

Bingo

BURGER

EMPLOYEE POLICY

HANDBOOK

BINGO BURGER EMPLOYEE POLICY HANDBOOK

BINGO BURGER MISSION STATEMENT

Founded in 2008, our mission is to provide food that strengthens our communities through healthy partnerships and sustainable practices.

BINGO BURGER VISION STATEMENT

To build strong communities through our love of burgers.

BINGO BURGER CORE VALUES

- We are committed to enjoying our work.
- We are committed to empowering our team members through Proper training, guidance and encouragement.
- We are committed to striving for excellence in all aspects of our operations.
- We are committed to engaging with our community.
- We are committed to providing an inclusive and safe environment for everyone.
- We are committed to instilling pride in the work we do, the products we serve and the way we source our ingredients.

BINGO BURGER EMPLOYEE POLICY HANDBOOK

WELCOME TO BINGO BURGER!

This handbook outlines your responsibilities, working conditions, employee benefits, and policies affecting your employment. It applies to all employees, including managers and supervisors. Your responsibility is to read, understand, and comply with all provisions of this handbook.

This handbook does not serve as a guarantee of employment.

Your employment is determined by Bingo Burger, and you may be terminated at any time, without notice or without cause. Bingo Burger reserves the right, with or without notice, to revise, supplement, supersede, or rescind any policies or portion of this handbook from time to time as it deems appropriate, in its sole and absolute discretion.

YOUR NEW HIRE PERIOD

Upon hiring, you are subject to a ninety day evaluation to determine if the hiring is a good fit for both you and Bingo Burger. Your strengths and weaknesses will be evaluated, and constructive criticism will be given to help you reach your full potential.

EMPLOYMENT AT WILL

Employment at Bingo Burger is at the mutual consent of you and Bingo Burger, and either you or Bingo Burger may terminate the relationship at any time, with or without cause.

EMPLOYMENT CATEGORIES

Bingo Burger will detail your job description exactly, in order to avoid any confusion as to your duties. Please refer to your job description and duties sheet contained in your packet.

WORK HOURS

Our standard full-time work week is forty hours, but can fluctuate due to seasonal differences in business. Your specific schedule and work hours will be assigned by your supervisor.

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PERSONAL APPEARANCE

Dress, grooming and personal cleanliness affects the business image Bingo Burger presents to guests and fellow team members. While working, you are expected to present a clean and neat appearance and dress according to the requirements of your position.

UNIFORM

For the trial period of your employment, Bingo requires that you provide neutral colored t-shirts without printing or logos, a hat and/or hair net, and the hat must be work appropriate. At two weeks, I will be provided with two free Bingo shirts. Back of the house (BOH) will be provided with a cap as well. If I quit or am terminated within my 90 day probationary period, the cost of one shirt, one hat and one training binder will be deducted from my final paycheck. All employee uniforms must be kept clean and free from wear. Shirts are not to be altered in any fashion, and must completely cover the torso. No open-toed shoes are allowed. Full length pants must be worn in the kitchen for your own safety. Shorts may not be worn any higher than above the knee. If your apron becomes soiled during your shift, you must replace it with a clean one. Additional uniform items are available to you at cost at any time.

NAME TAGS

All team members and managers are to wear name tags while on shift so that guests may communicate with them by name. No exceptions. Kitchen staff can wear name tags on their hats. All other team members must wear name tags on the upper left hand side of their Bingo shirts, parallel with the Bingo logo. Each team member is responsible for their name tag.

GROOMING

All kitchen staff are required to wear hats and aprons, and anyone in the front of the house (FOH) with collar length hair or longer must pull it back, restrain it and/or wear a Bingo ball cap. Some facial hair may need to be restrained, up to the discretion of management. No nail polish may be worn in the kitchen. For all other staff, any nail polish worn must completely cover the nails, with absolutely no chipped polish. Ask your manager if you have questions as to what constitutes appropriate presentation and attire.

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EMPLOYEE CONDUCT AND DISCIPLINARY ACTION

We expect you to follow rules of conduct that protect both you and Bingo Burger. It is not possible to list all the forms of behavior that are unacceptable. However, the following are examples of inappropriate conduct that can lead to termination of your employment.

- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records.
- Working under the influence of alcohol or drugs.
- Possession, distribution, sale, transfer, or use of alcohol or drugs.
- Possession, distribution, sale, transfer, or use of a weapon of any kind.
- Fighting or threatening violence in the workplace.
- Disruptive activity in the workplace.
- Profanity, threatening and/or hateful language at any time.
- Music played in BOH or FOH w/ offensive, racial, or misogynistic lyrics.
- Negligence or improper conduct leading to damage of property.
- Insubordination or other disrespectful conduct.
- Violation of safety or health rules.
- Use of tobacco products in prohibited areas.
- Sexual or other unlawful harassment or discrimination.
- Possession of dangerous or unauthorized materials.
- Excessive absenteeism, tardiness, or absence without notice.
- Unauthorized use of telephones, computers, cell phones, etc.
- Unauthorized disclosure of confidential information.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.
- Not following all guidelines and rules pertaining to employee meals.

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CONFIDENTIAL INFORMATION

You are expected to maintain the confidentiality of all Bingo Burger intellectual properties, customer information, and documents of a non-public nature. Any use of such documents or information for your own purposes will lead to your termination.

COMPUTER, PHONE AND HEADPHONE USE

Bingo Burger's computers are for managerial use only. Phone usage is prohibited except for during your designated break, as are headphones, earbuds or earpods. You are strictly prohibited from using Bingo Burger computers for anything other than official Bingo Burger business. You should not expect privacy with respect to any of your activities using Bingo Burger provided computers. Bingo Burger reserves the right to review any files, messages, or emails sent, received, or stored on Bingo Burger's computer systems.

TIMEKEEPING AND PAYROLL

Federal and state laws require Bingo Burger to keep an accurate record of time worked by all employees. Proper timekeeping is your responsibility. You are expected to punch in no more than five minutes before your scheduled time, unless otherwise directed by your manager. Do not punch in unless you are in your appropriate uniform and ready to work.

PAYCHECKS

You are paid every two weeks. Pay days occur on every other Friday.

No paycheck advances will be given... absolutely no exceptions.

Speak with your manager if you have payroll questions. Should you be terminated, your remaining pay will be available within twenty four hours of the next business day. Should you quit or resign, your remaining pay will become available the next standard pay day. This is in accordance with Colorado state employment laws.

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TIPS

Cash tips are distributed after each shift by a designated shift leader. Credit card tips will be reflected on your paycheck, and are distributed amongst all employees unless you're still in your training period (usually one to two weeks). Tips are distributed based upon the hours worked during the pay period. **If you quit without two weeks notice, Bingo Burger has the right to withhold your tips for the pay period.**

PAY DEDUCTIONS

The law requires that Bingo Burger make deductions from your paycheck... federal, state, and local income taxes. Bingo Burger also must deduct Social Security taxes on your pay to a limit that is called the Social Security "wage base". Bingo Burger then matches the amount of Social Security taxes paid by you. Other deductions may include court-ordered garnishments. You are responsible for filling out your paperwork properly. If you have questions concerning why deductions were made from your paycheck or how they were calculated, contact your manager.

BREAK PERIODS

In accordance with Colorado employment law, one break period of ten minutes or less is permitted during each four hours worked. These break periods are compensated. Or, one break period of thirty minutes is permitted during a work shift of five hours or more. Thirty minute break periods are not compensated, and you must punch out for these breaks. Breaks must take place during Bingo's downtime, and must be approved by your team leader. Smoking is permitted within the designated space, but by law can not take place within 15 feet of any entrance or exit door. **NO EXCEPTIONS.** Butts must be placed in the dumpster, and nowhere else on Bingo Burger property. **Smokers do not receive extra breaks during shift. If an extra smoke break is needed, you must punch out.**

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SAFETY

You are expected to exercise caution in all activities. Non-slip shoes are mandatory. You will be given proper training on all potentially dangerous equipment. You must report any unsafe conditions to your manager. If you cause a dangerous situation, or fail to report or correct a situation, you may be subject to disciplinary action and possible termination of employment.

ILLNESS

A doctor's excuse is required for any illness-related absence exceeding two days.

MISSED SHIFT

If an employee is going to miss a shift, they must find another employee to cover their shift. If they are unable to do so, they must contact a supervisor at minimum two hours before the scheduled shift.

TIME OFF

Please utilize Homebase for any potential time off arrangements. Any time off must be requested at least two weeks in advance. Requests may or may not be granted.

PERSONAL LEAVE

Bingo Burger does not offer paid personal leave. Any leave must be approved in advance. Please contact your manager to schedule any personal time.

HOLIDAYS

Bingo Burger grants unpaid holiday time off on the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

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FOOD HANDLING

Be aware of hygienic food handling procedures and follow these at all times. Be aware of the procedure for dealing with contaminated products. You could receive disciplinary action if you do not comply with Bingo Burger's food safety standards.

KNIVES

Knives should only be used and/or operated by team members who have been trained in the correct procedures. All users must complete the relevant paperwork.

GRILL

Keep in mind that the grill at most times is extremely hot!
Always use the proper kitchen tool to rotate items on the grill surface.

DO NOT USE YOUR HANDS!

FRYER

Only add oil to the fryer when the fryer is **TURNED OFF**.

When removing debris from the fryer, always use a skimmer.

DO NOT USE YOUR HANDS! When removing oil from the fryer, always use caution and always wear the proper kitchen provided gloves, towels and receptacles. When changing fryer oil filters, **ALWAYS** wear kitchen provided gloves and make sure the fryer is **OFF**.

SLICER

When not in operation, the slicer must be unplugged and the blade must be closed. When the slicer is in operation,

NEVER PLACE HANDS IN CARGO AREA.

Slicer must be properly cleaned after each use.

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SHAKE MACHINE

When cleaning the shake machine, the machine must be **OFF AND UNPLUGGED**. Hands and fingers must never make contact with shake machine spindles when the machine is operating. If you are wearing bracelets or watches, use caution while operating the shake machine.

ACCIDENTS

Know what to do in the event of an accident at work. Know the location of the first aid box. You must let a manager know of any accidents immediately. Look out for any hazards in the work place and report them to a manager immediately. Anytime you see a spill, you need to immediately place the wet floor sign before clean up. Understand and follow at all times the sickness and absence reporting procedure.

EMPLOYEE PARKING POLICY (PUEBLO ONLY)

Only management and shift leaders are allowed to park in the Bingo lot. Offsite parking is available across the street on the north side of El Pueblo history museum, and it is unmetered and unlimited.

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ROBBERY PROCEDURE

Proper procedure during a robbery is vital to surviving the confrontation. The priority in dealing with a robbery is to reduce the possibility of injury.

SAFETY TIPS

- Keep calm. Give them what they want, and get them out.
- Do not resist the robber. The money is not worth risking a life. Take no action that would jeopardize the safety of personnel or customers. Cooperate with the robber and do not try to become a hero. Do not use weapons. Introducing another weapon into the situation increases the chances of someone becoming injured during the robbery. No amount of money is worth the risk of endangering a person's life.
- Inform the robber of any surprises. If someone is expected back soon or if you must reach or move in any way, tell the robber what to expect so they will not be startled. A suspicious move by an employee may trigger a violent reaction by the robber and endanger the lives of many people.
- Follow the robber's commands, but do not volunteer to help. The longer the robbery takes, the more nervous the robber may become and more apt to become violent. Only give the amount demanded, if asked for a specific amount.
- If the robber displays a firearm or claims to have one, consider it loaded and dangerous to your life.
- Be observant. Plan to be a good witness. Try to notice as much as possible about the robber.
- If the robber uses a note, place it out of sight to retain as evidence. After the robber has the money, offer to have employees and customers lie down instead of waiting for the robber to decide what to do, such as knocking you down or tying you up.

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DRUNK CUSTOMER PROCEDURE

Recognizing when someone has had too much to drink is the first step. Don't serve them any more alcohol. Even if they make a scene, it is in your best interest not to serve them. If a person is involved in an accident while drunk you, the restaurant, and any other employees that served them may be held liable.

SAFETY TIPS

- Take care of the customer. The best way to avoid any potential lawsuits is to not to serve a customer who appears inebriated. Some people can hold their liquor very well, and your staff may not realize the patron is drunk until it is too late. But regardless:
- Stop serving them immediately. If the customer has wandered in from another bar or restaurant, you can refuse to serve them. They may claim that you are acting illegally, but you are not. You are acting responsibly.
- Offer the customer a non-alcoholic beverage and some food as an alternative to a drink.
- Call a cab, Uber, Lyft, or another ride home for the customer. Do not let them drive. If a customer becomes belligerent or angry, escort them outside of the restaurant and call the police, who can look after the customer until he or she is safe and sober.

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ANGRY CUSTOMER PROCEDURE

These rules for managing an angry restaurant customer can take you from the beginning of a conflict toward a peaceful and friendly resolution.

SAFETY TIPS

- First ask their name, then listen. Really listen. Many customer complaints can be resolved simply when people feel like they've been heard and understood. Take a calm approach and just hear them out.
- Don't get defensive. Stay neutral in tone and response. This is critical to convincing them you are taking their concern seriously. Do not argue, even if the customer is wrong, mistaken, or is possibly lying. The goal is to calm down the customer and fix the problem.
- Sympathize, but avoid being phony. Letting them know you take them seriously is important.
- Continue to use their name as much as possible. This shows sincerity and an appreciation of their unique circumstances that led up to the incident.
- Lower your voice. If you speak calmly and at a lower tone, an irate customer may subconsciously attempt to meet you, even if half-way.
- Repeat what you've heard. After listening to a description of the problem directly from the customer in question, repeat the concern back to them in plain language. Remove any emotion attached. If there are inconsistencies, this will be the customer's chance to correct you. The ultimate goal is that both parties have the same understanding of the events that led to the complaint.

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- Present a solution. Coming up with a solution that satisfies their immediate need is all that's called for in the moment. Everything else can be worked out later. Be sure to confirm that the solution you present to the customer is satisfactory to them.
- Be aware of other customers' discomfort. When a customer is so angry that it affects other diners, your solution can't just end with one person. Have your servers check in on nearby tables and give a little extra attention and kindness.
- Maintain acceptable limits. While we want to believe that the customer is always right, that doesn't mean any type of behaviour should be tolerated. Don't let yourself be abused, verbally or physically, just to satisfy a customer. The safety of your employees and other customers are your number one priority. This helps protect your employees and reinforces that you're looking out for their overall well-being on the job.
- Don't take it personally. At the end of the shift, it's easy to go home and brood about what we could have done or said better. But the reality is that complaints happen, and mistakes are made. While it's important to learn from them, it's just as critical not to let them weigh you down.

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WORKERS' COMPENSATION INSURANCE

Bingo Burger offers a comprehensive workers' compensation insurance program to all employees at no cost. This program covers injury sustained in the course of employment that requires medical, surgical or hospital treatment. However, if the injury is due to the employee's negligence of equipment training or proper procedure, the injury may or may not be covered. If the sobriety of the employee is in question at the time of injury, drug testing may occur at the discretion of management. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if you are hospitalized, immediately. If you sustain work-related injuries, you should inform your manager immediately. No matter how minor an injury may appear, it is important that it be reported immediately. This will enable you to qualify for coverage as quickly as possible. Please ask your manager as to where treatment can be sought for a work-related injury.

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EQUAL EMPLOYMENT POLICY

It is Bingo Burger's policy to provide an equal opportunity in hiring, employment, promotion, compensation and all other employment-related decisions without regard to race, color, being over the age of 40, religion, sex, marital status, national origin, citizenship, veteran status, sexual orientation, being a qualified person with a disability, or any other basis set forth in the applicable laws or regulations relating to discrimination in employment.

Compliance with all covered federal, state, and local laws concerning discrimination and harassment in employment will be strictly enforced by Bingo Burger. This policy governs all aspects of employment, including recruitment and placement, selection, job assignment, promotion, training, transfer, retention, rate of pay, benefits, discipline, termination and all other terms and conditions of employment.

This policy also prohibits retaliation or adverse employment action against any employee who exercises his or her rights under this policy or any anti-discrimination law, who cooperates in any company investigation, or who participates in any investigation or proceeding by any governmental agency.

Bingo Burger has established an internal complaint process to ensure that complaints of discrimination, including retaliation and harassment, are addressed and resolved as quickly as possible. If you believe that you have been subjected to unlawful discrimination, harassment or retaliation, you should immediately inform the person engaging in the conduct that it is offensive and must stop, and contact the official company contacts for Bingo Burger. You may raise concerns and make good faith reports without fear of reprisal. All managers, supervisors and other employees must cooperate fully with the investigation and resolution of complaints under this policy. Anyone found to be engaging in any type of unlawful discrimination, harassment or retaliation will be subject to disciplinary action, up to and including, termination of employment.

If you have questions or concerns about any possible discrimination in the workplace, you are encouraged to bring these issues to the attention of the official company contacts for Bingo Burger.

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HARASSMENT AND DISCRIMINATION POLICY

Bingo Burger is absolutely committed to giving everyone a fair chance to succeed. Harassment and discrimination deprive people of a fair chance to succeed. That's wrong and we simply won't allow it. It's also illegal. There are all kinds of laws against sexual harassment and other forms of discrimination. At Bingo Burger we are dedicated to abiding by all of these laws.

You must understand that demeaning or offensive behavior of any kind is always out of bounds at Bingo Burger - especially if the behavior relates to a person's race, religion, sex, national origin, ancestry, age or disability. So don't do it, or there will be consequences, up to and including termination. If you are subjected to or witness any form of harassment or discrimination you have a responsibility to report it. Your report of harassment or discrimination is essential. We can't eliminate the problem if we don't know about it. So if it happens, report it to the official company contacts for Bingo Burger. You will never be penalized for reporting. And rest assured, all reports of harassment and/or discrimination will be investigated as promptly as possible and corrective action will be taken.

IMMIGRATION LAW COMPLIANCE

While Bingo Burger does not unlawfully discriminate on the basis of citizenship or national origin, Bingo Burger may only employ United States citizens and aliens who are authorized to work in the United States. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed the I-9 with Bingo Burger within the past three years, or if their previous I-9 is no longer retained or valid. If you have any questions or would like more information on immigration law issues, you are encouraged to contact the official company contacts for Bingo Burger. You may raise questions or complaints about immigration law compliance without fear of reprisal.

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ALCOHOL AND DRUG POLICY

At Bingo Burger, your safety and well-being is our number one concern. Misuse of drugs and alcohol impairs your health and productivity. Drug and alcohol problems may result in unsafe working conditions for all employees and customers. Bingo Burger is committed to maintaining a productive, safe, and healthy work environment, free of unauthorized drug and alcohol use. If you are involved in the unlawful use, sale, manufacturing, dispensing or possession of controlled substances, illicit drugs and alcohol on Bingo Burger premises or work sites, or are under the influence of such substances while on duty or operating Bingo Burger-owned vehicles or equipment, you will be subject to disciplinary action, up to and including termination of employment. You may also be referred for prosecution. Bingo Burger reserves the right to require employees to undergo drug/alcohol screening, including urinalysis, blood test or other appropriate tests when applicable. If you observe or know that another employee is in violation of this policy, contact the official company contacts for Bingo Burger. Violation of this policy may affect workman's compensation if an injury at work occurs.

SOLICITATION

In order to avoid disruption at work, you are not permitted to engage in solicitation for any purpose during your working time or the working time of the person being solicited. Working time means time that employees are expected to be performing their job. Likewise, you are not permitted to distribute any material during your working time or in working areas. Literature, notices, or other material of any kind may not be posted or distributed in the working areas of any employees at any time. Persons who are not Bingo Burger employees will not be permitted to come upon Bingo Burger premises for the purposes of making solicitations of any kind to employees, or posting or distributing literature, notices, messages or materials of any kind.

RELATIONSHIPS IN THE WORKPLACE POLICY

In order to minimize the risk of conflicts of interest and promote fairness, Bingo Burger maintains the following policy with respect to relationships in the workplace:

- No person in a management or supervisory position shall have a romantic or dating relationship with an employee whom he or she directly supervises or whose terms or conditions of employment he or she may influence (examples of terms or conditions of employment include promotion, termination, discipline and compensation).

In addition, no employees working in the same department shall have such a relationship. A department is defined as a group of employees who report directly to the same supervisor.

- Romantic or dating relationships between employees are permitted, but only under the circumstances described by this policy.

Prior employee relationships:

A supervisor or manager who has had a previous romantic or dating relationship with a subordinate or employee whose terms and conditions he or she may influence will not be involved in decisions relating to that individual's promotions, raises, termination or other terms and conditions of employment.

Policy protocols and consequences:

All employees engaged in a romantic or dating relationship are required to notify either managers, owners or both. Employees in violation of this policy may be subject to termination of employment.

Individuals involved in a relationship covered by this policy may be asked to sign a document acknowledging that their relationship is entirely consensual and free from coercion and harassment. If the relationship is covered by this policy and is between a more senior and more junior employee, the more senior employee may be subject to demotion to remove the conflict of interest. At the discretion of Bingo Burger, in addition to or instead of demotion, one of the individuals involved in the relationship may be subject to transfer or termination of employment.

If transfer or termination is appropriate, to the extent possible, Bingo Burger will give individuals involved in the relationship the opportunity to select one employee in the relationship who will be subject to a change in employment status (transfer or termination). If the individuals involved in the relationship decline to make this decision, Bingo Burger will do so.

- Individuals involved in a relationship covered by this policy may be asked to sign a document acknowledging that their relationship is free from coercion and harassment.

Professionalism:

Employees are expected to conduct themselves in a professional manner at all times. Workplace dating or romantic relationships must not interfere with any employee's professionalism, including treating others with respect and refraining from behaviour that may make others feel uncomfortable (for example, overt physical displays of affection and using sexual language). In particular, management personnel are expected to set a high standard of professional conduct both at work and in any social setting at events sponsored by Bingo Burger. For this reason, management personnel are prohibited from social interaction with subordinates that is or might be perceived as inappropriate (for example, unwanted flirting, touching or other behavior that may be regarded as sexual harassment).

Discretion and non-discrimination:

Bingo Burger retains discretion in its enforcement of this policy. Decisions made under this policy will be made based on operational and business reasons and without regard to sex, race, color, religion, creed, age, national origin, citizenship, physical or mental disability, military service or application, or any other protected characteristic under federal, state or local law.