WELCOME TO IHOP 3318!

We know that you had a choice of employers, and we are glad you decided on us! We think you will be happy with your choice.

We believe in quality food, quality service, and quality people. That’s what has made us successful.

As you become familiar with us, you will find that we are more like a family team than just coworkers. We know the important role that you will play in the restaurant’s success, and we are here to make sure that you have everything you need to do your job: proper training, knowledge of all policies and procedures, proper equipment, and encouragement. The rest is up to you!

Take your training seriously. Be sure to study and pay attention to details. Your trainer will provide you with a lot of information. Follow his or her direction, and be sure to ask questions! It is your responsibility to gain the knowledge necessary to perform your job function; it is our responsibility to provide you the training you need. If at any point you feel that you are not receiving adequate training, please visit with your management team. If your management team does not respond adequately, please take your concerns to your Area Supervisor.

We hope that you will find working with us is both rewarding and enjoyable, just as many others have.

Best wishes for your success and happiness at this IHOP Restaurant!

Your Assistant Manager is __________________________

Your General Manager is __________________________

Your Area Supervisor is __________________________

The EEO Officer is Teresa Davis, 501-351-0513

Golden Cakes Inc. Office, 501-367-8113
GENERAL INFORMATION

This Employee Handbook has been prepared to provide you with general information about your benefits and also highlight some of the rules and policies under which we operate. Obviously every Company policy, rule, or benefit cannot be set forth in this Handbook. But we have tried to include those dealt with most frequently.

From time to time, it may be necessary to amend, modify, supplement, or eliminate one or more of the benefits, rules, or policies described in this Handbook or any other employment benefits, rules, or policies. This IHOP restaurant reserves the right to amend, modify, supplement, or eliminate any of the benefits, rules, or policies at its discretion and without prior notice.

This Handbook is not a contract of employment. Nothing contained in this Handbook or in any other statements of Company policy or philosophy, including statements made in the course of performance evaluations and wage reviews, should be taken as constituting an express or implied promise of employment for any specific duration.

If you have any questions regarding any of the specific sections in this Handbook, or any other matter not covered, you should consult your General Manager.

WORKPLACE CULTURE

We strive to provide you with a working environment that fosters growth and development for all employees. It is imperative that we maintain a safe and welcoming atmosphere by showing respect, understanding and compassion for our customers. For this reason, we must insist that you treat everyone with whom you come into contact with civility and grace. We expect this type of behavior from our management staff, our individual team members, and our guests.

Please consider the manner in which you expect to be treated and use that as a guideline in your interaction with others. Strive to be a positive influence in everything that you do and show concern for others. You will soon see that the same consideration will be shown to you in return, and your work experience will be more pleasant and rewarding as a result.

EQUAL OPPORTUNITY STATEMENT

Employment opportunities with this IHOP restaurant are open to all qualified applicants solely on the basis of their experience, aptitude, and abilities.

Qualified applicants are considered for all positions and for advancement without regard to race, color, religion, sex, national origin, age, marital status, sexual orientation, veteran status, genetic information, or disability, in accordance with local, state and federal law. Advancement is based entirely on an individual’s achievement, performance, ability, attitude, and potential. This Company will not tolerate any form of discrimination or harassment of its employees due to race, color, sex, religion, age, national origin, marital status, sexual orientation, veteran status, genetic information, disability, or any other characteristic protected by law.
Employees who feel they have been subjected to unlawful discrimination or harassment should immediately contact our Equal Employment Opportunity (EEO) Officers, Teresa Davis at (501) 351-0513, or Sandra Streett at (972) 420-1902.

**NO HARASSMENT POLICY**

It is the policy of this IHOP Restaurant that it will not tolerate harassment of our employees, customers, or clients, either in the workplace or by other outside means including social media postings. The harassment of any employee is contrary to this policy, may be considered a violation of state or federal law, and will be considered justification for disciplinary or other appropriate action. This policy applies to all employees, supervisors, agents, vendors, customers, and non-employees who have contact with employees during working hours.

Harassment is any annoying, persistent act or actions that single out an employee to that employee's objection or detriment, because of that employee's protected status, i.e., race, color, sex, marital status, sexual orientation, genetic information, age, religion, national origin, veteran status, disability, or any other characteristic protected by law (protected status). Harassment may include any of the following:

1. Verbal abuse or ridicule. This includes epithets, discriminatory comments, slurs or unwanted sexual advances, invitations, or comments based upon protected status.

2. Interference with an employee's work. This includes physical contact such as assault, blocking normal movement, or interference with work directed at an individual because of his/her sex or other protected status.

3. Displaying or distributing offensive materials based upon protected status. This includes derogatory posters, cartoons, drawings or gestures.

4. Discriminating against any employee in work assignments or job-related training due to an individual's protected status.

5. Intimate, unwelcome physical contact.


7. Demanding favors (sexual or otherwise), explicitly or implicitly, as a condition of employment, promotion, transfer or any other term or condition of employment.

8. Retaliation for having reported harassment.

It is every employee's responsibility to ensure that his or her conduct does not include or imply protected status harassment in any form. If, however, such harassment or suspected harassment has or is taking place, the following will apply:

1. Any protected status harassment or suspected harassment should be reported to the person's supervisor. If the harassment involves the supervisor, then the harassment
should be reported to the EEO Officer, or his/her designated representative. A written statement by the complainant setting forth all pertinent facts may be required.

2. The Company shall investigate each complaint, and a determination of the facts will be made on a case-by-case basis. Appropriate action up to and including discharge may then be taken.

3. The results of the investigation shall be kept confidential to the extent practical and provided only to those employees of the Company on a need-to-know basis.

4. The EEO Officer, or his/her designated representative, shall maintain the investigative files, including the complaint. Any disciplinary action taken will also be documented in the employee’s personnel file.

5. The Company will not tolerate protected status harassment or any form of retaliation against an employee who has either instigated or cooperated in an investigation of alleged harassment. Violation of this provision may result in discharge.

False accusations of harassment are considered serious and may result in disciplinary action up to and including termination of employment.

The Company’s EEO Officer, Teresa Davis, may be contacted at (501) 351-0513, or contact Sandra Streett at (972) 420-1902 to report any perceived harassment.

Do not assume that the Company is aware of your problem. It is your responsibility to make known your complaints and concerns so that they may be resolved. If you are aware of harassment in the restaurant, you must notify your immediate supervisor and our EEO Officer immediately.

OPEN DOOR POLICY

This IHOP restaurant believes in direct and open communication at all levels of the restaurant. Through effective and open dialogue, employee concerns can be identified and resolved. If you have any suggestions or complaints, feel free to talk to management. Communication is an effective means by which a situation can be improved or corrected. It is difficult for us to take constructive action if you keep the suggestion or complaint to yourself or voice it only to your fellow workers.

If you believe you have been treated unfairly or improperly, we encourage you to speak directly to your General Manager. If you remain dissatisfied after discussions with your General Manager, please bring the matter to the attention of the Area Supervisor; or you may contact the EEO Officer, Teresa Davis, at (501) 351-0513 or Sandra Streett at (972) 420-1902.

All comments and inquiries will be handled discreetly, to the extent permitted by law, and responded to as promptly as possible.
DISPUTE RESOLUTION POLICY

This IHOP restaurant has a “Dispute Resolution Policy” for handling all employment related disputes between you and your employer. Any employment related disputes that are not resolved through our “Open Door Policy” may be resolved solely through the “Dispute Resolution Rules and Procedures,” which will be made available to you upon your written request to the EEO Officer.

Employment related disputes include any and all claims, demands, or actions under Title VII of the Civil Rights Act of 1964, The Age Discrimination in Employment Act, the Americans with Disabilities Act, the Family and Medical Leave Act, the Fair Labor Standards Act, any work related injury, or any other federal, state, or local statute, regulation, or common law doctrine regarding hiring, employment discrimination, any conditions of employment (including any forms of harassment) or termination of employment.

By your acceptance and/or continuation of employment with this IHOP restaurant, you are agreeing to resolve all employment related disputes solely in accordance with this policy.

HANDLING CUSTOMER COMPLAINTS

If you are approached by a customer who complains about the food, service, or some other aspect of his or her visit to our IHOP restaurant, remain calm and pleasant. Remember, superior service is our goal; and you must take immediate action to correct the situation to the customer’s satisfaction. Listen, apologize, solve, and thank (LAST).

It is required that you notify the manager immediately of all customer complaints. When you report the incident to your manager, do not allow any customers to overhear your conversation about the complaint.

No matter how difficult or awkward the situation, you must continue to display a hospitable attitude and you must never argue with a customer. No matter what the problem, no one should ever have a confrontation with the customer that could escalate to a major disturbance or violence.

DEFINITION OF EMPLOYMENT

The Company classifies employees according to the following definitions:

A. Full Time: Employment involving at least an average of 40 hours per week, 52 weeks per year, after successful completion of the 1st 90 days of employment. For purposes of group health coverage only, a full-time employee is a person who regularly works a minimum of 30 hours per week.

B. Part Time: Employment averages less than 40 hours per week, or as designated by management.
EMPLOYEE BENEFITS

Employee Health Insurance Opportunity

In compliance with the Patient Protection and Affordable Care Act, full-time employees will be eligible to enroll in medical coverage through United Health Care on the first day of the month following 60 days of full time employment. The employee will be eligible to enroll for coverage for himself or herself with a 50% reduction in the then-current premium. The restaurant will provide payment for the remainder of the Employee Only premium.

Dependent coverage will be available should you desire to enroll. Any additional premiums related to medical coverage will be the employee's responsibility in full.

Employee premiums must be made by either Cashier's Check or Money Order. Payments are due in full on the 20th of the prior month for coverage effective on the first of the month. For example, if your coverage will be effective on February 1 of any year, your premium must be paid in full by the 20th of January. For the year 2017, premiums in the amount of $100.00 must be submitted to the carrier by the first of each month in order to begin or continue coverage.

If payment is not made in a timely manner, you will forfeit your coverage. You will again be evaluated for eligibility January 1 of the following year, and you must meet eligibility requirements at that time in order to re-enroll.

It will be the employee's responsibility to manage his or her own health care, which includes making timely premium payments. You must also notify each carrier of any status changes while enrolled. Changes to be reported to the carriers would include updates necessary to any piece of information shown on your identification card.

Employee Intra-net Website

A website is available to all active employees for information that is relevant to your employment. On this website you will find documents such as those that pertain to the availability of insurance coverage as well as a complete copy of the current Employee Handbook.

This site is available to assist you in staying informed about benefits available to you as well as important issues related to your employment. You may visit the site at your convenience and print out documents as you require. It is your responsibility to visit this website on a regular basis to keep updated on any policy changes outlined in our handbook.

The information necessary to access this site is:

- URL:  http://www.gciconnect.net
- Username:  employee
- Password:  ihop

Should you have questions about anything posted to the site or need assistance in accessing the site, please see one of the managers in your location or contact your Area Supervisor for
assistance. Paper copies of this Employee Handbook are available upon request to your General Manager.

Employee Meal Plan

As a benefit, employees are entitled to unlimited soft drinks, coffee, tea, and iced tea. Other than these designated beverages, all food and beverage items consumed (including milk, juices, specialty beverages, and milk shakes) must be paid for prior to consumption. You will be given 50 percent discount toward the cost of all food/beverages consumed during a work shift.

Your trainer will demonstrate the proper way to request an employee meal and how to get the manager’s approval on the check. The guest check must be saved and not discarded. Employees must turn in all paid employee meal checks to the manager at the end of each shift.

All employee meals are to be eaten in the designated employee break area. Under no circumstances may any employee eat his or her meal in the guest dining room area. Meals may not accrue from one day to another. Taking home a “doggie bag” of guest scraps is not allowed (besides which, it is unsanitary).

The food and beverage policy applies only when you are clocked in for a scheduled shift. If you visit the restaurant outside of your scheduled hours, you are a guest just like any other guest and will be asked to pay for all food and/or beverages that you consume.

Any beverages or meals taken out of the restaurant by an employee must be paid for at full price.

*Note: For purposes of the meal policy enforcement only, “work shift” shall be defined as the period starting 30 minutes prior to a paid shift and ending 30 minutes after a paid work shift.

Employee Patronage

We love to have our employees in as guests! We do ask that you behave accordingly, by sitting in an open section, and being waited on by a server on duty. Please try not to distract the employees who are working. We do not allow you to serve yourself, sit in a closed station, or eat in the checkout area. After all, if you are not working, you are a real guest!

Remember, as a guest you are not permitted to enter the back of the house area when not in uniform and clocked in for a shift.

Vacation Time

Eligible employees are entitled to one (1) week of vacation with pay after completing one full year of employment. To be eligible for paid vacation, an employee must average at least twenty (20) hours of work per week during the preceding year.
Vacation gross pay will be computed by averaging the number of hours worked during the preceding year up to a maximum of forty (40) hours per week. Servers will be paid minimum wage for the average number of hours worked per week during the preceding year. Employees other than the servers will be paid their current rates of hourly pay. Vacation time may not be carried over from year to year. Upon termination from the Company for any reason, all unused vacation time will be forfeited.

FAMILY AND MEDICAL LEAVE

Employees who have worked for the Company for at least one (1) year in the past seven (7) years; who have worked at least 1,250 hours during the previous twelve (12) months (unless the employee is classified as an “exempt” employee under the Fair Labor Standards Act; an employee should consult with the HR Manager to determine whether the employee is classified as exempt or non-exempt); and who work at a location where at least 50 employees are employed by The Company within 75 miles of that work site are eligible for "leave" under the Family and Medical Leave Act. This provides eligible persons with up to twelve (12) weeks unpaid leave during a twelve (12) month period for certain qualified family and medical situations.

Reasons for Taking FMLA Leave

1. For the care of the employee's child (birth or placement for adoption or foster care);

2. For the care of the employee's spouse, dependent child, or parent who has a serious health condition;

3. For the employee's own serious health condition;

4. For a “qualifying exigency” while the employee's spouse, son, daughter, or parent is on covered active duty or call to covered active duty status (or has been notified of an impending call to order to covered active duty). A qualifying exigency includes: (1) Short-notice deployment; (2) Military events and related activities; (3) Childcare and Agency activities; (4) Financial and legal arrangements; (5) Counseling; (6) Rest and recuperation; (7) Post-deployment activities; (8) Parental care; and (9) Any other leave for which the employer and employee have both agreed shall qualify as an exigency; or

5. For the care of the employee’s spouse, son, daughter, parent, or next of kin, who is a servicemember with a serious illness or injury incurred or aggravated in the line of duty. Employees eligible for this type of leave may be eligible for up to twenty-six (26) workweeks of leave, rather than the usual twelve (12), during a single 12-month period.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves inpatient care or 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 Agency or other regular daily activities.
Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive, full calendar days, and any subsequent treatment or period of incapacity relating to the same condition, that also involves at least two (2) visits to a health care provider or one (1) visit and a regimen of continuing treatment, or incapacity due to pregnancy or parental care, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

**Eligibility for Military FMLA Leave**

When electing to take FMLA leave for purposes of caring for a covered servicemember, the following definitions apply:

“Covered servicemembers” are current members of the Armed Forces, including members of the National Guard or Reserves, who are undergoing medical treatment, recuperation, or therapy, are otherwise in outpatient status, or are otherwise on the temporary disability retired list, for a serious injury or illness; or covered veterans who are undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

“Covered veteran” means an individual who was a member of the Armed Forces (including a member of the National Guard or Reserves), and was discharged or released under conditions other than dishonorable at any time during the five (5) year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran.

“Serious injury or illness” means an injury or illness incurred by a covered servicemember in the line of duty on active duty in the Armed Forces or that existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces and that may render the servicemember medically unfit to perform the duties of the member's office, grade, rank, or rating.

In the case of a covered veteran, a “serious injury or illness” is an injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) and manifested itself before or after the member became a veteran, and is a continuation of a serious injury or illness that was incurred or aggravated when the covered veteran was a member of the Armed Forces and rendered the servicemember unable to perform the duties of the servicemember's office, grade, rank, or rating; or a physical or mental condition for which the covered veteran has received a U.S. Department of Veterans Affairs Service–Related Disability Rating (VASRD) of 50 percent or greater, and such VASRD rating is based, in whole or in part, on the condition precipitating the need for military caregiver leave; or a physical or mental condition that substantially impairs the covered veteran's ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service, or would do so absent treatment; or an injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

“Next of kin” means the nearest blood relative other than the covered servicemember’s spouse, parent, son, or daughter, in the following order of priority: blood relatives who have
been granted legal custody of the covered servicemember by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered servicemember has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA.

**Duration of Military FMLA Leave**

Leave to care for a covered servicemember with a serious illness or injury, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period. Military FMLA leave runs concurrently with other leave entitlements provided under federal, state, and local law.

**Leave Year**

Except for purposes of leave to care for an injured servicemember, the leave year (the 12 month period) under this policy shall be a calendar year.

**Substitution of Paid Leave for Unpaid Leave**

Employees must utilize available paid leave (vacation, sick, etc.) toward FMLA leave. Employees who request FMLA leave should consult with the General Manager for details on the availability of paid leave.

**FMLA and Workers’ Compensation**

When an employee is on leave due to an on-the-job injury or illness which is a serious health condition under the FMLA, the worker’s compensation absence and FMLA leave will run concurrently.

**Advance Notice and Medical Certification**

If the leave is to be covered completely through the use of paid leave, then the employee should provide notice as required under those policies where possible. However, where the need for the leave is foreseeable, and if some or all of the leave will not be covered through the use of vacation, the Company requires that written notice be provided to Sandi Streett or Teresa Davis thirty (30) days in advance of the leave. If leave is not foreseeable, then the employee must provide notice to the Company as soon as practicable.

Employees must provide Sandi Streett or Teresa Davis with sufficient information to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees must also inform if the requested leave is for a reason for which FMLA leave was previously taken or certified. An employee requesting FMLA leave must furnish the Company with a medical certificate to support the need for a leave due to the employee's serious health condition or that of the family member. The medical certificate must be submitted to Sandi Streett or Teresa Davis within
fifteen (15) days after receiving the certification forms from the Company unless such submission is impracticable and the employee has made diligent, good faith efforts to comply with this deadline. The employee will also be required to provide periodic reports of the employee’s status while on leave. Further, the employee will be required to furnish recertification from a health care provider if he or she requests an extension of FMLA leave, if circumstances described by the previous certification have changed significantly, or if the Company has information that casts doubt on the need for continued leave. At the end of the leave, the employee will be asked to present a doctor's certificate of fitness to return to work. If an employee is unable to return from leave because of a serious health condition, medical certification may be required.

**Intermittent or Reduced Leave**

Employees do not need to use FMLA leave in one block. Employees may take leave intermittently or on a reduced leave schedule when medically necessary or specifically approved by The Company. Employees 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.

**Employment and Benefits Status**

During FMLA Leave, the Company will maintain employee’s health coverage under any "group health plan" on the same terms as if the employee had continued to work. In most circumstances, employees returning from family leave will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. The Company may find it necessary to deny reinstatement to certain highly compensated employees, but only if it is found necessary to avoid substantial and grievous economic injury to the Company's operations.

Employees who take advantage of family leave will be eligible for any employment benefit that accrued prior to the start of the leave.

**Medical Insurance Coverage**

During a family leave, employees may continue to participate in the Company's group health plan under the same conditions as if they continued to work. The Company will make arrangements with employees requesting leave for the continued payment of the employee's share of the medical premium. If an employee fails to make premium payments as arranged and becomes in arrears for more than thirty (30) days, coverage will terminate. The employee may resume coverage when he or she returns from leave without having to re-qualify for insurance coverage.
Other Rights and Obligations

The Company will inform employees requesting leave whether they are eligible under FMLA. If they are, the Company will notify them of their rights and responsibilities. If they are not eligible for leave, the Company will provide a reason for the ineligibility.

The Company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee’s leave entitlement. If the Company determines that the leave is not FMLA-protected, then it will notify the employee.

The FMLA makes it unlawful, and the Company will not:

(i) Interfere with, restrain, or deny the exercise of any right provided under the Family and Medical Leave Act;

(ii) Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

For more information about our Family Medical Leave Policy, please contact the HR Manager or see the “Employee Rights and Responsibilities” form attached to this Handbook.

We have posted and will continue to display the poster entitled EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT WHD Publication 1420 (revised February 2013).

For more information about our Family and Medical Leave Policy, please contact Susan North at (501) 626-6789 or Sandra Streett at (972) 420-1902.

BEREAVEMENT LEAVE

Upon the death of any of the below-listed family members, employees who have been employed full time for a minimum of one year will be allowed leave with pay, for the amount of time specified, for bereavement and to settle family matters. Any further bereavement time requested shall be approved through your immediate supervisor and will be unpaid. For the purposes of determining eligibility for bereavement leave, full time will be defined as an average of 32 hours per week. Proper verification of passing may be requested so please have it available when you make the request for leave.

- Spouse – five days
- Son, Daughter, or Step-child – five days
- Parent, Parent-in-Law, or Step-parent – three days
- Brother or Sister, or Step-brother/sister – three days
- Grandparent – three days

This policy may be altered, suspended or terminated at any time at the Company’s discretion.
MILITARY LEAVE

The Company recognizes the commitment and responsibility of our employees to serve in the armed forces. Accordingly, the Company complies with all applicable laws concerning military leave.

The Company complies with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), which protects applicants and employees who serve in the military from discrimination in the areas of hiring, job retention, and advancement. USERRA provides job and benefit protection for employees who serve in the military, and it provides certain reemployment rights to any employee who has been absent from work due to service in the United States uniformed services.

The Company will grant a military leave of absence to employees who are required to miss work because of service in the United States uniformed services in accordance with USERRA. You must notify the Company if you receive notice that you will require a military leave of absence unless providing such notice is precluded by military necessity, impossible, or unreasonable, and you should provide the Company with a copy of your official orders. When you receive notice that you will need a military leave of absence, please contact Sandra Streett or Teresa Davis for further information regarding your rights and responsibilities under USERRA.

USERRA defines “uniformed services” to include the Army, Navy, Marine Corps, Air Force, and Coast Guard, as well as the Reserves for these branches of the military. Uniformed services also include the Army National Guard, Air National Guard, commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or emergency. USERRA defines “service” to include active duty, active duty for training, initial active duty for training, inactive duty for training, full-time National Guard duty, and the time required for examination to determine a person’s fitness for any of these types of services.

NURSING MOTHERS

The Company allows nursing mother employees reasonable break times to express breast milk for nursing children. Nursing mothers should speak with their supervisors to find out the location of an appropriate area for the employee to express breast milk in privacy.

MEETINGS AND TRAINING

All employees are required to attend all orientation, safety and/or in-service meetings conducted by their supervisors. Training needs of individual employees will depend on their backgrounds, experience and levels of skill. Failure to attend any mandatory meeting or training may be grounds for discipline up to and including termination of employment.

EMPLOYEE DATING/NEPOTISM POLICY

Part of our success has always been our friendly, team-oriented atmosphere. We understand that there are times when you may become personally involved with another employee or that
you may want to recommend a family member for employment with us. We currently have many family members and domestic partners contributing to the success of the Company. We do not want to discourage relationships, nor violate employees’ rights to privacy; however, to protect the individuals involved as well as other employees, we must maintain Company guidelines pertaining to these situations.

When possible, individuals will not be allowed to directly supervise family members, domestic partners, or a person who is otherwise involved in a personal relationship with their immediate supervisor (dating, etc.), where the reporting relationship could involve possible discrimination.

If situations arise that are in conflict with this policy, we will work with the involved parties to arrange a more suitable accommodation, including transfer or a change of job assignment. If these arrangements cannot be accommodated, one member of the relationship will be asked to resign. In the event that the situation cannot be resolved, or reoccurrence happens, both parties may be terminated.

Please understand we do not want to tell you how to run your private life, but we must strive for a positive working environment for all employees. Remember, your first step is always to let your General Manager know. We will always be up front and honest with you and we expect the same in return. We will strive to provide alternative solutions to uphold this policy when possible.

If you or anyone you work with is aware of a violation of this policy, please follow the Company’s Open Door Policy or feel free at any time to call our EEO Officer, Teresa Davis, at (501) 351-0513 or Sandra Streett at (972) 420-1902.

**SECURITY SEARCH POLICY**

This IHOP restaurant has a vital interest in maintaining safe, healthful, and efficient working conditions. The use or possession of alcohol, drugs, or weapons creates a serious threat to the health and safety of the user and his/her co-workers. The Company also has a vital interest in protecting its property and the property of its employees from theft. To help maintain a safe and enjoyable working environment, this IHOP restaurant has adopted the following policy:

The Company may conduct unannounced searches for illegal drugs, alcohol, controlled substances, weapons, or stolen property within the restaurant and on the premises, including parking lots. All employee purses, briefcases, bags, and automobiles on Company property shall be subject to unannounced search.

An employee’s consent to a search pursuant to this policy is required as a condition of employment. The employee’s refusal to comply with the policy will result in disciplinary action up to and including termination. Searches on Company property may be conducted at any time.
COMPUTER TIME KEEPING FOR HOURLY EMPLOYEES

Employees are required to clock in at the beginning of each shift and clock out at the end of each shift worked. At no time and under no circumstance should an employee ever be asked or permitted to perform work duties while not clocked in for a shift, including before or after you have clocked in/out and meal periods.

If you neglect to properly clock in or out, immediately notify your manager. Do not clock in before you are scheduled to work unless instructed to do so by your manager. Having someone clock in or out for you is a serious violation of Company policy and may be grounds for immediate termination of all employees involved.

Employees are not permitted to work off-the-clock. ALL hours worked must be included on your electronic time sheet and reviewed for accuracy. After your supervisor has approved your completed time sheet, the time sheet must be submitted by the General Manager.

You must not clock-in more than 5 minutes in advance of your starting time, and you must clock-out immediately after your shift is over. Repeated violations may result in disciplinary action. If you fail to clock-in/out at the beginning or end of your shift, for any reason, you must inform the General Manager or his/her designee as soon as possible so that your electronic time record may be corrected.

You are to be in uniform before clocking in, and you will clock out before you change out of your uniform, not after.

Employees under the age of 18 are required to adhere to our policy concerning permissible work hours. Until you reach the age of 18, you will be permitted to work only between the hours of 7:00 am and 9:00 pm. You may work no more than 40 hours per week or 5 consecutive days. These guidelines apply to all employees under the age of 18 unless you are able to provide legitimate verification of your emancipation.

Earnings are distributed after 3:00 pm on Mondays for hours worked during the prior week. All checks will be passed out at the employee’s work location on Mondays after 3:00 p.m. NO CHECKS WILL BE PASSED OUT EARLY. NO EXCEPTIONS. Employees are required to review and sign a copy of their time cards after checking out at the end of their last weekly shift. All servers are also required to report all tips, according to procedures, on a daily basis. You are required by law and as a condition of your employment to declare 100% of the tips you earn and receive each and every day. If you believe that your time card is not completely correct for any reason, you must immediately notify your manager so that any unreported time may be added into your pay check.

It is your responsibility to immediately inform your manager of any changes in your personal status such as change in marital status, number of dependents, address, name, or social security number.
METHOD OF ALLOCATED TIP DISTRIBUTION

Note: The IRS considers tips as income and requires tipped employees to report 100% of all tips received. This must be done with a cash tip declaration at the end of each and every shift worked.

The Internal Revenue Service requires this restaurant to report a minimum amount of tips based on gross sales throughout the year as income received by tipped employees. This amount is reported to the government in two ways:

1. Tips reported by the employee weekly
2. Allocated tips calculated at the end of each year

At the end of each year the Internal Revenue Service calculates the minimum amount of tips that each server must have declared throughout the year based on the amount of sales that the server has been responsible for during the year. If the sum of the tips actually declared each week does not equal this minimum as determined by the IRS, then an additional amount of “Allocated Tips” will appear in box 7 of your W-2 statement.

OVERTIME – NON-EXEMPT EMPLOYEES

You may be required to work overtime when necessary. Hourly employees will receive one and one-half (1½) times their regular hourly rates of pay for time worked in excess of forty (40) hours per workweek. Any and all overtime worked must be authorized in advance by the manager on duty and reported on your time card. Employees will be paid for all overtime hours worked, but failure to obtain prior authorization may result in discipline up to and including termination of employment.

DEDUCTIONS FROM PAY – EXEMPT EMPLOYEES

The Company does not intentionally make deductions from compensation in violation of federal or state law. Under the Fair Labor Standards Act (FLSA), exempt employees must receive a predetermined amount of compensation each pay period, and only certain deductions are permitted. If an exempt employee believes that the Company has made inadvertent deductions from his or her compensation, the following should apply:

1. The employee should report the alleged deduction to his or her supervisor or to the General Manager.
2. Each complaint will be investigated, and a determination concerning the deduction will be made.
3. If the Company determines that the deduction was not permitted, the employee will be promptly reimbursed.

The Company will make a good-faith effort to comply with the provisions of the FLSA and any other applicable federal or state law.
EMPLOYEE WORK SCHEDULES

Your work schedule is determined by your manager. Your manager will post the work schedule on the Employee Bulletin Board. This schedule shows when you will begin and end each workday as well as your scheduled days off. You may be asked to remain over the posted time when the business situation dictates.

It is your responsibility to know when you are scheduled to work. It is also your responsibility to report to work at the appropriate time. It is suggested that once the schedule is posted, you note on a separate piece of paper what your schedule is so that you can refer to it throughout the week. Calling in to find out when you work is generally not acceptable unless there are problems with the work schedule.

**Breaks will be taken at the discretion of the manager on duty.** No one is allowed to leave his work station or assignment to take any type of break for any length of time without the approval of the manager on duty. The employee must “clock out” for an entire one-half (1/2) hour break period, unless otherwise directed by the manager on duty. **Employees should not perform any work when clocked out for their 30-minute break periods.** If an employee leaves the premises during a break time, the employee must inform their manager on duty and turn in any cash that belongs to the Company prior to leaving.

**No “smoke breaks” are allowed.** Smoking is only permitted when an employee is “clocked out” for a thirty minute break period. Smoking is never permitted inside the restaurant. For purposes of our smoking policy, E-cigarettes will be treated just as tobacco cigarettes.

All employees should expect to work on all major holidays, including Easter, Thanksgiving, Christmas and New Years’, regardless of regular work schedules. Our restaurants are open 365 days each year. We expect our employees to be available to work on any given day. If you are scheduled to work and you are late or absent, you put an unfair burden on your co-workers.

Note: All schedule changes and special requests must be approved by a manager.

ATTENDANCE AND PUNCTUALITY

Regular and punctual work attendance is essential to the smooth and efficient operation of this IHOP restaurant. Employees with good attendance records can take pride in the fact that they are doing their parts to provide our customers with the kind of superior service they have come to expect. We place great emphasis on good attendance by every employee because every job at this IHOP restaurant is important.

Unexcused absences put an unfair burden on your co-workers and will not be tolerated. An unexcused absence is any absence where an employee fails to notify his manager at least two (2) hours prior to starting time and any absence for which the employee cannot satisfactorily verify a justifiable reason for the absence. An unexcused absence will also include any absence for personal reasons if the employee fails to get prior approval from his manager. Any absence found to be unexcused will result in your immediate termination.
If you are unable to be at work for your scheduled shift on time, you must call personally, unless you are hospitalized. Having a family member or friend call or use of electronic communication or text messaging is unacceptable. Call your manager if you are going to be late for work. An employee who fails to arrive on time for a scheduled shift may face discipline, up to and including termination of employment. If you report late to your shift but less than two hours after your scheduled start time, you will be considered to be tardy. If you report more than two hours after your scheduled start time, you will be considered to be absent from your shift. Anyone who is tardy 3 times in a calendar quarter will be terminated. Calendar quarters are defined as January 1 through March 31; April 1 through June 30; July 1 through September 30; and October 1 through December 31.

A note from your doctor verifying your illness is required in order for you to return to work if more than two (2) days have been missed due to illness. Depending on the nature of your illness or injury, a medical release may be required before you return to work. **For food safety reasons, an employee who has a severe contagious illness will not be permitted to work until a release from a doctor is issued.**

The Company will consider an employee to have voluntarily resigned his or her employment if the employee: (1) abandons his or her work shift at any time, or (2) fails to properly notify management of his/her absence for one (1) or more scheduled work shifts.

**RESTAURANT SAFETY**

It is the responsibility of each and every employee to make this restaurant a safe place to work and dine. If you discover an unsafe condition, eliminate the hazard or report it immediately to the manager on shift, as well as the General Manager, so that the situation can be corrected.

Employees who deliberately fail to follow safe work practices and/or procedures or who violate the Company's safety rules or directives will be subject to disciplinary action, up to and including termination.

A safety first aid kit is available for minor medical needs. The manager must be aware that you have a need for minor medical attention at any time.

**Safety Rules**

Observing the following rules will help to minimize danger to both customers and employees.

- In case of illness or injury, no matter how slight, report it at once to the manager on duty. If you fail to report an illness/injury to your manager during the shift when the incident occurs, you may be held responsible for any cost of treatment associated with the illness/injury.
• Off duty employees are not permitted in the kitchen areas (beyond the dining room) unless authorized by the manager on duty and unless wearing appropriate safety footwear.

• Monthly safety meetings are held in each restaurant, and all employees are welcome to attend. If you are a member of the Safety Committee, it is mandatory for you to attend the monthly safety meetings. Failure to attend may result in disciplinary action, up to and including termination.

• Spills or dropped food products must be cleaned up immediately. Do not leave the spills unattended until the hazard is corrected. The area must be clearly marked by a “Wet Floor” sign.

• “Wet Floor” signs must be used when mopping and during times when rain or snow causes water to be tracked into the restaurant. The “Wet Floor” signs must be placed so that they provide appropriate warning to employees and customers approaching the area from any direction.

• Proper footwear must be worn at all times by employees. Proper footwear must have a non-skid rubber sole. Appropriate footwear is polished black shoes. Open toe, open heel, high heels, or pump style shoes are not acceptable. No athletic or gym-type shoes are allowed.

• Horseplay, running, throwing food or other objects, scuffling, and fooling around are dangerous behaviors and will not be tolerated.

• Learn the “right” way to lift!
  - Always size up the item and get help if you need it.
  - Make sure there are no obstacles in your way.
  - Use your legs to lift, not your back. Hold the item close to your body. Do not twist while you are carrying the item.
  - Keep your back straight while you lower the item.

• Do not try to lift or push objects that are too heavy for you. Seek assistance from your manager or another employee if you feel you are unable to perform a task.

• Report any faulty equipment immediately. Do not try to repair faulty equipment yourself.

• Look in the direction you are walking and do not turn sharply.

• Do not operate any equipment unless you have been trained in the proper method of operation and are at least 18 years old.
• No one under the age of 18 is ever permitted in the galley or the dish machine area.

• Keep your workstation clean and dry at all times.

• Never use water on a grease fire. This will only make it worse. Use the special silver fire extinguishers provided for grease fires.

• Learn the location of all fire exits and fire extinguishers in the restaurant.

• Put all trash in its proper containers.

• Keep all floors dry and clean.

• Do not tamper with electrical circuits or fuses. Notify your manager of any electrical problems.

• It is important to enter on the right of a two-way door, and leave the exiting person room on the left to walk by.

**Working with Chemicals**

In the general operation of our restaurant, we use several different types of cleaning products and chemicals. Some of these cleaning products and chemicals, if improperly used, can be hazardous.

Information about the chemicals used in this restaurant is located on the wall near the back of the restaurant in the form of a hanging wall file entitled “Material Safety Data Sheets” (MSDS). **If at any time you notice a potential for danger, please notify your manager immediately.**

The following are a few helpful guidelines that should be used when dealing with chemicals.

• Always read the label and instruction sheet.

• Always follow the manufacturer’s instructions. Do not use more of a chemical than recommended by the manufacturer.

• Always dispose of empty chemical containers as recommended by the manufacturer.

• **Never store any chemical near or above food storage, preparation, or serving areas.**

• Never mix chemicals.
• All chemicals must remain in their Original Labeled Container (OLC). Never store chemicals in unmarked containers.

• All containers must be properly labeled to identify their contents. If you find an unlabeled container, dispose of the contents. Then notify the manager on shift and General Manager immediately.

• Never attempt to smell or inhale to identify the contents of a container.

• Never dispose of aerosol containers in incinerators or in trash that will be burned.

• Never store or spray aerosol containers near open flame or heat.

• Make sure containers are securely sealed and properly stored when not in use.

Security Precautions during a Robbery

In the unlikely event of a robbery, the most important concern is your safety, the safety of other employees, and the safety of our customers. In the event that you are present during a robbery, keep calm and remember the following:

• Always cooperate with the robber. Follow his/her instructions and do not do anything that will cause the robbery to escalate into violence. Possessions can be replaced. Give the robber what he/she wants and let him go on his way as quickly as possible.

• Do not argue, fight, resist, or insult the robber.

• Keep your eyes down; robbers do not like to be identified.

• Do not try to be a hero; simply do exactly what the robber requests.

• Do not chase or follow a robber out of the restaurant. This includes a guest who is attempting to walk out on a check.

• After the robber leaves and the police are called, you will be asked to write a detailed description of the robber. Do not compare or discuss descriptions until the police have interviewed each witness.

• Do not touch or move anything that the robber has touched or left in the restaurant.

• Continue serving customers and do not discuss the incident with them.
RULES OF CONDUCT

This restaurant expects the highest standards of behavior from its employees. Employees must comply with all restaurant work rules at all times. Failure to comply with any of the following rules may subject the employee to disciplinary action up to and including dismissal.

No list of rules can cover every possible situation, and the list that follows is not intended to be all-inclusive. If you have any questions about whether certain conduct is acceptable, please ask your manager.

The following behavior is considered unacceptable and will not be tolerated:

- Use or possession of alcoholic beverages and/or illegal drugs on the premises; arriving at work under the influence of alcoholic beverages and/or illegal drugs. Similarly, the subject of illegal drugs will not be discussed on the premises.

- Violations of the Workplace Violence policy. Criminal charges may be filed.

- Insubordination, including refusal to follow instructions given by your manager.

- Destruction of or the attempt to destroy Company or co-worker property.

- Tampering with the security system of the restaurant by moving or repositioning a video camera.

- Opening the back door without a manager present.

- Exiting the building during a shift without the express permission of the manager on duty.

- Taking money, property, or possessions from co-workers or the Company without permission. Criminal charges may be filed.

- Giving away or selling Company property without written permission from the corporate officers. Criminal charges may be filed.

- Failure to work your scheduled shift without notifying the manager on duty.

- Violation of the Company’s “No Harassment Policy.” Harassment is prohibited in all encounters, including those with restaurant guests.

- Use of profane, obscene, vulgar, or abusive language toward customers, co-workers, or management, or where any such language can be overheard by customers.
• Intentional falsification of records. Intentionally falsifying documents (applications, I-9’s, W-4’s inventories, tickets, etc.) or manipulating the computer system is grounds for immediate dismissal.

• Intentionally falsifying the details of an accident or injury report.

• Violation of safety procedures and practices, including failing to use or incorrect use of safety equipment.

• Smoking anywhere in the building or while “clocked in” on duty.

• Violation of any security policies or procedures, including ringing sales on another server’s number when using the computer register system.

• Failure to report to work in a clean, proper uniform or other prescribed attire. “Tote” bags, back packs, duffle bags, gym bags, etc. are not permitted.

**NOTE: We are not responsible for any missing personal items brought into the restaurant.**

• Failure to maintain truth and accuracy in all restaurant records and documents, including employment applications and time records.

• No gum chewing permitted while on the clock.

• Dishonesty when handling money, merchandise, or other property that belongs to customers, co-workers, or the Company.

• Failure to follow the Company Employee Meal Policy.

• Failure to attend a mandatory staff meeting.

• Making unauthorized long distance telephone calls on the restaurant telephone or receiving personal calls at work which are not of a true emergency nature. Your family may call you on the restaurant phone for legitimate emergency situations. Our telephone lines are strictly for business use. Please tell friends, family, creditors, and Mom to call you at home unless you have a true emergency situation.

• Working any overtime without the prior authorization of management.

• Discussing company business with, friends, and/or customers is not allowed. **Spreading rumors or making knowingly false statements will not be tolerated.**
• No loitering is permitted on the premises by employees who are off duty at any time.

• NO cell phones, music listening devices or other personal electronic devices of any kind, including smart watches, are permitted to be carried on your person while you are on duty (on our clock). In case of personal emergencies, employees will be permitted to use the store’s landline phone and may likewise be contacted through the store’s landline phones.

• No food is to be consumed during your shift except your one allowed employee meal.

Loud Talking

Ambiance is an important factor in this business, and we ask that everyone do their parts in maintaining a desirable dining atmosphere. Please, no loud talking or shouting in the dining area or in front of customers.

Teamwork

Other restaurants talk about it, but our restaurants DEPEND on it! There is no such thing as “It’s not my food/guest/table,” “It’s not my job,” or “I don’t have time.” Teamwork is a job responsibility, and you will be held accountable for it. Teamwork makes the restaurant run smoothly, and ensures that our guests have a great dining experience.

In order to be successful, teamwork requires mutual consideration. You should expect and appreciate your coworkers’ assistance at all times and in all situations. Being a member of a successful team means not saying things like “Don’t touch my grill or don’t help or talk to my guests, etc.”

WORKPLACE VIOLENCE POLICY

It is the policy of the Company that rules and regulations regarding behavior in the workplace are necessary for the efficient operation of the Company and for the benefit and safety of all employees. Management alone cannot prevent violence in our workplace. This must be a joint effort by every employee. The Company encourages each employee to report possible problems to management.

Acts of violence that interfere with business operations, that cause fear or apprehension in another person, or that is physically threatening to customers will not be tolerated whether that conduct be that of an employee, associate of an employee, customer or visitor. Any act of violence, which impacts the workplace, will be cause for investigation and subject to action by the Company. An “act of violence” is any act of physical aggression or any statement, which could be perceived as the intent to cause physical harm to another individual.
The following conduct is prohibited and may subject the individual involved to disciplinary action, up to and including termination:

1. The use of profanity or abusive language that causes fear or apprehension in another person;

2. The possession of personal firearms, explosives, weapons (including hunting weapons), on Company property;

3. Fighting or physical assault on a co-worker, customer, security staff, or visitor;

4. Physically threatening or intimidating co-workers, security staff, customers, or visitors;

5. Retaliation for having reported inappropriate conduct or for having cooperated in an investigation of inappropriate conduct;

6. Intentional physical interference with an employee’s work;

7. Theft, destruction, defacement, or damage of Company property or of the property of an employee, customer, or visitor with the intent to cause fear or apprehension in another person.

This listing is illustrative of the type of behavior that will not be permitted. It is not intended to be an all-inclusive listing. Any violation of the Company’s policies or any conduct considered unsatisfactory may, at management’s discretion, subject the employee to disciplinary action, up to and including termination.

**Procedures**

It is every employee’s responsibility to ensure that his or her conduct does not include or imply a breach of this policy. Furthermore, it is every employee’s responsibility to report suspicions of such acts of violence, whether by an employee or non-employee, to an appropriate member of management. If, however, violence, threats of violence or suspected violence to a person or property has taken place or is taking place, the following will apply:

1. Any violence, threat of violence or suspected violence to person or property should be reported to the employee’s supervisor. If the threat or action involves the supervisor, then it should be reported to the General Manager or his/her designated representative. An oral or written statement setting forth all pertinent facts will be required.

2. Should an employee receive a bomb threat, the employee should notify his or her supervisor immediately. The supervisor should notify the General Manager or his/her designated representative.
3. Any supervisor who receives a report of, has knowledge of, or suspects the occurrence of violence or threats of violence, should promptly assess the most important action to be taken first. In all cases, the Area Supervisor or his/her designated representative should be notified as promptly as possible.

4. The Area Supervisor or his/her designated representative will work with the supervisor in investigating the report and will determine the appropriate action and/or discipline to be taken with the offender up to and including termination.

5. The Area Supervisor or his/her designated representative will work with employees who report that they have been subjected to violence to support efforts to reduce the harm, which has been or is being done.

6. Appropriate documentation of each report should be maintained.

**SOCIAL MEDIA POLICY**

**Guidelines**

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

The same principals and guidelines found in the Company’s policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects employees, customers, suppliers, or people who work on behalf of the Company or the Company’s legitimate business interests may result in disciplinary action up to and including termination.

**Know and follow the rules**

Carefully read these guidelines, the No Harassment Policy, the Workplace Violence policy, Rules of Conduct, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

**Be respectful**

Always be fair and courteous to fellow employees, customers, suppliers or people who work on behalf of the Company. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy set forth in this Handbook rather than by posting complaints to a social media outlet.
Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, physically threatening or intimidating, that disparage customers, vendors, or suppliers, or that might constitute unlawful harassment. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, sexual orientation, marital status, age, national origin, disability, genetic information, veteran status, religion or any other status protected by law or Company policy.

**Be honest and accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, fellow employees, customers, suppliers, people working on behalf of the Company, or competitors.

**Post only appropriate and respectful content**

Maintain the confidentiality of Company trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to a Company website without identifying yourself as a Company employee.

Express only your personal opinions. Never represent yourself as a spokesperson for the Company. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Company, fellow employees, customers, suppliers or people working on behalf of the Company. If you do publish a blog or post online related to the work you do or subjects associated with the Company, make it clear that you are not speaking on behalf of the Company. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of the Company.”

**Using social media at work**

Refrain from using social media while on work time or on equipment provided by the Company, unless it is work-related as authorized by your manager. Do not use Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

**Retaliation is prohibited**

The Company prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates
against another associate for reporting a possible deviation from this policy, or for cooperating
in an investigation will be subject to disciplinary action, up to and including termination.

**Media contacts**

Employees should not speak to the media on the Company’s behalf without contacting Marty
Gunaca at (501) 367-8113.

**For more information**

If you have questions or need further guidance, please contact Marty Gunaca at (501) 367-
8113 or Ricardo Aguilera at (501) 831-4787.

**ALCOHOL/DRUG ABUSE POLICY**

This Company recognizes alcohol and drug dependency as an illness and a major health
problem. We also recognize alcohol and drug abuse as a potential health, safety, performance, and security problem that will not be tolerated in this workplace. Employees
are expected and required to report to work on time and in appropriate mental and physical
condition.

It is the policy of this Company to maintain an alcohol and drug-free workplace. Possession,
distribution, or use of a controlled substance, alcohol, or a non-prescribed inhalant on
Company premises or while conducting Company business is absolutely prohibited. To carry
out this policy, the Company has adopted the following alcohol/drug testing policy:

Employees will be required to take an alcohol/drug test when there is reason to
believe that the employee is under the influence of alcohol or illegal drugs; or when
an employee suffers an on-the-job injury or sudden illness requiring medical
treatment of a degree greater than simple first aid.

Employees who refuse to take an alcohol/drug test or who test positive for the
presence of alcohol or illicit drugs will be subject to discipline up to and including
discharge.

In the event of an injury or illness incurred while at work and the results of a drug
and alcohol screening are positive for any banned substance, the employee will be
responsible for all costs associated with any medical treatments required as a
result of the injury or illness.

**PERSONAL APPEARANCE AND HYGIENE**

Good personal appearance and hygiene are vital for the success of this operation. A
customer’s impression of us is based mainly on the appearance of you, the employee. Just
as the dining room must be spotlessly clean and well organized, the same holds true for the
people who work for us. Each employee must maintain good personal hygiene. This includes
being bathed, groomed, and free of body odor.
Each employee is responsible for his or her own uniform. Failure of an employee to maintain his uniform in a clean and neat manner will result in discipline of that employee.

All employees are required to work in the prescribed uniform for their particular position. Those whose job position does not require a uniform are expected to dress in appropriate business attire. Extreme or non-traditional business attire is not acceptable. As an employee of this IHOP restaurant, you do not have the option to appear before our customers in an improper, incomplete, or poorly maintained uniform.

All employees are required to be in full uniform upon arrival for work, during operating hours and until they leave the premises. Uniforms should be kept neat, clean, well pressed, and in a good state of repair. If we believe that your uniform is not in good repair, you will be asked to replace it.

All employees are required to wear nametags. Nametags are to be in good repair at all times. Employees will be charged $3 to replace lost or missing name tags.

**Presenting an Appropriate Appearance**

- A neat, natural haircut is required. Hair should be neatly combed and cut in an easy-to-maintain style. Extreme hairstyles and excessive unnatural colors as a result of dying are not acceptable. No hair accessories, including beads, barrettes, bows, glitter hair products, hats, or caps, are acceptable at work, unless they are a mandatory part of the prescribed uniform. Headbands will be permitted, but they must be solid and plain and may not exceed a width of two inches (unless worn for religious purposes). The only acceptable colors will be white, red, IHOP blue, or black. Hair should be secured away from the face and may not touch the collar.

- A completely clean-shaven face is preferred. Neatly trimmed mustaches and goatees are permitted so long as the remainder of the face is clean shaven. Closely trimmed beards are permitted so long as they are trimmed daily.

- Hands must be clean and washed at all times, including after eating, smoking, or using the restroom. Your nails must be kept clean and well-trimmed and should not extend beyond the tip of the finger. Fingernails should be manicured tastefully. Fingernail polish is permitted, but only if it is maintained neatly. No nail ornaments are permitted.

- No tongue rings, inappropriate jewelry or visible body piercings other than the ears are permitted. Earrings must be kept smaller than a nickel in diameter.

- No type of anklet, including security monitoring anklets, may be worn while clocked in on duty.

- Make-up should be modest and in good taste to present a fresh and natural appearance. No glitter cosmetic products are permitted.
- Cologne/Perfume/Body sprays may be worn if held to a minimum.

- No sunglasses or tinted eyewear is allowed. No chains or cords may hang from the eyewear.

- Shoes must be polished black, closed at both the toe and heel, and have a rubber-type, nonskid sole. Shoes must be kept in good condition, and no athletic or gym shoes are permitted.

- The only garment approved for wear under the uniform shirt is a plain white, short-sleeved t-shirt.

- The only garment approved for wear over the uniform shirt is a special-ordered IHOP sweater, available from the approved uniform vendor at the employee’s personal expense.

- Hard physical work can create body odor. It is your responsibility to never have body odor on the job.

- Your breath should be kept fresh.

- This IHOP restaurant reserves the right to discuss personal appearance and hygiene with any employee at any time.

**NO SMOKING**

The Arkansas Clean Air Act of 2006 prohibits smoking in all enclosed areas within places of employment. Specifically, the Act prohibits smoking (including the use of tobacco, tobacco alternatives, e-cigarettes, and/or vaporizers) in the following common work areas: common work areas, conference and meeting rooms, private offices, elevators, hallways, cafeterias, employee lounges, stairs and restrooms. Therefore, smoking is prohibited in all indoor areas within the restaurant, including storage facilities. Employees may only smoke during meal periods and approved breaks. The Company will not discriminate against any individual for making a complaint regarding a violation of the Act or for cooperating with an investigation regarding a violation of the Act.

**KEEPING US INFORMED**

When you were hired, you completed forms providing us with important facts about yourself. *Keeping this record accurate and up-to-date is essential* since we use this information to reach you in an emergency and also to compute your payroll and payroll deductions. *Please inform your manager promptly of any changes in the following:*

- Your email address, mailing address, and/or telephone number;

- Your marital status;
Your name;

The number of your dependents for tax-withholding purposes; and,

The person we should notify in case of emergency.

If your employment ends, your W-2 will be mailed to the last address on file. Address changes must be turned in by January 15.

COST CONSCIOUSNESS

Our objectives are to buy the best food available, give the best service possible, and set our menu prices at a fair level based on our costs. This philosophy is based on the simple fact that our stores are operated to make a profit.

It would be easy to buy inferior food, give poor service, and increase our menu prices. This would provide a quick profit, but would eventually destroy our business. Nobody would come back.

Most restaurants serve decent food at reasonable prices. However, few restaurants emphasize the concept of superior service to the guests as we do. Our superior service can make the difference between success and failure in a very competitive industry. “If we don’t take care of our customers, someone else will.”

You must understand that profits are to this Company what wages are to you. Every employee contributes to the store’s ability to make a profit. All employees must be cost conscious and strive to prevent waste and breakage. As an employee, you can benefit greatly from the Company’s ability to make a profit. The better the Company’s profits, the better your potential for wage increases and career advancement. So please, for everybody’s benefit, always be aware of our purpose.
ACKNOWLEDGEMENT

I acknowledge that I have been informed of the two options to review the IHOP Employee Handbook either on paper or electronically on the company Intranet website. The website may be accessed at www.gciconnect.net. Login may be achieved with the following information:

Username: employee  
Password: ihop

I understand that I am responsible for reading the Employee Handbook in its entirety and that I must get clarification on any of its contents that I do not understand within two (2) days of the date of execution of this document by contacting a unit manager or area supervisor. I may also reach a company officer at (501-367-8113) for clarification, if necessary. I understand that as an employee of this IHOP restaurant I must abide by and follow all rules, policies, and procedures detailed within the Employee Handbook and prescribed by the Company. I understand that failure to do so may result in disciplinary action up to and including termination of my employment. I understand that the rules, policies, terms, and conditions contained within the handbook are subject to interpretation, review, and change by management at any time. I acknowledge that a copy of the most current handbook will always be on display for my review within the employee area of the restaurant and that it is my responsibility to review the handbook frequently to keep my knowledge of policies and procedures current.

I further acknowledge that I have viewed the IHOP training videos dealing with harassment and diversity in the workplace. I understand that harassment of any kind must immediately be reported to the company EEO officer directly. I also acknowledge receipt of the company communication concerning hazardous materials and situations that must be monitored and prevented in the workplace.

I further agree that neither this document, the Employee Handbook, nor any other communication shall bind the Company to employ me now or in the future, and that my employment is at-will and may be terminated by me or the Company at any time. If I am terminated by the Company, I will be owed only wages and salary earned at the time of termination or which may be due by virtue of applicable law. I understand and agree that this handbook does not constitute or create a contract or term of employment, that no representative of the Company except the President has authority to enter into any agreement to employ me for any specified period of time or to assure me any other personnel action, or to assure any benefits or terms or conditions of employment, or make an agreement contrary to the foregoing. I also understand that this agreement may not be modified orally and that only the President may make a commitment for employment and that if such an agreement is made, it must be in writing and signed by the President.

NOTE: All W-2 forms for year-end tax filing will be sent to the address listed on the last paycheck you receive for that year. You must submit all changes of address in person by completing a new W-4 form and turning it in to the unit manager.

______________________________  ______________________________
Employee Signature              Date

______________________________  ______________________________
Employee Name                   Supervisor