and employees in the restaurant, as well as the physical building and property, the restaurant is required to have a minimum of ONE certified Shift Manager in the restaurant at all times, on all shifts. Managers are prohibited from leaving the restaurant without another certified Shift Manager during their shift. If a certified Shift Manager leaves a restaurant without another certified Shift Manager in charge, it will result in an immediate termination.

Violation of the guns and weapons policy is not permitted. Consumption of alcohol by crew members is not permitted at any Company sponsored function. Violence of any sort will result in termination. Vandalism or destruction to Company property or employee property will result in termination. Theft of Company products will result in termination and leave you liable to prosecution for theft. No form of theft will be tolerated. Examples of theft includes, but is not limited to:

- Giving away food to guests, friends, family, or other employees without manager approval.
- Removing food products or promotional items from the restaurant or office premises without immediate supervisor approval.
- Redemption of or the attempt to redeem promotional game pieces or prizes, BOG cards, and/or PUNCH cards by BFR employees and their immediate families, and any persons domiciled with employees.
- Employees are not permitted to earn, transfer or redeem loyalty points from customer purchases. Employees who have been identified conducting fraudulent transactions may be subject to account closure, forfeiting of fraudulently accrued points, as well as additional disciplinary action, up to and including termination.





STANDARDS OF CONDUCT ADHERENCE

As an At-will employer, the Company may impose discipline whenever it determines it is necessary and appropriate. Discipline may take various forms, including verbal counseling, written warnings, suspension, demotion, transfer, reassignment or termination. The discipline imposed will depend on the circumstances of each case; therefore, discipline may not necessarily be imposed in any sequence. Moreover, at any time the Company determines it is appropriate, an employee may be terminated immediately.

See Appendix 22 for complete details .



Guest Satisfaction

GUEST COMPLAINTS

As hard as we work to satisfy our guests, we sometimes don't succeed. If we make a mistake, we must correct it immediately.

FAQ'S

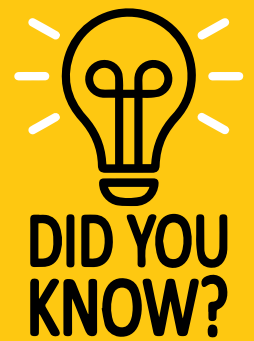
How should I handle a guest complaint?

- ✓ **RESPOND IMMEDIATELY TO THE GUEST'S NEEDS**
 - A quick and sincere response demonstrates that you care.
- ✓ **DIFFUSE A POTENTIAL SCENE IN THE RESTAURANT**
 - If it seems that a situation is about to develop, attempt to move the guest away from other guests, so that the situation can more easily be diffused.
- ✓ **MAINTAIN CONFIDENCE AND CONTROL**
 - Your pleasant and positive attitude can help turn around a potentially explosive situation. Remain calm and don't become defensive. Remember: calm = control.
- ✓ **APOLOGIZE FOR ANY INCONVENIENCE AND FIND OUT WHAT HAPPENED**
 - Be sympathetic. A simple, "I'm sorry," can go a long way. Put yourself in the guest's place. Be sure to carefully listen to what they're sharing with you. Clarify the facts.
- ✓ **FIX IT NOW**
 - Not only does the guest want you to understand, but they also want you to correct the problem. After you've learned what happened and why, take immediate corrective action. Fix it now.
- ✓ **DON'T "PASS THE BUCK"**
 - We work as a team. The guest does not care who caused the problem. They want you to just fix it.

WHAT IF THE PROBLEM GOES BEYOND MY AUTHORITY OR THE SITUATION SEEMS UNMANAGEABLE?

If you feel the problem goes beyond your authority or if you are unable to resolve the issue or satisfy the guest's needs, ask a manager for help. Your manager is always willing to help resolve the issue and satisfy the guest. Just ask.





IT TAKES \$10,000 IN ADVERTISING
AND PROMOTIONS TO BRING A SINGLE
GUEST INTO OUR RESTAURANT.

IT TAKES 10 MINUTES TO LOSE THEM
AS A GUEST IF THEY'RE NOT SATISFIED.

IT TAKES 10 YEARS TO GET THEM BACK
IF THEY HAD A BAD EXPERIENCE.

Impressing Every Guest

Our most important goal at Bear Family Restaurants is to place our guests at the center of everything we do. Without them, we would not be here. We have especially important expectations at every restaurant. They are listed below as the **BEAR FAMILY RESTAURANTS TOP TEN LIST FOR EXCEPTIONAL GUEST SATISFACTION.**

#10 Our guests have the right to expect you to present a neat and clean appearance.

#9 Our guests are deserving of the most courteous and attentive treatment you can give them.

#8 Our guests are people who bring us their needs, and it is your job to fill those needs.

#7 Our guests are not people to argue with or match wits against.

#6 Our guests are not cold statistics. They are flesh and blood human beings with feelings and emotions like our own.

#5 Our guests are parts of our business: not outsiders.

#4 Our guests do us an honor when they call. We are not doing them a favor.

#3 Our guests are not interruptions of our work. They are the purpose of it.

#2 Our guests are not dependent on us. We are dependent on them.

#1 Our guests are the most important people in our business.





BEAR FAMILY RESTAURANT MEMBER'S COMMITMENT TO

Exceptional Guest Service

Since 1967, the Bear Family Restaurants have represented hard work, unwavering determination, and a commitment to community. **Our mission is to Impress Every Guest.**

You are now an important member of this family and an integral part of this mission. Our commitment is to provide you with the right resources and relationships to make your time with us meaningful and successful. As a reflection of our commitment to you, we ask that you make a commitment to yourself, your team and the guests we serve.



I understand that by being hired as a member of the Bear Family Restaurants, it is my responsibility to provide and ensure complete guest satisfaction. I understand and acknowledge that I am empowered, entrusted and expected to do whatever it takes to meet and exceed the guest's expectations during every interaction, every day; **TO IMPRESS EVERY GUEST & CREATE RAVING FANS.**



I WILL ALWAYS CONVEY A HUMBLE AND APPRECIATIVE ATTITUDE

and put on a warm and genuine smile while interacting with our guests. My attitude will be positive and accommodating. I will greet every guest as soon as they open the door to enter our restaurant. When in the guest service area, I will provide each guest with my undivided, personal attention and make eye contact. I will make a concerted effort to learn my regular guests by first name and will address them accordingly.



I will come to work on time, looking and acting professional, including but not limited to wearing a neat, clean uniform with a nametag, belt, approved headwear, and shoes. **I AM PROUD TO ADHERE TO THE BEAR FAMILY RESTAURANT'S APPEARANCE AND DRESS CODE** as detailed in my Employee Handbook.



I WILL SERVE ONLY HOT, FRESH FOOD that meets or exceeds our gold standard appearance and is within the proper holding times (as prescribed by McDonald's Corporation). I will never serve a guest any expired product or food that does not meet McDonald's quality standards. I will ask clarifying questions to ensure that each guest receives exactly what they want, including condiments, sauces, dressings, and happy meal toys. And I will always ask the guest to please return and visit us again.



I UNDERSTAND THAT GUEST SATISFACTION IS A TEAM EFFORT. I will respect my managers and listen to their guidance. I will treat my team members with respect and encouragement. I will politely request assistance whenever I feel that I am in need of additional support to provide our guest with the fastest, most courteous and efficient service possible. If the product is not absolutely perfect, I will not serve it, and I will notify the manager. If a guest is not satisfied with any product, for any reason, I will listen attentively, apologize for the inconvenience, and make every effort to fix the problem. I will involve the manager if I am not able to satisfactorily resolve the situation for the guest.





SERVING GUESTS WITH SPECIAL NEEDS & ACCOMMODATING

Service Animals

The Americans with Disabilities Act, various State laws, and our restaurant policy permits service animals to accompany disabled guests or their trainers inside the restaurant. If you are not sure whether an animal is a pet or a service animal, ask the person with the animal: “Is this a pet?” This is a non-confrontational question and allows the person to identify the animal in a dignified manner.

Since service animals are generally not required to have any identification and many disabilities are not obvious, it is always a good idea to ask the guest about any animal that is brought into the restaurant.

See Appendix 23 for more details on this policy.



EMPLOYEE HANDBOOK REVIEW & E-ACKNOWLEDGMENT

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Be certain to read this latest 2024 edition of your employee handbook.
IN ADDITION TO YOUR RESTAURANT COPY, AN ELECTRONIC EDITION OF YOUR
HANDBOOK MAY BE FOUND BY VISITING YOUR PAYROLL VENDOR ACCOUNT.

It contains several important updates including changes to your restaurant's rules and policies. If you have any questions regarding computer access to your handbook, be sure to reach out to your General Manager or supervisor.

Once you have fully read the entire handbook, you will be asked to acknowledge the following statement by electronic signature in your payroll account.

.....

I understand and agree that it is always my responsibility to read and familiarize myself with the policies and procedures contained in the handbook and to follow those policies and procedures. In addition to this restaurant copy, I acknowledge that I have electronic access to my employee handbook, found in my employee payroll vendor account.

I understand and agree that nothing in the employee handbook creates a promise or representation of continued employment and that employment at the Company is employment At-will; employment may be terminated at the will of either the Company or myself.

My e-signature certifies that I understand that the foregoing agreement regarding my at-will status is the sole and entire agreement between the Company and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all agreements, understandings, and representations concerning my employment with the Company.

I understand that except for my At-will status, Bear Family Restaurants can change any policy at any time. The Company reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the Owner/Operator of the Company, no manager, supervisor, or representative of the Company has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than At-will; only the Owner/Operator has the authority to make any such agreement and then only in writing, signed by the Owner/Operator.

APPENDIX

• 1 EMPLOYMENT ELIGIBILITY VERIFICATION COMPLIANCE POLICY

The Company may not request more or different documents than are required to verify employment eligibility, reject reasonably genuine-looking documents, or specify certain documents over others with the purpose or intent of discriminating on the basis of citizenship status or national origin. U.S. citizens and all other work-authorized individuals are protected from unfair documentary practices.

Employees who do not complete the process within the required time frame or falsify information on any document will be terminated from employment.

The Company prohibits retaliation against applicants or employees who assert their rights under the anti-discrimination provisions of the Immigration and Nationality Act and/or IRCA.

• 2 CONFIDENTIALITY

Maintaining the confidentiality of this information is vital to BFR's competitive position in the industry and, ultimately, to its ability to achieve financial success and stability. You must always protect this information by safeguarding it when in use, and using it only for the Company business, and disclosing it only when authorized to do so and to those who have a legitimate business need to know about it. In no event should you disclose or reveal confidential information within or outside the Company without proper authorization or purpose. Employees who improperly use or disclose the Company's confidential and/or proprietary information may be subject to discipline, up to and including termination of employment. This duty of confidentiality also applies to communications transmitted through BFR's electronic communications.

• 3 VOICEMAIL, EMAIL, WORK PROVIDED APPS AND COMPUTER FILES

Messages or communications on Company voice mail, e-mail, work provided apps or computer systems are subject to the same policies regarding harassment and discrimination as are any other workplace communications. Offensive, harassing or discriminatory content will not be tolerated. Content that is considered offensive includes, but is not limited to, any message which contains sexual implications, racial or gender slurs, or any other statement that offensively addresses someone's age, sex, sexual orientation, gender identification, pregnancy status, marital status, religious or political beliefs, ancestry, national origin, citizenship, or disability.

You should have no expectation of privacy with respect to Company provided voice mail, work provided apps, e-mail, and computer-based communications. Even when a message is erased, it may still be possible to retrieve it from a backup system.

Therefore, you should not rely on erasure of messages to guarantee that a message remains private. BFR reserves the right to listen to employee voice mail and read e-mail messages and messages exchanged on the work provided app, and to access employee computer files to ensure compliance with these rules. This may be done without notice and in your absence.

These materials and electronic files must be treated as confidential by all employees and accessed only by the intended recipient. You are not authorized to retrieve any voice mail or e-mail messages that are not addressed to you. You are prohibited from using passwords without prior authorization and registration. The existence of a password on voice mail, e-mail or computer systems is not intended to indicate that messages or other communications will remain private.

You are prohibited from loading any software onto a company provided computer where such action would violate the software license, or without the express approval of your Director of Information Technology or Owner/Operator.

• 4 RESPECTFUL WORKPLACE

NON-DISCRIMINATION

Bear Family Restaurants strictly prohibits and does not tolerate discrimination against employees, applicants or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex, marital status, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual), pregnancy, childbirth, or related medical conditions, age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information, protective order status, citizenship status, arrest or conviction record, status as a homeless person, or any other characteristic protected under applicable Federal, Illinois or local law, including “perceived” status in any protected category. All employees and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment.

SEXUAL HARASSMENT

Sexual harassment means any harassment based on someone’s sex or gender. It includes any unwelcome sexual advances or requests for sexual favors or any other conduct of a sexual nature. Sexual harassment is prohibited by Title VII of the Civil Rights Act of 1964 and the Illinois Human Rights Act.

Prohibited conduct includes, but is not limited to:

- Any unwelcome sexual advances, requests for sexual favors or any conduct of a sexual nature when:
 - o Submission to such conduct is made either explicitly or implicitly, a term or condition of an employment;
 - o Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the individual; or
 - o Such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.
- Physical: touching, unwelcome hugging or kissing, assault or inappropriate physical contact.
- Verbal: innuendos, epithets, derogatory statements, slurs, sexually related or suggestive comments or jokes, unwelcome sexual advances, or requests for sexual favors.
- Non-verbal: suggestive or insulting sounds or gestures, displaying sexually suggestive materials, sending inappropriate adult-themed gifts, or leering.
- Textual/Electronic: “Sexting,” the use of sexually explicit language, cyber-stalking and threats via all forms of electronic communication such as, text/video/picture, intranet/internet online postings, blogs, instant messages and social network websites.

All Company employees, other workers and representatives, including vendors, guests, and other restaurant visitors are prohibited from harassing employees based on an individual’s sex or gender (including pregnancy and status as a transgender or transsexual individual) and regardless of the harasser’s sex or gender.

DIRECT COMMUNICATION

If there is sexual harassing behavior in the workplace, and if you believe that you are experiencing harassment, you should directly and clearly express your objection that the conduct is unwelcome and request that the offending behavior stop. The initial message may be verbal. If subsequent messages are needed, they should be put in writing. Be sure to make contact with your General Manager as soon as possible after the offending conduct. Your complaint should be as detailed as possible, including the names of all individuals involved, and any witnesses. The Company will investigate the facts and circumstances of all claims of perceived discrimination, harassment, or retaliation, and will take prompt corrective action if appropriate.

CONTACT WITH SUPERVISORY STAFF

Bear Family Restaurants is committed to enforcing these policies and promoting a respectful workplace. However, the effectiveness of our efforts depends largely on individuals telling us about inappropriate workplace conduct. If you believe you have been subjected to any conduct that violates these non-discrimination, anti-harassment, or retaliation policies, you must promptly contact your restaurant’s General Manager, Area Supervisor or human resources specialist.

If after reporting the incident to the people listed above, you feel your complaint is not being heard, please contact your Owner/Operator at the BFR home office. We are committed to a prompt investigation.

NON-RETALIATION

It is important to know that you will not face retaliation. The Company strictly prohibits and does not tolerate unlawful retaliation against any employee by another employee. All forms of unlawful retaliation are prohibited, including any form of discipline, coercion, or other forms of retaliation for participating in any activity protected by law. Examples of protected activities include:

- Lodging a good faith internal complaint, written or verbal, with management or human resources, specifically opposing unlawful discrimination or harassment, or complaining about violations of wage and hour law (for example, if an employee believes they have been sexually harassed or not paid earned overtime).
- Filing a good faith complaint of unlawful discrimination or harassment with the U.S. Equal Employment Opportunity Commission (EEOC) or any similar State or local agency, or in court.
- Supporting another employee's internal or administrative complaint of unlawful discrimination or harassment.
- Requesting an accommodation under the Americans with Disabilities Act (ADA) or State anti-discrimination statutes.
- Requesting or taking leave under the Family and Medical Leave Act (FMLA) or filing workers compensation claims.

The examples above are illustrative only, and not all-inclusive.

EMPLOYEE RIGHTS UNDER THE NATIONAL LABOR RELATIONS ACT

Nothing in this handbook is intended to restrict or otherwise prevent employees from engaging in the rights afforded to them under Section 7 of the National Labor Relations Act, including the discussion of wages, hours, and other terms and conditions of employment.

MANAGEMENT RESPONSIBILITY

Every employee bears the responsibility of helping to prevent discrimination and harassment in the workplace. Management employees who witness or receive reports of discriminatory or harassing behavior are required to take appropriate action, including immediately reporting such behavior to the restaurant's General Manager, Area Supervisor, or human resources specialist. Management employees who fail to promptly report such behavior may be subject to discipline.

EMPLOYEE TREATMENT OF GUESTS, SUPPLIERS AND VENDORS

Bear Family Restaurants employees are prohibited from discriminating against or harassing guests, suppliers and vendors, based on race, color, sex, religion, national origin, age, disability, sexual orientation, or any other unlawful reason, both in the course of work-related activities and at company-sponsored training or functions. Management employees who witness or receive reports of discriminatory or harassing behavior are required investigate and take appropriate action. Action includes immediately reporting such behavior to a human resources specialist. Violations of this policy will lead to disciplinary action up to and including termination. All allegations of harassment will be thoroughly investigated. This policy creates no contractual rights on the part of any person.

ZERO TOLERANCE

Any employee, regardless of position or title, whom BFR determines has engaged in discriminatory, harassing, or retaliatory conduct in violation of this policy, will be subject to discipline, up to and including termination of employment.

FALSE AND FRIVOLOUS COMPLAINTS

False and frivolous charges refer to cases where the accuser is using a sexual harassment complaint to accomplish some end other than stopping sexual harassment. It does not refer to charges made in good faith which cannot be proven. Given the seriousness of the consequences for the accused, a false and frivolous charge is a severe offense that can itself result in disciplinary action.

• 5 GENERAL EMPLOYMENT POLICIES

EQUAL EMPLOYMENT OPPORTUNITY AND THE AMERICANS WITH DISABILITIES ACT

Bear Family Restaurants values a diverse workforce. Our vision for diversity and inclusion is to leverage the unique talents, strengths, and assets of our employees to provide the world's best quick service restaurant experience. We continuously strive to maintain an environment in which you and every employee feels accepted, rewarded, and valued as an integral part of the team. BFR is an equal opportunity employer and complies with all applicable Federal, State, and local fair employment practices laws.

This policy ensures a practice of equal employment opportunity regardless of race, color, religion, creed, national origin or ancestry, ethnicity, sex, marital status, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual), pregnancy, childbirth, or related medical conditions, age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information, protective order status, citizenship status, arrest or conviction record, status as a homeless person, or any other characteristic protected under applicable Federal, Illinois or local law, including "perceived" status in any protected category.

DISABILITY ACCOMMODATIONS

We make every effort to ensure that qualified individuals with a disability, including pregnancy, are not discriminated against with respect to the terms, conditions, or privileges of employment. BFR complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable State or local law. Under certain circumstances, these laws require employers to provide reasonable accommodations to qualified individuals with disabilities in various aspects of their employment.

We encourage you or any employee or applicant who requires an accommodation to perform the essential functions of the job to contact the restaurant's General Manager to request an accommodation. Once we are aware of the request for an accommodation, we will engage in an interactive process to determine what limitation(s) may prevent performing the essential functions of the job and identify possible accommodations that may resolve the limitation(s), thereby enabling you, as applicant or employee, to perform the essential functions of the job.

If the Company and you, through the interactive process, can identify accommodation(s) that are reasonable and do not impose undue hardship on BFR and do not present a possible direct threat to the health or safety of others in the workplace or to the individual, the accommodation will be granted. The interactive process described in this policy is a collaborative one. Any employee seeking an accommodation shall cooperate with the Company's requests.

Consistent with these requirements, BFR will reasonably accommodate qualified individuals with a disability (including pregnancy) if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship.

PREGNANCY STATUS

"Pregnancy" is a protected characteristic under the Illinois Human Rights Act. BFR prohibits discrimination against any applicant or employee because of her pregnancy, childbirth, or any medical or common condition related to pregnancy or childbirth. Where it can reasonably do so, the Company will provide an accommodation for a pregnant employee or applicant at her request, or the request of her doctor. The Company also prohibits retaliation based on a pregnant applicant or an employee's request for an accommodation. If you or your doctor believe you require an accommodation because of pregnancy, childbirth, or a condition related to pregnancy or childbirth, please contact your restaurant's General Manager or Area Supervisor.

PREGNANT WORKERS FAIRNESS ACT AND PREGNANCY ACCOMMODATION

In accordance with the federal Pregnant Workers Fairness Act ("PWFA"), the Company will make reasonable accommodations for known physical or mental limitations related to the pregnancy, childbirth, or related medical conditions of a qualified applicant or employee, unless the accommodation would impose an undue hardship on the operation of the Company's business.

Known physical or mental limitations are those that the applicant, employee, or their representative has communicated to the Company. Employees or applicants who wish to inform the Company of such a limitation and/or request a reasonable accommodation under this policy should contact Human Resources, preferably specifying in writing, what barriers or limitations prompted the request. Human Resources will evaluate the information provided regarding any reported or apparent barriers or limitations and will then communicate with the applicant or employee and engage in an interactive process to determine the nature of the limitation and what, if any, reasonable

accommodation(s) may be appropriate. If, through this interactive process, the Company and the individual arrive at a reasonable accommodation that does not impose an undue hardship on the operation of the Company's business, the Company will make that accommodation.

Employees who wish to request time away from work to accommodate a limitation related to pregnancy, childbirth, or a related medical condition should contact Human Resources. However, the Company will not require a qualified employee to take leave if another reasonable accommodation can be provided.

Several states and localities have laws that apply to employees affected by pregnancy, childbirth, or related medical conditions. For individuals working in a jurisdiction that has a mandatory pregnancy accommodation law, the Company will comply with all legal requirements, including providing greater or different benefits than those indicated here.

The Company prohibits discrimination on the basis of pregnancy, childbirth, or related medical conditions. The Company also will not interfere with any individual's rights under the PWFA or take any adverse action against a qualified applicant or employee because they request or use reasonable accommodations in accordance with this policy, report or oppose discrimination under the PWFA, or participate in a proceeding involving an alleged violation of the PWFA. Individuals who believe they have been subjected to, or believe that another individual has been subjected to, prohibited discrimination or retaliation should report it immediately to any Human Resources Representative or manager.

RELIGIOUS ACCOMMODATIONS

Bear Family Restaurants will make reasonable accommodations for your observance of religious holidays and practices unless the accommodation would cause an undue hardship on the company's operations. If you desire a religious accommodation, you are required to make the request in writing to your restaurant's General Manager as far in advance as possible. You are expected to strive to find co-workers who can assist in the accommodation (e.g., trade shifts) and cooperate with management in seeking and evaluating alternatives.

PRIVACY

BFR is respectful of employee privacy. All employee demographic and personal information will be shared only as required in the normal course of business. Healthcare enrollment information is kept in a separate folder from other personnel forms. Workers' Compensation information is not considered private healthcare information; however, this information will be released only on a need-to-know basis.

BFR does not produce or receive any private healthcare information through the course of normal work. If any employee voluntarily shares private healthcare information with a member of management, this information will be kept confidential. If applicable, BFR will set up guidelines for employees and management to follow to ensure that company employees conform to the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

The Company philosophy is to safeguard personal employee information in its possession to ensure the confidentiality of the information. Additionally, the Company will collect only personal information that is required to pursue its business operations and to comply with government reporting and disclosure requirements. Personal information collected by the Company includes employee names, addresses, telephone numbers, e-mail addresses, emergency contact information, EEO data, social security numbers, date of birth, employment eligibility data, benefits plan enrollment information, which may include dependent personal information, and school/college or certification credentials. All pre-employment inquiry information and reference checking records conducted on employees and former employee files are maintained in locked, segregated areas and are not used by the Company during its business operations.

Your personal employee information will be considered confidential, and as such will be shared only as required and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access. Your personal employee information used in business system applications will be safeguarded under company proprietary electronic transmission and intranet policies and security systems. Participants in company benefit plans should be aware that personal information will be shared with plan providers as required for their claims handling or record keeping needs.

Company-assigned information, which may include organizational charts, department titles and staff charts, job titles, department budgets, company coding and recording systems, telephone directories, Email lists, company facility or location information and addresses, is considered by the company to be proprietary company information to be used for internal purposes only. The Company maintains the right to communicate and distribute such company information as it deems necessary to conduct business operations.

report the incident to the human resources department. The human resources specialist has the responsibility to investigate the incident and take corrective action. Please be aware that a standard of reasonableness will apply in these circumstances. Examples of the release of personal employee information that will not be considered a breach include the following:

- Release of partial employee birth dates, i.e., day and month is not considered confidential and will be shared with General Managers and Area Supervisors who elect to recognize employees on such dates.
- Your personal telephone numbers or e-mail addresses may be distributed to in-restaurant managers or Area Supervisors to facilitate company work schedules or business operations.
- Your employee identifier information used in salary or budget planning, review processes and for timekeeping purposes will be shared with human resources.
- Your company anniversary or service recognition information will be periodically distributed appropriate managers or staff.
- Your employee and dependent information may be distributed in accordance with open enrollment processes for periodic benefit plan changes or periodic benefits statement updates.

PERSONNEL RECORDS AND EMPLOYEE REFERENCES

Bear Family Restaurants maintains a personnel file and payroll records for each employee as required by law. Your personnel files and payroll records are the property of BFR and may not be removed from Company premises without written authorization. Because your personnel files and payroll records are confidential, access to the records is restricted. Generally, only those who have a legitimate reason to review information in an employee's file can do so. Disclosure of personnel information to outside sources will be limited. However, BFR will cooperate with requests from authorized law enforcement or local, State, or Federal agencies conducting official investigations and as otherwise legally required. By policy, we will provide only the former or present employee's dates of employment and position(s) held with BFR. Compensation information may also be verified if written authorization is provided by the employee.

You may contact a human resources specialist to request a time to review your payroll record and/or personnel file. With reasonable advance notice, you may review your own records in our BFR office, and in the presence of an individual appointed by BFR to maintain the records. You have a right to make copies of documents in your file. You may add your comments to any disputed item in the file.

MAINTAINING CURRENT CONTACT INFORMATION

It is the policy of the Company to maintain complete and accurate employee records. You are responsible for notifying the human resources department of changes relating to personal information such as home address, telephone number, marital status, and number of dependents promptly and accurately.

• 6 DRUG & ALCOHOL FREE WORKPLACE

If you take over-the-counter medication or other lawful medication that can be legally prescribed under both Federal and State law to treat a disability, you must inform your restaurant's General Manager or Area Supervisor if you believe the medication will impair your job performance, safety or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication. You are not required to identify the medication or the underlying illness. Various Federal, State, and local laws protect the rights of individuals with disabilities and others about the confidentiality of medical information, medical treatment, and the use of prescription drugs and substances taken under medical supervision. Nothing contained in this policy is intended to interfere with your individual rights under, or to violate, these laws.

Any employee suspected of possessing or abusing alcohol, an illegal drug, intoxicant, or a controlled substance is subject to inspection and search with or without notice. Employees' personal belongings, including any bags, purses, briefcases, and clothing, and all company property, are also subject to inspection and search, with or without notice. Those who violate the Company's drug and alcohol policy or who are suspected of violating this policy (as determined at the Company's discretion) will be removed from the workplace immediately and will be subject to disciplinary action. BFR may also bring the matter to the attention of appropriate law enforcement authorities. Any conviction for criminal conduct involving illegal drugs, intoxicants, or controlled substances, whether on or off duty, or any violations of BFR's drug and alcohol abuse policy, may lead to disciplinary action, up to and including termination.

DRUG TESTING IN THE WORKPLACE

The Company reserves the right to send employees to a drug testing facility when there is a reasonable possibility that the drug use by the reporting employee was a contributing factor to the reported injury or illness. Refusal to cooperate will be considered grounds for dismissal. Records and information about testing and test results will be treated as private and confidential to the extent possible.

The Federal government, many states, and numerous organizations have recognized the adverse impact of alcohol and illegal drugs in the workplace. You are advised that you must be drug and alcohol free at any of our workplaces.

ABOUT CANNABIS (MARIJUANA)

The Company does not discriminate against employees solely based on their off-duty use of marijuana in compliance with the State's medical marijuana law including the Illinois Cannabis Regulation and Tax Act (CRTA). The Company will not discipline, terminate, or otherwise penalize an employee for failing drug tests for marijuana, unless the employee used, possessed, or was impaired at a BFR place of employment or during work hours. If the Company intends to discipline any employee on the basis that the employee is under the influence or impaired by marijuana, we will afford the employee a reasonable opportunity to contest the basis of the determination. While the use of marijuana has been legalized under State law for medicinal and recreational uses, it remains an illegal drug under Federal law, and its use, as it impacts the workplace, is prohibited by BFR policy. You may not consume or be under the influence of marijuana while on duty or at work, including breaks, even if you have a valid prescription for medical marijuana. Employees may be subject to disciplinary action to the fullest extent permitted by law for using, possessing, or being under the influence of marijuana.

WORKPLACE SEARCHES

To protect company property and to ensure the safety of all employees, Bear Family Restaurants reserves the right to inspect and search any employee's office, desk, drawers, cabinets, files, locker, equipment, including BFR owned computers, e-mail and voice mail, company vehicles, and any area on company owned assets. In this regard, it should be noted that all offices, desks, file drawers, cabinets, lockers, and other company equipment and facilities are the property of BFR and are solely intended for business use. You should have no expectation of privacy with respect to items brought onto company property and/or stored in company facilities. Inspection may be conducted at any time, without notice, at the discretion of BFR.

In addition, when BFR deems appropriate, you may be required to submit to searches of your personal vehicle, parcels, purse, handbag, backpack, briefcase, lunch box or any other possessions or articles brought on to the Company's property.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. You must cooperate in an inspection. Failure to do so is a policy violation, and will result in disciplinary action, up to and including termination.

• 7 EMPLOYEE APPEARANCE : OUR DRESS CODE

PERSONAL HYGIENE

Due to close contact with guests, fellow employees, vendors, suppliers, and community members, personal hygiene must be top of mind. If you choose to wear a scent or fragrance product, please be aware of others who may have allergies, and select a light, mild scent, used in a limited way.

FOOTWEAR

As an added benefit to you, approved footwear will be purchased and issued to you. If you are a General Manager, you will participate in our Shoes for Crews program. And the good news is that new replacement shoes will be issued to you approximately every six months. It is mandatory that these solid black slip-resistant, rubber-soled shoes with a normal flat heel be worn in the restaurant as a safety precaution. Dark socks or neutral hose must be worn with shoes. Although office staff are not required to participate in our Shoes for Crews program, if you are a supervisor or a staff member who anticipates working periodically in a restaurant, it is recommended that you order shoes for your use during those times.

If you do not have the appropriate Shoes for Crews, the restaurant may have some temporary shoe coverings that provide the non-skid soles necessary for your safety which you may borrow or purchase. They are not intended for extended usage and cannot be used as an alternative to the Shoes for Crews program issued shoes.

HAIR COLORING

The Bear Family Restaurants uniform policy does not permit extremes in hair dyeing, bleaching, or coloring. If your

hair color is changed, it must be natural looking and well maintained. Subtle highlighting or frosting is permitted if it creates a uniform look over the whole head and meets all the previously listed guidelines.

CELLULAR/MOBILE PHONES AND OTHER DEVICES

Cell/mobile phones and other electronic devices may not be used while on working time and should be stored in your personal vehicle or in the available locked storage spaces. They should not be carried in your pocket. Any emergency calls that you might receive, should come through the restaurant telephone. You may use your cell phone while on break. Company-issued pagers or cell phones will be allowed if they are required for a specific business need. Be sure to ask a manager for the restaurant's main telephone number in case of emergencies. Feel free to share the number with those who may need to contact you at work in case of an emergency.

• 8 ADDITIONAL GROOMING STANDARDS FOR WOMEN GENERAL MANAGERS

Hairstyling

- Hair below shoulder length should be confined if it falls forward over the face while working.
- Conservative braided hairstyles without beads or ornamentation are permitted.

Hair Confinement & Accessories

- A plain barrette, comb or clip no larger than one inch wide and four inches long is acceptable.
- Headbands, hair ribbons or scrunchies are acceptable if they are no wider than one inch.
- All hair accessories must be a neutral color (such as silver, gold, tortoise shell, black, clear, or pearl) or a solid color that complements the uniform.

Fingernails

- Charms or decals on fingernails are permitted if they are appropriate for the workplace. Dangling charms are not permitted.
- Acrylic is the only acceptable artificial substance for nails if they are professionally applied.
- Artificial glue-on or press-on nails are not permitted.
- Fingernails should not exceed one-half inch beyond the fingertip.

Makeup

- Eye shadow and eyeliner should create a natural, blended look and should not extend beyond the natural eye area or the corners of the eye.
- Mascara may be applied lightly in shades of brown or black.
- If lip liner is worn, it should not contrast with the shade of the lipstick.

Jewelry

- Earrings may be clip-on or pierced with a limit of two per ear.
- Hoop earrings may be no larger in diameter than a dime.

• 9 ADDITIONAL GROOMING STANDARDS FOR MEN GENERAL MANAGERS

Hairstyling

- Hair must be neatly cut, and the overall style must be proportionately balanced.
- Shaving of the eyebrows is not permitted.
- Conservative braided hairstyles for men without beads or ornamentation are permitted if they are styled above the ears and cut above the collar and are neatly braided close to the scalp in straight rows.

Fingernails

- Fingernails should not extend beyond the tip of the finger.
- Men are permitted to wear clear fingernail polish.

Facial Hair

- Mustaches are permitted but must be neatly trimmed and not present a bushy or unkempt appearance.
- Mustaches must not extend the top of the upper lip and must extend to the corners of the mouth, but not beyond or below the corners.
- Aside from mustaches, beards and goatees, employees are expected to be clean-shaven every day. Beards, goatees, and extended sideburns are permitted if they are neatly maintained.
- Mustaches, beards, and goatees must be fully grown at the time of the employee's hire date or must be fully grown during vacation or other non-working periods.
- Facial hairnets are not permitted unless required by local ordinances.

• 10 SECURITY & WORKPLACE VIOLENCE

Bear Family Restaurants is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States. Therefore, the Company has taken steps to help prevent incidents of violence from occurring at its restaurants and office. For this reason, it is our policy to expressly prohibit any acts or threats of violence by a company employee or former employee against any other employee in BFR's facilities or elsewhere at any time.

DUTY TO WARN

In continuance of this policy, you have a duty to warn their managers, Area Supervisors, security personnel, or a human resources specialist of any suspicious workplace activity or situations or incidents which they observe or that they are aware of that involve other employees, former employees, guests, or visitors and that appear problematic. Examples include threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, etc. Employee reports made pursuant to this policy will be held in confidence to the extent possible. The Company will not tolerate any form of retaliation against you or any employee for making a report under this policy. Nothing stated in this policy is intended to interfere with your rights to engage in lawful protected concerted activities under the National Labor Relations Act.

GUNS AND OTHER WEAPONS

You may not, at any time while on any property owned, leased, or controlled by BFR, possess, or use any weapon, except as explicitly authorized under State law 430 ILCS 66/65. Regardless of whether you possess a FOID card or a license to carry a concealed firearm or are allowed to possess a weapon, any and all weapons are prohibited in the workplace or any work areas, or in any location in which you represent the Company for business purposes.

BFR may authorize possession of a weapon for security personnel when possession is determined necessary. Any violation of this policy will result in disciplinary actions, up to and including termination of employment.

• 11 EMPLOYEE MEAL POLICY

You and a manager must sign a receipt for your meal and your food must be rung on the guest side of the counter. Before your shift begins, or as soon as you are directed to clock-out for your break or end of shift, you must stand on the guest side of the counter to order your food. All food must be consumed on the premises in a designated dining area for crew employees. All employee meals are presented on dine-in trays, not in take-out bags. If you wish to exceed the break time food allotment you may purchase the overage at a 30% employee discount. If you do not wish to consume your meal inside the restaurant, you'll forfeit your FREE meal, however you may purchase food for take-out at a 30% employee discount without limitations.

It is an acceptable practice for you to bring your own prepared sandwiches or meal, however, to preserve the integrity and taste profile of our products, and to stay compliant with food safety practices, we do not allow the use of our kitchen or grill area for preparation of any non-McDonald's food items.

• 12 ADDITIONAL EMPLOYEE BENEFITS

During your employment, both you and the Company contribute funds to the Federal government to support the Social Security and Medicare Programs. It is known as the Federal Insurance Contributions Act (FICA). This Federal program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age. You'll notice the FICA deductions on your pay stub.

WORKERS' COMPENSATION BENEFITS

Each State has Workers' Compensation laws whose purpose is to promote the general welfare of people by providing compensation for accidental injuries or death suffered in the course of employment. These laws are designed to provide protection to workers suffering occupational disabilities through accidents arising out of, and in the course of employment. Bear Family Restaurants carries Workers' Compensation Insurance for all employees and pays the entire cost of the insurance program. An employee who suffers an injury or illness in connection with the job is usually eligible to receive payment through the insurance company for lost wages. In addition to disability payments, necessary hospital, medical and surgical expenses are covered under Workers' Compensation, with payments being made directly to the hospital or physician. Workers' Compensation benefits to injured workers also includes assistance to help qualified injured employees return to suitable employment. Workers' Compensation benefits (paid or unpaid) will run concurrently with family and medical leave (FMLA), if applicable, and where permitted by State and Federal law.

UNEMPLOYMENT INSURANCE BENEFITS

The company pays a State and Federal tax to provide employees with unemployment insurance coverage in the event they become unemployed through no fault of their own or due to circumstances described by law. This insurance is administered by applicable State agencies, who determine eligibility for benefits, the dollar amount of benefits (if any), and duration of benefits.

C.O.B.R.A. BENEFITS

Under the provisions of the Consolidated Omnibus Budget Reconciliation Act (C.O.B.R.A.) of 1986, if you are covered under the Company's group health insurance plan(s) you are entitled to continue your coverage in the event that your employment with the Company ends. Under COBRA, the Company must offer each qualified beneficiary (the employee and any covered dependents) who would otherwise lose coverage under the plan because of a qualifying event, an opportunity to continue their insurance coverage. A qualifying event is defined as termination of employment, a reduction in the number of hours of employment, death of covered employee, divorce or legal separation, a dependent child ceases to be dependent, eligibility of the covered employee for Medicare, or an employer's bankruptcy.

• 13 BEAR FAMILY PAID LEAVE FOR ALL WORKERS POLICY ("PTO LEAVE")

REHIRES

For any employee rehired within 12 months of separation, the Company will reinstate any unused but previously accrued PTO Leave. The employee will be entitled to use accrued paid leave at the commencement of employment following a separation from employment of 12 months or less.

NO RETALIATION

The Company will not retaliate (i.e., take any adverse action) against any employee for their request to use, or their use of, PTO Leave or for opposing practices the employee believes to be in violation of PLAWA or the Ordinance.

• 14 TIME-OFF SHORT TERM

BLOOD DONATIONS

To be eligible for this paid leave, you must have been employed by BFR for a period of six (6) months or more. You will be entitled to take this paid leave after receiving approval from your restaurant's General Manager. BFR, at its discretion, may request that the participating you provide a written statement from the blood bank confirming the donation.

In the event that you take the paid leave but are unable to donate blood as determined by the blood bank, you will be able to retain the one-hour of paid leave for that fifty-six (56) day period and use it at a future date.

You may be asked to provide documentation from the blood bank that you were not eligible to donate blood at that time. In this circumstance, you will not be required to use accumulated or future vacation leave for the period used to donate or attempt to donate blood.

JURY AND WITNESS DUTY FOR HOURLY EMPLOYEES*

If you are summoned to jury duty, the Company will continue your salary during your active period of jury duty for up to two weeks per calendar year. You are also permitted to retain the allowance you receive from the court for your service. You must be a salaried full-time General Manager or staff employee to participate in this benefit. After the first two weeks, you will be paid your normal salary during any work week in which you appear as a juror and perform services for the Company. If you perform no work during any work week in which you serve on a jury, you will not be paid for that week.

If you are absent from work due to an appearance as a witness pursuant to a lawful subpoena, you will be paid your full weekly salary for any week in which you also perform services for the Company.

To qualify for jury or witness duty leave, you must submit a copy of The Summons or Subpoena to serve to your immediate supervisor when your period of jury or witness duty is completed.

BEREAVEMENT LEAVE

In the event of a death in your immediate family, you may arrange to have brief leave of absence to handle family affairs and attend the funeral. "Immediate family" is defined as, father, mother, brother, sister, spouse, domestic partner, child, mother-in-law, father-in-law, grandparent, and grandchild. Salaried full-time employees may be eligible for up to three days of paid bereavement leave. Requests for bereavement leave should be made to your immediate supervisor for approval and to collect pay. The Company also provides child bereavement leave in compliance with Illinois law. Please reach out to a human resources specialist for further details.

VOTING AT ELECTION TIME

Voting is a civic responsibility, and BFR will allow you to take up to two consecutive hours off, with pay, to vote. This policy applies to you in the unlikely event that you do not have two consecutive hours off before starting or after ending your shift or workday while the polls are open. Your immediate supervisor will coordinate with you on the best timing to leave during your scheduled workday while polls are open.

• 15 LEAVES OF ABSENCE

FAMILY AND MEDICAL LEAVE

In accordance with the Family and Medical Leave Act (FMLA), and to the extent that the requesting employee meets the qualifications and works in or out of a facility covered by the FMLA, the following procedures will be followed with respect to any such eligible employee requesting family or medical leave:

1. Eligible Employees – You must have been employed by the Company for at least twelve (12) months prior to commencement of the leave and who has worked for the Company at least 1250 hours during the preceding twelve (12) month period is eligible to take a leave. If you are eligible, you may take up to (12) weeks of unpaid leave under this policy during any twelve (12) month period. The calculation will be a rolling twelve (12) month period measured backward from the date an employee uses any leave under this policy. This 12-month period, however, is measured from the date the FMLA leave commences going forward in situations whereby the employee uses FMLA leave to care for a covered service member as clarified below.

2. Qualifying Reasons That Would Entitle an Employee to FMLA Leave - The FMLA requires that the Company provide up to 12 weeks of unpaid, job protected leave each year to eligible employees for the following reasons:

- For an incapacity due to pregnancy, prenatal medical care or childbirth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition (see Serious Health Condition);
- For a serious health condition that makes the employee unable to perform the employee's job (see Serious Health Condition); or
- For any qualifying *exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on active duty in support of a contingency operation (see Military Family Leave Entitlements).

*Note: An "exigency" is defined as an urgent need or demand on military personnel.

The FMLA also requires that the Company provide up to 26 weeks of unpaid, job protected leave to eligible employees to:

- Provide care for a covered service member with a serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the service member (see Military Family Leave Entitlements).

3. Where Employee and Spouse Both are Employed by the Company - If you and your spouse both work for the Company and each wish to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent with a serious health condition, you as spouses may only take a combined total of 12 weeks of leave. If each spouse wishes to take leave to care for an injured or ill service member covered under the plan, the spouses may take a combined total of 26 weeks of leave.

4. Military Family Leave Entitlements - Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include:

- Attending certain military events;
- Arranging for alternative childcare, addressing certain financial and legal arrangements;
- Attending certain counselling sessions;
- Attending post-deployment reintegration briefings; and
- Other events that the eligible employee and Company agree constitute a qualifying exigency.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

If eligible, this leave entitles you to only one 26-week period of leave per covered service member, per injury. You may be eligible for another 26-week period of leave for a different covered service member or for a different injury on the same covered service member for which an earlier leave was taken.

5. Serious Health Condition Defined - A serious health condition is defined as an illness, injury, impairment, or physical or mental condition that involves:

- An overnight stay in a medical care facility;
- "Continuing treatment" by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job; or
- Prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days and any subsequent treatment or period of incapacity relating to the same condition that also involves:

- Treatment during at least two visits to a health care provider within 30 days of the first day of incapacity;
- One visit and a regimen of continuing treatment;
- Incapacity due to pregnancy; or
- Incapacity due to a chronic condition.

An incapacity exists when the employee or covered family member is unable to work, attend school or perform other regular daily activities due to the serious health condition, treatment of the serious health condition, or recovery from the serious health condition.

Other conditions may meet the definition of continuing treatment. To qualify as treatment by a health care provider, your first (or only) in-person treatment visit must take place within seven (7) days of the first day of incapacity. If it does not, your request for FMLA will be denied absent extenuating circumstances.

6. Employee Notice - Where the need for the leave is foreseeable, and as an eligible employee, you must give

the Company thirty (30) days prior notice advising of your anticipated leave (where thirty (30) days' notice is not possible, you must give the Company as much prior notice as possible and comply with the Company's normal call-in procedures). If the leave is for planned medical treatment, you must make a reasonable effort to schedule the leave so as not to disrupt the Company regarding the status of the medical condition and your intent to return to work. Notice should be provided to human resources at our home office.

You must provide sufficient information for BFR to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions or are unable to perform daily activities, or there is the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. You must also inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. You may also be required to provide a certification and periodic recertification supporting the need for leave (see Employee's Certification Responsibilities below).

7. Employee's Certification Responsibilities - The Company requires that an employee provide it with certification from a health care provider or from the military (as appropriate) for any leave taken for any of the following reasons:

- The employee's own serious health condition;
- To care for a covered family member with a serious health condition;
- For an employee's request for leave because of a qualifying exigency; or
- To care for a covered service member with a serious injury or illness.

After it is requested, it is your responsibility to return the certification within 15 calendar days to human resources. Failure to return this certification may result in the denial of your request for leave.

Moreover, for employees who have their own serious health condition or are caring for the serious health condition of a family member, The Company may require that the health care provider recertify the status of the serious health condition. As with the initial certification, a recertification must be returned to human resources within 15 calendar days. Failure to return the recertification to human resources may result in the denial of your request for leave. If a covered service member receives a catastrophic injury and employee receives an invitational travel order (ITO), submission of the ITO will satisfy these certification requirements.

8. Certification of the Serious Health Condition of the Employee or the Spouse, Child or Parent of the Employee - Certification of the serious health condition shall include the date when the condition began, its expected duration and a brief statement of treatment. For medical leave for your own medical condition, the certification must also include a statement that you are unable to perform work of any kind or a statement that you are unable to perform the essential functions of your position. For a family member who is seriously ill, the certification must include a statement that the patient, the family member, requires assistance and that the employee's presence would be beneficial or desirable.

If you plan to take intermittent leave or work a reduced schedule, the certification must also include dates and the duration of treatment as well as a statement of medical necessity for taking intermittent leave or working a reduced schedule.

The Company has the right to ask for a second opinion if it has reason to doubt the certification. The Company will pay for you to get a certification from a second doctor, which the Company will select. If necessary, to resolve a conflict between the original certification and the second opinion, The Company will require the opinion of a third doctor. The Company and you will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. You will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

9. Documentation of the Covered Family Member's Call to Active Duty in the Armed Forces - Employees requesting this type of FMLA leave must provide proof of the qualifying family member's call-up or active military service. This documentation may be a copy of the military orders or other official Armed Forces communication.

10. Documentation of the Need for Service Member FMLA Leave to Care for an Injured or ill Service Member - If you request this type of Service Member FMLA leave, you must provide documentation of the family member's or next-of-kin's injury, recovery or need for care. This documentation may be a copy of the military medical information, orders for treatment, or other official Armed Forces communication pertaining to the service member's injury or illness incurred on active military duty.

11. Return to Work - When returning to work from leave taken pursuant to this policy, you will be reinstated to the position you held before the leave or to an equivalent position. You must present a doctor's certificate indicating

your fitness to return to work where leave has been occasioned by your serious health condition.

While you are on FMLA leave it is important that you notify the appropriate person at the Company of any changes in your circumstances that could impact your return to work. It is your responsibility to notify the Company within two (2) days of any changes to your circumstances where notification is foreseeable. It is also your responsibility to notify the Company of your intent not to return to work following the expiration of the period of leave.

12. The Company's Responsibilities - The Company must inform employees requesting leave whether they are eligible under the FMLA along with their rights and responsibilities under FMLA (Form WH-381 Notice of Eligibility and Rights & Responsibilities – Family and Medical Leave). The form will be mailed, or hand delivered to you notifying you of your eligibility, responsibilities, and rights, as well as additional information regarding the leave. If you are not eligible, the Company will provide you with the reason(s) for your ineligibility.

The Company must inform you if the leave will be designated as FMLA-protected, and the amount of leave counted against your leave entitlement (Form WH-382 Designation Notice – Family and Medical Leave Act). The form will be mailed, or hand delivered to the you. If the Company determines that the leave is not FMLA protected, the Company will notify you accordingly.

13. Benefits While on Leave – If eligible and while on leave, you will be allowed to maintain all pre existing health benefits as follows.

While on paid leave, the Company will continue to make payroll deductions to collect your share of premiums for health coverage.

While on unpaid leave, you must continue to make this payment, either in person or by mail. The payment must be received by human resources at the BFR home office no later than the 7th day of each month. If the payment is more than 30 days late, your health care coverage may be dropped for the duration of the leave. The Company will provide 15 days notification prior to your loss of coverage. You must also continue to pay all deductible and co payment amounts required under the coverage.

If you choose not to return to work for reasons other than a continued serious health condition or for other circumstances beyond your control, the Company will require you to reimburse the amount it paid for your health insurance premium during the leave period. You do not accrue such additional benefits as paid vacation and paid sick leave during a leave.

14. Intermittent or Reduced Schedule Leave – You do not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. You must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Company's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis. A reduced schedule or intermittent leave schedule for the birth, adoption or foster care placement of a child requires the agreement between you and the Company. A reduced schedule or intermittent leave for the serious health condition of the employee, spouse, child, or parent requires medical certification as to the need for such a reduced schedule or intermittent leave.

The Company may temporarily transfer you to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for you or your family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

15. Substituting Paid for Unpaid Leave – The Company will require an eligible employee to use any paid days off for which the employee is eligible (including, but not limited to, those available through vacation days, sick days, personal days,) for any part of the leave provided for in this policy. In no event will an employee's substitution of paid leave extend the twelve (12) week leave period to which the employee is otherwise eligible under this policy (or the twenty-six (26) week leave to care for a covered service member as explained above). To use paid leave for FMLA leave, you must comply with the employer's normal paid leave policies.

16. Communications with Company – Employees on a medical leave are expected to reasonably respond to and communicate with their supervisor and department during the leave.

17. State Laws - Employees located in certain States may have greater rights than those afforded under the Family and Medical Leave Act. Those rights are not affected by this policy and this policy shall be deemed modified to the extent necessary to comply with applicable State laws.

FAMILY MILITARY LEAVE

If you have worked for the Company for at least twelve (12) months and at least 1,250 hours for the prior twelve (12) months, you are entitled to take unpaid, job-protected leave to visit with a spouse, child, parent, or grandchild

who has been called into military service that will last longer than thirty (30) days. The Company will provide up to 30 days of leave. You are required to exhaust all accrued vacation days, paid holidays, and other eligible personal and compensatory time prior to being granted the 30 days of leave. The amount of this leave is reduced by the amount of leaves provided for employees of covered service members for qualifying exigencies.

You must give the Company at least 14 days' notice of the intended date upon which the family military leave will commence if leave consists of 5 or more consecutive workdays. The Company will not interfere with or restrain an eligible employee's request for leave and will not retaliate against employees who exercise this right.

During any family military leave, the Company will make it possible for you to continue your benefits at your expense. Upon return to work from leave of absence, you are entitled to return to your job or an equivalent position without loss of benefits or pay.

For additional Illinois Military Leave Act Information, please reach out to your Human Resources Specialist.

DOMESTIC OR SEXUAL VIOLENCE LEAVE

Victims Economic Security and Safety Act of 2003

In accordance with the Illinois Victims Economic Security and Safety Act (VESSA) of 2003, and as amended in 2009, leave shall be granted to an employee who is a victim of domestic or sexual violence or who has a family or household member who is a victim.

1. Basis of Leave: The Company will provide up to twelve (12) weeks of unpaid leave from work on an intermittent or reduced work schedule basis to an employee who is a victim of domestic or sexual violence (or who has a family or household member who is a victim of domestic or sexual violence) to address domestic or sexual violence if the employee is:

1. Seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic or sexual violence to the employee or the employee's family or household member;
2. Obtaining services from a victim services organization for the employee or the employee's family or household member;
3. Obtaining psychological or other counselling for the employee or the employee's family or household member;
4. Participating in safety planning, temporarily or permanently relocating, or taking other actions to increase the safety of the employee or the employee's family or household member from future domestic or sexual violence or ensure economic security; or
5. Seeking legal assistance or remedies to ensure the health and safety of the employee or the employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

"Family or household member" means a spouse, parent, son, daughter, other person related by blood or by present or prior marriage, other person who shares a relationship through a son or daughter, and persons jointly residing in the same household.

"Parent" means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a son or daughter. "Son or daughter" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age, or is 18 years of age or older and incapable of self-care because of a mental or physical disability.

2. FMLA Connection: This policy does not create a right for you to take unpaid leave that exceeds the unpaid leave time allowed under, or in addition to the unpaid leave time permitted by, the Federal Family and Medical Leave Act.

3. Existing Leave: You may voluntarily use any available paid or unpaid leave (including family, medical, sick, annual, personal, etc.) from employment, in substitution for any period of such leave for an equivalent period of leave.

4. Notice: You shall provide the Company with at least 48 hours advance notice of your intention to take the leave, unless providing such notice is not practicable.

When an unscheduled absence occurs, the Company will not take any action against you if you, within a reasonable period after the absence (generally defined herein as 15 days) provide certification as shown under the next section.

5. Certification: The Company may require you to provide certification that:

1. You or your family or household member is a victim of domestic or sexual violence; and

2. The leave is for one of the purposes enumerated in the above “Basis” paragraph.

You shall provide such certification to the Company within a reasonable period after it requests certification.

An employee may satisfy the above certification requirement by providing to the Company a signed and dated statement of the employee, and upon obtaining such documents the employee shall provide:

1. Documentation from an employee, agent, or volunteer of a victim services organization, an attorney, a member of the clergy, or a medical or other professional from whom the employee or the employee’s family or household member has sought assistance in addressing domestic or sexual violence and the effects of the violence;
2. A police or court record, or
3. Other corroborating evidence.

6. Confidentiality: All information provided to the Company, including a statement by you or any other documentation, record, or corroborating evidence, and the fact that the employee has requested or obtained leave pursuant to this policy, shall be retained in the strictest confidence by the Company, except to the extent that disclosure is: (1) requested or consented to in writing by you; or (2) otherwise required by applicable Federal or State law.

7. Restoration to Position: In general, an employee who takes leave under this policy shall be entitled, on return from such leave:

1. To be restored by the Company to the position of employment held by you when the leave commenced; or
2. To be restored to an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment.

8. Loss of Benefits: The taking of leave under this policy shall not result in the loss of any employment benefit accrued prior to the date on which the leave commenced. However, the employee is not entitled to:

1. The accrual of any seniority or employment benefits during any period of leave; or
2. Any right, benefit, or position of employment other than any right, benefit, or position to which the employee would have been entitled had the employee not taken the leave.

9. Reporting to the Company: The Company may require you on leave under this policy to report periodically to the Company on the status and your intention to return to work.

10. Maintenance of Health Benefits: Except as provided under “Loss of Benefits,” during any period that you take leave under this policy, the Company shall maintain coverage for you and any family or household member under any group health plan for the duration of such leave at the level and under the conditions coverage would have been provided if you had continued in employment continuously for the duration of such leave.

11. Failure to Return from Leave: The Company may recover the premium that it paid for maintaining coverage for you, and your family or household member under such group health plan during any period of leave under this policy if:

1. You fail to return from leave under this policy after the period of leave to which you are entitled has expired; and
2. You fail to return to work for a reason other than:
 - a. The continuation, recurrence, or onset of domestic or sexual violence that entitles you to leave; or
 - b. Other circumstances beyond your control.

The Company may require an employee who claims to be unable to return to work because of a reason described in (1) or (2) above to provide, within a reasonable period after making the claim, certification to The Company that the employee is unable to return to work because of that reason.

An employee may satisfy the certification requirement of this clause by providing to the Company:

1. a sworn statement by the employee;
2. documentation from the employee, agent, or volunteer of a victim services organization, an attorney, a member of the clergy, or a medical or other professional from whom the employee has sought assistance in

addressing domestic or sexual violence and the effects of that violence;

3. a police or court record; or

4. other corroborating evidence.

12. **No Retaliation:** The Company will not fail to hire, refuse to hire, terminate, or harass any individual exercising their rights under this policy or otherwise discriminate against any individual exercising their rights under this policy with respect to the compensation, terms, conditions, or privileges of employment of the individual, or retaliate against an individual in any form or manner for exercising their rights under this policy.

FMLA / ADA / DOMESTIC VIOLENCE

If you are entitled to FMLA leave due to a serious medical condition or a serious medical condition of a family member, or to a reasonable accommodation due to disability, leave due to domestic or sexual violence in accordance with Illinois law, and you have acted in accordance with the provisions governing ADA accommodations, and FMLA leave contained in this handbook or as otherwise provided pursuant to law, you will not be subject to disciplinary action for attendance.

• 16 UNPAID PERSONAL LEAVE OF ABSENCE POLICY

POLICY

An unpaid personal leave of absence may be granted upon request to regular full and part-time employees. Consideration is given for important pressing personal or medical needs.

PROVISIONS

- Individuals employed by Bear Family Restaurants for a minimum of 100 days are eligible to apply for an unpaid personal leave of absence.
- An unpaid personal leave may only be requested after all other applicable leave policies have been exhausted.
- If a leave is approved, Bear Family Restaurants will hold an employee's position open for the period of the unpaid personal leave, if such leave is six weeks or less in duration.
- While on an approved leave, employee health benefits, if applicable, will be continued in the same manner as received prior to the leave, if the leave is for six weeks or less.
- The employee will be expected to remit payment for the employee's portion of all applicable health insurance premiums prior to departing for unpaid personal leave, and in an amount equivalent to the expected period of absence. If an employee requests a leave which will extend beyond the six week period, the employee will be advised of COBRA continuation rights.
- Unpaid personal leaves are limited to one per year unless pre-approved by a BFR director.
- Accepting temporary employment elsewhere while maintaining employment with Bear Family Restaurants is not a qualifying reason for unpaid leave under this policy and may result in termination of employment.
- If a leave of greater than six weeks is needed, the employee's status will be changed from active to terminated.
- The former employee may reapply for employment consideration after they become available once again and are deemed rehire eligible for regular employment.

PROCEDURE FOR APPLYING FOR AND SEEKING APPROVAL FOR UNPAID PERSONAL LEAVE

Requests for unpaid personal leave must be made by filling out the BFR "Request for Unpaid Personal Leave of Absence" form and providing it to the employee's immediate supervisor with a copy to the human resources specialist. Please note that if the leave reason is protected by medical privacy laws (HIPAA), supporting information from a medical practitioner is required.

The immediate supervisor shall review and act upon a request for unpaid personal leave in consideration of the following factors:

- The purpose for which the leave is requested.

- The length of time off the employee is requesting.
- The effect the leave will have on the ability of the restaurant to function.
- The effect the leave will have on restaurant coverage and staffing.

All unpaid personal leaves must be approved by the immediate supervisor.

PROCEDURE FOR RETURNING FROM UNPAID PERSONAL LEAVE

An employee who has been granted an unpaid personal leave of absence shall give the supervisor or restaurant General Manager reasonable notification of the intent to return to work at least one week prior to the return date.

Upon receiving notification of the employee's availability, the supervisor or restaurant General Manager will arrange to have the employee reinstated to the employee's previous position.

In the unlikely event the previous position is no longer available, the employee may be considered for other open positions which the employee is qualified for as they become available.

If no position exists, the employee will remain on unpaid leave status until a suitable opening develops. If such an opening does not occur within a 60-day period, any obligation to reinstate the employee is discontinued and the employee's leave status is changed to termination. Future re-employment would be as a rehire with only legally required reinstatement of applicable benefits.

• 17 PAID VACATION TIME

ACCRUED VACATION BENEFITS UPON TERMINATION OF EMPLOYMENT

Vacation is earned and accrued on a calendar year basis. Should you terminate your employment from BFR either voluntarily or involuntarily, you will be compensated for any accrued but unused vacation benefits according to the following accrual table. You will earn vacation benefits during the month in which termination occurs.

VACATION ACCRUAL TABLE FOR BOTH ACTIVE AND TERMINATING EMPLOYEES

The table seen here is used for both active vacation calculation and termination payout determination.

To determine accrued vacation days, select your current vacation eligibility and read down the column to the current month. As an example, a General Manager who is eligible for 15 days per year, will be eligible for up to five (5) of those days in April of the current year. Please note: employees do not accrue vacation while they are out on leaves of absences, during lay-offs, and while not working for the Company, since the employee is not rendering service to the Company.

Month	15 days	20 days
January	2	2
February	3	4
March	4	5
April	5	7
May	7	9
June	8	10
July	9	12
August	10	14
September	12	15
October	13	17
November	14	19
December	15	20

• 18 COMPENSATION

ENSURING CORRECT DEDUCTIONS FOR EMPLOYEES

The Company prohibits improper deductions made to any employee's paycheck. If an inadvertent or improper deduction is made to your paycheck, you must immediately report it in writing to the attention of the human resources specialist at the BFR home office. Upon receipt of the report, the human resources specialist or another appropriate person will conduct a prompt investigation to determine whether an improper payroll deduction has been made. If, upon the investigation, an improper deduction was found to be made, the affected employee will be appropriately reimbursed. The Company will note that an improper deduction was made and will strive to comply with all applicable laws in the future.

• 19 EXPENSE REIMBURSEMENT

EXPENSE REIMBURSEMENT FORMS RELATING TO THE BUSINESS USE OF YOUR PERSONAL VEHICLE MUST LIST THE:

- Miles driven
- Origin and destination
- Date
- Business purpose

If a receipt or other substantiating documentation is not available, you must submit a written explanation of why the documentation cannot be provided and present it to a human resources specialist. The Company, in its sole discretion, will evaluate the explanation and determine whether the expense is reimbursable. You must submit completed reimbursement forms to the BFR office within 60 days of incurring the expense.

The Company reserves the right to refuse any expense reimbursement request that is inaccurate, does not include the appropriate substantiating documentation, is submitted late, or otherwise fails to fully comply with our policy, as determined by the Company in its sole discretion. Expense reimbursement forms may be subject to audit by the Company or by government agencies.

• 20 COMPUTER USE POLICY

PERSONNEL RESPONSIBILITIES

This Computer Use Policy states below all the responsibilities the asset custodian or the employee must adhere to while employed or reporting under BFR:

1. Employees will use these company-owned assets, namely laptop computer and their peripherals, solely for the delivery of quality assignments and tasks exclusively for BFR. Failure to comply with this policy will subject the employee to disciplinary actions, loss of use of BFR assets, or termination.
2. All employees working under BFR are brand ambassadors and should comply with the proper ethics and conduct established by BFR within and outside the company's online and offline premises.
3. Employees will not engage in strictly prohibited and unprofessional activities such as pornography, cyberbullying, cybercrime, abuse, and threats using the company-owned asset to preserve BFR's best image. Failure to comply with this policy will subject the employee to loss of use of BFR assets or termination.
4. The employee is strictly prohibited from executing or installing any programs or applications, not prescribed and approved by the BFR, on their laptop computer. Installation of external programs is only permitted with advanced approval from the IT department.
5. The designated user of the company-owned asset is expected to store the item, namely laptop computer, in a company provided backpack or briefcase bag when not in use. If the bag needs repair, it is their responsibility to notify the IT department or your immediate supervisor at BFR.
6. The asset custodian is expected to display great care and responsibility for the company owned asset provided to him/her. Failure to comply with this policy will subject the employee to a one-time payment of the damaged property's actual price, along with its charges, should disciplinary action measures be deemed necessary.
7. The asset custodian must submit a status report every two (3) years to our IT department regarding the equipment status and whether it should be replaced, upgraded, or updated.
8. The employee is expected to never commit to an act or object that will endanger the company owned asset.
9. BFR acknowledges that the employee's life is more valuable than the company-owned asset. Should such unforeseen circumstances as natural disasters or crimes such as hold up or mugging happen, the employee will be investigated and required to submit a written explanation or incident report within five (5) business days. BFR will provide a new set of equipment to the employee after three (3) business days resting period, or as quickly as a replacement can be secured.
10. The employee is required to submit an incident report should there be any suspicious activities made by other colleagues. The report can be done through email or as an anonymous report to our HR department.
11. The asset custodian is the only eligible user of the laptop computer. The laptop should never be utilized by any family member, friend or other BFR employee without the expressed written authorization provided by the IT department, Vice President or President of BFR.

MANAGEMENT RESPONSIBILITIES

This Computer Use Policy states below all the responsibilities of the management under Bear Family Restaurants:

1. To invest in all system and application upgrades and updates for the safety of the equipment and employees.
2. To invest in quality assets that will be of long-term use.
3. To strictly impose penalties on those employees who violate any of the policies mentioned above.
4. To amend policies and regulations of the Computer Use Policy according to the up-to-date data and information of the company-owned assets along with its peripherals.
5. To properly account for each piece of the asset provided to the employees through accurate inventory.
6. To strictly monitor the employee's use of computers through the system, database, or application to ensure that the company-owned asset is properly and appropriately used to serve its purpose to the BFR.

• 21 STANDARDS OF CONDUCT

SOCIAL MEDIA & ONLINE COMMUNICATIONS

The following applies to all Bear Family Restaurants. This policy applies to any form of personal social networking, including without limitation, postings outside of business hours and through non-Company computer systems.

- Maintain the strict confidentiality of BFR trade secrets and proprietary information. This includes any business, financial, and marketing strategies, without the advance approval of the Owner/Operator.
- Respect copyright, trademark and similar laws and use such protected information in compliance with applicable legal standards.
- Do not make negative comments about our guests on any social media platform or other form of communication.
- Never represent yourself as a spokesperson for BFR Bear Family Restaurants or any of its entities.
- Use of social media on Company equipment or computer systems during working time is permitted, only if your use is for legitimate, pre-approved BFR business. You must obtain Owner/Operator approval prior to such use.

Employees must NOT engage in the following:

- Photograph or make recordings of work areas. An exception to this rule would be to engage in activity protected by the National Labor Relations Act.
- The use of Company (or any of its entity's) logos, marks or other protected information or property for any business/commercial venture without the Owner/Operator's express written authorization.
- Knowingly make false representations about your credentials or your work.
- Create a blog or online group related to the Company (not including blogs or discussions involving wage , benefits, or other terms and conditions of employment, or protected concerted activity) without the advance approval of the Owner/Operator. If a blog or online group is approved, it must contain a disclaimer approved by the Owner/Operator.
- Due to a potential for issues such as invasion of privacy (employee and guest), sexual or other harassment (as defined by our harassment/discrimination policy), protection of proprietary recipes and preparation techniques, you may not take, distribute, or post pictures, videos, or audio recordings while on working time.
- You are prohibited from recording a telephone conversation unless it is first disclosed to the other party that the call is being recorded.

DO NOT VIOLATE THE LAW OR RELATED COMPANY POLICIES

Be thoughtful in all your communications and dealings with others, including email and social media. Never harass (as defined in our anti-harassment policy), threaten, libel, or defame fellow professionals, employees, guests, competitors, or anyone else. In general, it is always wise to remember that what you say in social media can often

be seen by anyone. Accordingly, harassing comments, obscenities or similar conduct that would violate Company policies is discouraged in general and is never allowed while using the Company's equipment or during your working time.

All employees are expected to know and follow this policy. Nothing in this policy is, however, intended to prevent employees from engaging in concerted activity protected by law. If you have any questions regarding this policy, please ask your Area Supervisor before acting. Any violations of this policy are grounds for disciplinary action, up to and including immediate termination of employment.

SMOKING / VAPING

The health of each employee and every guest of the Company is of utmost importance. To protect our guests and employees from the hazards involved in second-hand smoke and in order to maintain compliance the Smoke-free Illinois Act, smoking is prohibited on all the Company's premises and property including company vehicles. The failure to comply with this policy and procedure will result in disciplinary action up to and including termination.

MANAGEMENT AND SUBORDINATE COMPROMISE

Managers or supervisors are prohibited from taking any action which would compromise their ability to effectively supervise and/or discipline the employees under their direction.

ABOUT ALCOHOL

The Company prohibits staff or restaurant management from purchasing alcohol for any underage crew members. Alcohol is never allowed in the restaurant.

RESTAURANT FOOD AND BEVERAGE CONSUMPTION

Food and Beverage consumption while in the kitchen or the service area is strictly prohibited by the Health Department. Consumption of food and beverage must occur in designated break areas and in the dining room only. Gum-chewing, cough drops, and hard candies all portray an unprofessional image to our guests, and are not permitted while clocked in.

COMPANY EQUIPMENT

Employees are responsible for the proper use, protection and maintenance of all equipment and other property furnished or made available to them by the Company. Unauthorized or abusive use of such property is prohibited.

Certain employees will be issued keys during their employment to enable them to carry out their job duties. These keys remain the property of BFR. They may not be duplicated. All equipment, keys and other property of the Company must be returned on the last day of employment, or sooner, if requested.

SOLICITATION AND DISTRIBUTION

For purposes of this policy, solicitation means requesting funds, purchases, services, membership in any organization, or commitments to outside organizations or causes. Distribution means handing out, dropping off, or leaving behind written materials.

Solicitation by non-employees and distribution of literature for any purpose by non-employees is always prohibited anywhere on company property, including parking lots and on guests or employees' vehicles.

Solicitation by an employee is prohibited on company property, including parking lots, during the employee's working time or when the employee being solicited is on working time. Working time is the time employees are expected to be working and does not include rest, meal, or other authorized breaks. Solicitation by employees is also prohibited even when not on working time if such solicitation takes place at any time in the working areas of the restaurant. Solicitation is always prohibited in guest selling areas.

Distribution of literature by an employee is prohibited on company property, including parking lots, during the employee's working time, as defined above, or when the employee receiving the material is on working time. Distribution by employees is also prohibited even when not on working time if such distribution takes place in guest selling areas or in employees' working areas. Company property, including parking lots, must always be kept clean and free of litter.

FALSE INFORMATION

Intentionally giving false information on the employment application or during the application process, and

falsifying employment eligibility or other employment on Company records is prohibited and is grounds for termination.

SAFETY

BFR makes every reasonable effort to ensure a safe working environment and expects you and all employees to be safety conscious. You should immediately report any unsafe or hazardous conditions directly to your restaurant's General Manager or shift manager if the General Manager is not present. Every effort will be made to remedy problems as soon as possible.

In case of an accident involving a personal injury, regardless of how serious or minor, an employee should notify any member of management immediately.

CELLULAR / MOBILE PHONE USAGE AT WORK

Unless authorized, you must place your phone or device in the restaurant locker or keep it in your vehicle. You are asked to make any personal phone calls on non-work time, and to ensure that family members and friends are aware of the Company's policy. Flexibility may be provided in circumstances demanding immediate attention such as an emergency.

CELLULAR / MOBILE PHONE USAGE WHILE DRIVING ON COMPANY BUSINESS

The use of a mobile phone while driving is strictly prohibited. You should be aware that the Company does not permit the use of mobile phones while operating a vehicle on Company business and while clocked in. Mobile use includes, but is not limited to, texting, instant messaging, using the Internet, emailing, etc. Safety must come before all concerns. Under no circumstances should you place yourself or others at risk to fulfill business needs.

You should plan allow call placement either prior to (or after) driving or while on rest breaks. You are expected to safely pull off the road and safely stop your vehicle before using a mobile phone. You will be solely responsible for any traffic violations or accidents resulting from the use of a phone while driving. Violations of this policy will be subject to discipline, up to and including termination of employment.

• 22 STANDARDS OF CONDUCT ADHERENCE

Keep in mind that these standards of conduct apply to you and all employees whenever on Company property and/or conducting Company business on or off Company property. Every organization must have certain standards of conduct to guide the behavior of employees. Although there is no possible way to identify every rule of conduct, the following is a representative list. These standards of conduct include but are not limited to:

- Falsifying time records, employment applications, hiring documents or intentionally and maliciously falsifying Company business records.
- Recording the work time of another employee or allowing any other employee to record your work time, or allowing falsification of any timecard, either your own or another's.
- Unauthorized use or possession of property that belongs to the Company, a coworker, or of the public.
- Possession or control of illegal drugs, weapons, explosives, or other dangerous or unauthorized materials.
- Fighting, engaging in threats of violence, acts of violence, horseplay, practical jokes or other disorderly conduct that may endanger others or damage property.
- Insubordination - failure to perform assigned duties or failure to comply with the Company's health, safety or other rules.
- Unauthorized or careless use of the Company's materials, equipment or property.
- The use of profane or abusive language that is insulting, uncivil, malicious or vicious during working time is also prohibited. You are responsible for communicating with appropriate business decorum during working hours toward guests and co-workers.
- Giving away food of any kind or amount or unauthorized use of promotional, discount or free food coupons.
- Sexual or other harassment or discrimination as defined in this handbook.
- Unauthorized use or disclosure of the Company's confidential information.

- Sleeping or malingering on the job.
- Violation of any safety, health, security or Company rule, policy or procedure.

This statement of prohibited conduct does not alter the Company's policy of employment At-will. Either you or the Company may terminate the employment relationship at any time for any or no reason, with or without cause or notice.

• 23 SERVING GUESTS WITH SPECIAL NEEDS & ACCOMMODATING SERVICE ANIMALS

If the animal is identified as a service animal, you should permit the guest and service animal to remain in the restaurant. Do not ask the guest about his or her disability, do not ask for an explanation of the type of work the animal is required to perform, and do not request documentation of a disability or service animal status. In addition, do not touch, feed, talk to, or make noises directed at the animal.

If you think the service animal is threatening other guests or acting destructively, ask the owner and other individuals involved what is happening before acting. You should be aware that if the service animal barks or growls, it may be performing its job by warning its owner of an oncoming seizure or other danger. If, after talking to the individuals involved, you determine that the animal is threatening other guests, you can ask the owner to control the animal or ask them to take the animal outside. In such circumstances, always provide the disabled guest the option of remaining on the premises without the service animal.

If other guests complain about the animal, you should explain that the animal is providing assistance to the guest, that the animal is as important as a wheelchair, hearing aid, or glasses, and that it is legal for a service animal to accompany an individual with a disability or a trainer into public places, including restaurants.

Following these procedures to accommodate guests with service animals will help our restaurant deliver exceptional service to every guest, every time.

• 24 RESPONSIBLE & ETHICAL RECRUITMENT POLICY

ALL BFR RESTAURANT EMPLOYEES AND STAFF WHEN ENGAGING IN THE RECRUITMENT OF MIGRANT WORKERS ARE EXPECTED TO IMPLEMENT THE FOLLOWING STANDARDS:

- Workers do not pay recruitment fees —whether to a private labor broker/ employment agent or to the employer itself;
- Workers are provided contracts in a language fully understandable by the workers at the point of recruitment and prior to deployment;
- BFR does not keep or withhold any government-issued identification, monetary deposits, bonding, or other collateral as a condition of employment; and
- If workers reside in employer-provided housing, there must be a plan for management of safe housing and accommodation, including that it is structurally sound and in good repair.

HOW WE HELP ENSURE RESPONSIBLE AND ETHICAL RECRUITMENT OF MIGRANT WORKERS

We encourage open and honest communication among our employees and our business partners. Employees may raise recruitment-related issues, or report potential or actual responsible recruitment violations through a number of reporting channels, including contacting their manager, a designated Human Resources representative, or another designated representative of BFR at hr@bfrmcd.com. Reports received by BFR of violations of our policies, including this Responsible and Ethical Recruitment Policy are reviewed and addressed as appropriate.