



TEAM MEMBER CONDUCT

Team Members are expected to conduct themselves in a manner consistent with company policies and expected standards of conduct while at work. Appropriate Team Member conduct includes, but is not limited to:

- a) Treating all guests and visitors, in a friendly and courteous manner.
- b) Reporting to management suspicious, unethical, or illegal conduct by coworkers, guests, or suppliers.
- c) Cooperating truthfully with Company investigations regarding violations of the Company no harassment, equal opportunity, substance abuse, workplace violence and related policies.
- d) Complying with all Company safety and security regulations.
- e) Wearing clothing appropriate for the work being performed.
- f) Performing assigned tasks efficiently and in accordance with established quality standards.
- g) Reporting to work punctually as scheduled and being ready for work at the assigned starting time.
- h) Giving proper advance notice whenever unable to work or report on time.
- i) Complying with all lawful Company policies.
- j) Eating only during breaks or meal periods and only in the designated eating areas.
- k) Maintaining cleanliness and order in the workplace and work areas.
- l) Maintaining good personal hygiene.

The following are examples of impermissible conduct. Violators will be subject to discipline, up to and including termination of employment:

- a) Violation of any lawful Company policy or rule.
- b) Possessing firearms or other weapons or dangerous instruments on Company premises, unless such prohibition is restricted by applicable state law.
- c) Engaging in, threatening or provoking any act of violence or damaging Company property or the property of another.
- d) Engaging in any conduct that violates the Company's No Harassment or Equal Employment Opportunity policies.
- e) "Horseplay" or any other activity with potentially serious consequences such as personal injury or property damage.
- f) Reporting to work under the influence of alcohol, illegal drugs, or narcotics or using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on Company premises.
- g) Insubordination, refusing to follow management's lawful instructions concerning a job-related matter.
- h) Refusing to follow management's lawful instructions concerning a job-related matter.
- i) Disclosing trade secrets or confidential Company information in violation of the Company's confidentiality policies.
- j) Falsifying or altering any Company record or report, such as an employment application, medical reports, leave requests, production records, time records, expense accounts, absentee reports, or shipping and receiving records.
- k) Stealing, destroying, defacing, mishandling or maliciously misusing Company property or another Team Member's or guest's property.
- l) Failing to wear assigned safety equipment or failing to abide by safety rules and policies.
- m) Soliciting or distributing in violation of Company policies.
- n) Smoking where prohibited.
- o) Using profanity or abusive language toward guests or fellow Team Members.

- p) Sleeping during work time.
- q) Gambling on Company premises.
- r) Disturbing others during work time.
- s) Wearing improper attire or otherwise violating the Company's Appearance and Grooming guidelines.
- t) Soliciting or suggesting a certain tip from a guest. Questioning a guest regarding a tip.
- u) Theft of money, food and beverages, merchandise, or unauthorized consumption of food and beverage. For purposes of this policy, falsifying or altering a guest check; including tip/gratuity, shall constitute theft of money.
- v) Excessive unexcused tardiness or absenteeism.
- w) Unexcused "no call, no show" absence(s), leaving your work area or premises without authorization; being in an unauthorized work area during your scheduled work period or on your days off without your supervisor's specific authorization.

The examples of misconduct described, are not all-inclusive. Any violation of the Company's lawful policies or any conduct considered by the Company to be inappropriate or unsatisfactory will subject the Team Member to disciplinary action up to and including termination. In the event, you are unsure as to whether any contemplated conduct is permissible, contact your Senior General Manager or Human Resources representative before engaging in such conduct.