



# The Common Man Family of Restaurants

## STARS HANDBOOK



# 2025

July 2025

## Welcome to our Family of Passionate Restaurateurs

We're so excited that you're here! We're ready to share with you the values and vision of our Common Man family, known as our "Uncommon Culture." It's the very essence of who we are, what defines and distinguishes our family today, and what will keep it growing strong tomorrow.

We're fanatics about creating a genuine, **family**-oriented culture that provides a career home and inspires a sense of belonging for you – one of our valued **STARS**. **STARS** is an acronym for SMILES, TEAMWORK, ATTITUDE, RELIABILITY and SERVICE WITH A PASSION.

We're proud to have a talented, loyal staff that is dedicated to providing our guests with "WOW" service and creating delicious and memorable meals that keep guests coming back for more. In an industry prone to high staff turnover, we're pleased to say that more than 50% of our staff has been with us for 10 years or more. We even have staff on board who've been with us since we opened our first home in Ashland in 1971!

We're focused on providing you with enriching professional training as well as tools and guidelines to inspire you to enthusiastically embrace our culture and perpetuate it with pride. We want to feed your professional growth while you have fun and love what you do, too. By seamlessly blending our sense of family, genuine passion, and unique mindset, we have been able to create an amazing home for more than 1,200 inspired STARS across the state of New Hampshire.

By joining us, it's important that you understand and contribute to our family culture, are passionate about your work, and think like an owner at all times. Honestly, no one else in this business thinks quite like we do, and we're proud to have that unique mindset set us apart for our guests and from our competitors.

We're just as committed to bringing that same experience to life for each of our guests. We love what we do! Since our inception over 50 years ago, **passion** has fueled our success. It's our passion that drove us to the position of market leader, and it's what keeps us there.

Welcome to our talented family. We look forward to working with you to achieve tremendous success in meeting and exceeding your goals and dreams at The Common Man.

Warmest regards,



Alex Ray, Owner/Founder  
The Common Man Family

## Our Mission Statement

*"Our Mission is to provide a Common Man WOW! Experience, Honest food at an honest price, practice helping hands in our community, and provide challenging and creative opportunities for our STARS in an enjoyable workplace."*

### OUR VALUES

**SERVICE** We serve our Guests and each other every day.

**CITIZENSHIP** We share a loyalty to our company, our communities, and each other.

**INTEGRITY** We conduct both business and relationships in an honest, sincere and straightforward manner.

**RESPECT** We care about the beliefs and feelings of others.

**EXCELLENCE** We seek to set the standard.

**CREATIVITY** We pursue the extraordinary in all we do.

**PASSION** We love what we do and we are making them rave!

### Moments of Truth

A moment of truth is any time a guest has an opportunity to form an impression of our operation!

If we manage all our opportunities positively, our guests will have such a great time with us that they will think of us the next time they go out to dine or stay. We will be creating "raving Fans".

*Creating Raving Fans is a mission  
Not an option!*



### Make People Feel Special

People don't always remember what you say or what you do, but they always remember how you made them feel.

**We want you to be STARS!**

**S- SMILES T- TEAMWORK A- ATTITUDE R-RELIABILITY  
S- SERVICE WITH A PASSION**

### OUR GUESTS

- The **External Guests** are the Guests who patronize our homes, and who basically pay our wages because we treat them as "Guests for Life". Because of this, they return over and over again helping us to be ever increasingly successful.
- The **Internal Guests** are our Star members who accomplish the difficult task of building Guests for Life. We can only expect excellent service for our external guests when we treat our internal guests with the same excellent treatment that we demand they strive to give. We are then building internal Guests for Life, loyal long term, happy, productive, and consistently improving Star members.

**10/4 RULE** – The 10/4 Rule simply means that if you are within 10 feet of a Guest moving about the property, whether inside or outside, you should make eye contact with them, make them feel welcome, SMILE! If you are within 4 feet of a Guest, you should speak to them. Say "Hello" or "Thank you, please come again".

### OUR TRUE PRODUCT IS HOSPITALITY

### OUR GOAL P.R.I.D.E.

**Provide a Really Incredible Dining Experience**

We at Common Man think of ourselves as a team that takes pride in our restaurants, Inns, each other, and ourselves. We strive to give each and every guest that comes through our doors the best value and most pleasurable hospitality experience they can have. To do this, not only do we have to serve quality food and rooms in a clean environment, but our #1 priority must be to give the guests excellent, personalized service, from the time they step inside our doors until the time they leave. Our mission is to always "Do The Right Thing." That means to do the right thing for our guests, our team members, the managers, the restaurants, and the Company you work for. Doing the right thing means listening to your conscience when you are faced with a decision, and then make excellent choices that are fair and right for everyone concerned.

**"We will distinguish ourselves as the best hospitality experience in our market if we treat every guest as if they were a favorite relative or friend coming to our home for a visit."**

## How to handle a guest Complaint!

A guest complaint is an opportunity to shine!



### Please ask yourself...

#### Does it look good?

Are we show ready – building, lights, fireplace, music?

#### Does it feel good?

Are we creating good energy & good vibes for guests?

#### Does it taste good?

If you're not proud of it, don't serve it!

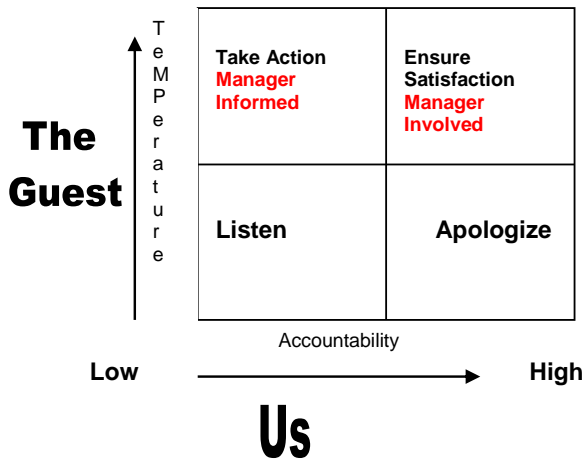
#### Is it timely?

Are we servicing our guests in a timely manner, from the minute they walk in the door, to the moment they leave?

**Let's focus.**

**IT IS NEVER TOO LATE TO MAKE IT RIGHT!**

**Listen  
Apologize  
Take action  
Ensure Satisfaction**



## GUESTS FOR LIFE

Building "Guests for Life" means finding creative solutions to always say "Yes" to the Guest.

We look at every guest as a potential \$25,000 Guest for Life. We are in business to satisfy our guests and to make a profit. Both are very important to our continued survival. **Our goal is to do whatever it takes to satisfy our guests – at a profit if we can, but at a loss if we must.** The Guest for Life Philosophy is a long-term strategy to success. If our guests come to us twice a week and spend approximately \$25 a week, over the course of a year (with a 2 week holiday) they will spend \$1250.

Over 20 years that becomes \$25,000. Now that's a Guest for Life! We do whatever it takes to leave a Guest with the perception that they want to return because of the way that we treated them. Again, we do this at a profit if we can, but at a loss if we must.

**Provide Common Man WOW Service and Exceed our Guests' expectations! ☺ Make them say WOW!**

## SERIOUS FOOD

We are passionate about our commitment to deliver a serious food experience with every visit, every plate, every time a guest frequents a Common Man home. Our systems, quality food, and sustained execution of our serious food will be our competitive advantage in our markets. We strive to delight our guests by over-delivering on their expectations and protecting our brand's reputation. We will be driven to teach our passion, and confident that the results will be contagious. We will be known for our SERIOUS FOOD.

**Below are suggested guidelines to follow:**

- Follow prep sheets to the letter – ask questions, if you have any concerns.
- Utilize shelf life dates – First In First Out
- Follow all Health Department Guidelines
- Adhere to Operational Excellence
  - Think safe work safe
  - Hot food hot, Cold food cold
  - 100% recipe adherence
- If you are not proud of it don't serve it!
- Practice Productivity & Efficiency
- Always **"Do The Right Thing!"**

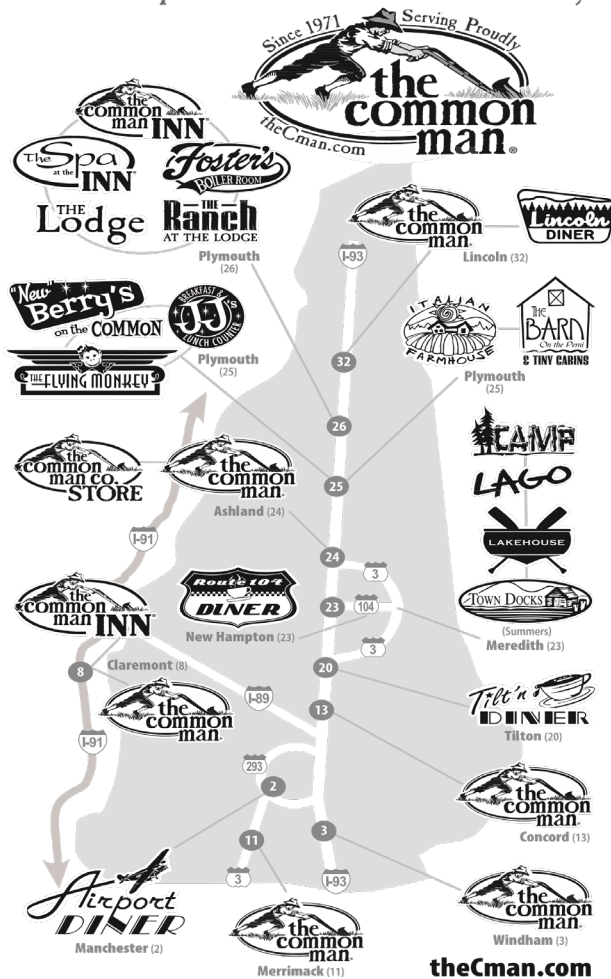
## SERVICE BASICS

1. **Look everyone in the Eyes and Smile**
2. **Speak First and Last**
3. **Look Sharp**
4. **Know your Stuff**
5. **Discover and Delight**
6. **Make it Right**



**"We are in the PEOPLE business, we just happen to serve food."**

# New Hampshire's Common Man Family



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## **I. THE COMMON MAN FAMILY**

### ***Who We Are***

#### **Our History :**

The first Common Man Restaurant was opened on Main Street in Ashland, NH back in November 1971 by owner and founder Alex Ray. The restaurant, which was on the first floor of Alex's home, could serve all of 35 people in its cozy front dining room. There wasn't a waiting area or lounge, so patrons would line up outside – even in the winter – and wait for an open table.

By 1974, the restaurant needed more space, and the carriage house out back was converted into a dining area. In 1977, Alex and his young family moved out of the rooms above the main restaurant and the space was converted into The Step Above Lounge.

The next location in our Common Man family was established in October of 1985, when the old Pollard Family home in Lincoln, NH was purchased, and an old barn was moved to the site, renovated, and attached for additional dining space. Just 47 days from the date of purchase, The Common Man Lincoln opened.

Things picked up steadily after that. In 1987, the old Howard Johnson's Restaurant in Concord, NH was purchased and renovated, keeping the old-style counter service and turning it into a real old-fashioned 50's style diner. The Capital City Diner became a popular local hangout and a must-stop on every local and national politician's tour of the state.

In December 1991, after much negotiating, the Pike Family sold us the parking lot adjacent to their company headquarters just off exit 20 off I-93 in Tilton. It was the perfect spot to park the 1950 steel diner that Alex purchased several years before. Tilt'n Diner opened in May of 1992.

In 1993, the Italian Farmhouse opened in Plymouth. The Farmhouse became a favorite for locals and tourists alike, with its fresh-baked bread, brick oven pizza, and warm, friendly atmosphere. A large glass greenhouse was rescued and resurrected behind the restaurant. The brick-floored greenhouse overflows with flowers and is a favorite spot for weddings and other celebrations.

In 1994, Alex opened the Squam Seafood Company in Holderness, NH, a seasonal restaurant serving fresh seafood in a fun atmosphere. One of the many unique features of the restaurant was a real lobster boat beached out front. Diners could order their meal and eat on board! The restaurant was open for several years and now serves as the site of our commissary, where many of our homemade items are prepared and shipped to our facilities.

Also in 1994, we partnered with Meredith entrepreneur Rusty McLearn to create the Inn at Bay Point and a new, upscale-dining concept called Boathouse Grille. The restaurant was in a renovated bank building located right on Meredith Bay. In the fall of 2003, the Boathouse Grille was transformed into LAGO, an authentic Italian Trattoria.

Twenty-five years after opening the original Common Man Restaurant, the Common Man family headed to southern New Hampshire and opened Common Man Windham in 1996. The new restaurant was located in a renovated barn that Alex had his eye on for quite some time. In 2008, in conjunction with the massive I-93 widening project in southern New Hampshire, major

renovations were made to Common Man Windham to increase seating, parking, and offer a Bar 'n Grill area upstairs, as well as private dining areas.

Also in 1996, The Common Man Company Store in Ashland, NH was opened in the converted Ashland Post Office building, selling New Hampshire and New England-made merchandise. The store offers a wide variety of Common Man goodies, and also stocks NH-made gifts, creative toys, C-MAN gear, and more. Most popular is the Common Man's home-made fudge and penny candy counter. In 2010, the old-time store merged with modern-day technology to offer its most popular Common Man items for sale online through theCman.com.

In 1998, the Common Man family again teamed up with the Inns and Spa at Mill Falls in the creation of Camp restaurant, located within The Chase House at Mill Falls in Meredith. Camp is a re-creation of days spent at summer camp on the lake and serves up great American fare with a camp flair.

In 1999, another try was made for a seasonal place, buying the old FrankenSundae on the Bay in Meredith and turning it into a take-out or eat-in summer dining spot called Town Docks. Town Docks features breathtaking views of Meredith Bay on Lake Winnepesaukee with deck seating, a Tiki bar, and Frankie's ice cream shop, serving Common Man-made ice cream. In 2001, Town Docks was transitioned from a quick-serve deli to a more traditional New England lobster pound and now has both indoor and outdoor seating April through September.

In 2000, the decision was made to replace the Capital City Diner in Concord with a Common Man restaurant. The old structure was torn down and a new, charming, New England home and barn was built in its place. The Common Man Concord opened its doors in the fall of 2000. The restaurant features unique gathering rooms and a bar 'n grill offering lighter fare and spirits.

A test of the resolve and drive of the Common Man family came in the summer of 2001, when an arsonist burned down the Common Man Lincoln. The shock and loss were felt throughout the company. Lincoln STARS were kept on and loaned to other C-MAN family restaurants. The new restaurant – re-built in just 60 days – is a match of the historic home and barn that housed the original, with a few subtle improvements, including meeting and event space upstairs.

In 2001/2002, the Common Man family undertook a huge challenge – renovating a 60,000 square foot defunct wood mill in the town of Plymouth, and, retaining 90 percent of the original building, transforming it into the 38-room Common Man Inn & Spa, Foster's Boiler Room restaurant, and event facility. The Common Man Inn & Spa has won 'Grow Smart' and Main Street awards and provides what many consider to be a new center for the town of Plymouth.

Next up was opening Lakehouse Grille in Church Landing at Mill Falls in Meredith in 2004. Lakehouse serves creative American cuisine in an Adirondack-style dining room that features hand-hewn exposed beams, fieldstone fireplaces, panoramic lake views, and a large event space with seating for 300 guests.

Soon after, the Common Man turned to a big, new project – a Common Man Restaurant in Merrimack, NH. Hannah Jack's Tavern was purchased, and the team set to work renovating the former home of Matthew Thornton, a signer of the Declaration of Independence. The restaurant opened in the historic structure, which dates back to 1794, in July of 2005.

Just as the Merrimack project was finishing up, ground broke on the Airport Diner in Manchester, in the Holiday Inn on Brown Avenue. The historic photographs of Manchester Airport, vintage planes, and paintings that make up the diner's aeronautical theme were selected in partnership with the NH Aviation Historical Society. Since opening in December of 2005, the 50's style diner has quickly become a favorite with locals and travelers, as well as political candidates and national media during the first-in-the-nation New Hampshire Primary.

In June 2009, we grew in the western part of NH with the renovation of defunct mills in Claremont, on the banks of the Sugar River. This became our second Common Man Inn in New Hampshire, and a Common Man restaurant. This was another sizeable undertaking by the Common Man family and Rusty McLearn, who converted brick mills that were downtrodden and stood unused for decades into a beautiful 35-room inn and restaurant. Area leaders see the project as an important piece of the economic revival of the entire region.

Not waiting long for the next project, in October 2009, the Common Man family opened the 104 Diner in New Hampton on the former site of Bobby's Girl Diner.

Rounding out 2009 and expanding into a new area, a defunct movie theater on Main Street in Plymouth, NH was purchased by Alex and re-opened as The Flying Monkey Movie House and Performing Arts Center. After undergoing an extensive renovation in April 2010, the historic 1920's Vaudeville theater re-opened in July 2010, and now brings to northern New Hampshire GRAMMY-winning recording artists, comedy acts, first-run, independent and classic films, and regional theatrical productions.

In October 2013, The Common Man broke ground on an innovative public-private partnership with the State of New Hampshire, to transform the dated New Hampshire Welcome Centers on Interstate 93 in Hooksett. After just 15 months of construction, the ribbon was cut on the northbound facility in March 2015, with southbound following shortly after. The new Welcome Centers now offer 20,000 square foot NH Liquor & Wine Outlets, 3,000 square foot interactive visitor centers, NH General Stores, Common Man Roadside eateries in 10,000 square foot food courts, 16 Irving fuel stations, Tesla electric car charging stations, upgraded restrooms and more than 300 parking spaces each. The northbound center was named in honor of the late Executive Councilor Raymond S. Burton.

The Common man's newest wedding and event venue, The Barn on the Pemi, sits high above the Pemigewasset River on a secluded hilltop with breathtaking mountain views off of historic Route 3 in Plymouth, New Hampshire. Opened in April 2018, this 1855 barn originating from Canterbury, NH was lovingly disassembled and then relocated and restored to preserve its nearly two-century history. Surrounded by wilderness, it offers the perfect mix of modern



conveniences and rustic charm. With 10,000 square feet of event space and seating for up to 300 guests, plus an expansive outdoor terrace, and a seasonal greenhouse for wedding ceremonies or rehearsal dinners, The Barn is the ideal setting for a unique and memorable event.

The success of the Hooksett Welcome Centers and Common Man Roadside model led to the construction of smaller versions, called Common Man Roadside Market & Deli, in Plymouth in 2019, Manchester in 2020, Epsom in 2023, and Portsmouth, slated for a 2024 opening. These locations offer Irving fuel pumps and a welcoming stop that serves up fresh food, fast – an uncommon twist on the everyday convenience store and gas station. The Roadside arm of our family also opened a cafe and dine-in restaurant in Manchester’s Millyard in partnership with Tru Hotel in 2022.

With a continued eye on revitalizing downtown Plymouth, The Common Man transformed a defunct storefront on Main Street into New Berry’s on the Common in March 2022. New Berry’s is a gift shop featuring local art, hand-crafted goods from local makers, vintage finds, and more. It’s a modern revival of an old Main Street favorite, J.J. Newberry’s department store, popular in the 1940’s-70’s. In 2024, a throwback to the traditional department store lunch counter was opened inside. JJ’s Breakfast & Lunch Counter serves breakfast and lunch daily.

Adding to The Common Man family’s lodging options in Plymouth, the company purchased a local motel and classic motor lodge and re-designed them in rustic and western themes, re-opening as The Lodge, opened in 2022, and The Ranch at The Lodge, opened in 2024.

Never one to pass up on a classic 50’s style diner, Alex purchased an antique diner car which formerly served as the Monarch Diner in Dover in the ’50’s and ’60’s and later Roger’s Redliner Diner in Portsmouth. The car was carefully transported in November 2024 from storage in Bow to its new home in Lincoln, right next door to The Common Man Lincoln. A spring 2025 opening is anticipated.

While the Common Man family has grown in physical locations over the years, so too has its commitment to local communities by inspiring all of its STARS to live the mantra of “Doing Well by Doing Good.” Each location is charged with holding community fundraisers, and employees are given paid time off to volunteer with non-profit organizations that are important to them. Over the more than five decades of being a hospitality leader in New Hampshire, the Common Man family has donated hundreds of hours of sweat equity and thousands of dollars in sponsorships, food, and in-kind donations to local, national, and international organizations. Alex has personally traveled across the United States and the world to assist in recovery efforts from natural disasters including hurricanes, earthquakes, and tornadoes. Alex, along with local friends and volunteers, formed Common Man for Ukraine in 2022 after Russia invaded the country. Their mission is to assist families and children who are victims of the war, including delivering humanitarian aid and providing counseling retreats for children who have lost their fathers in the war. In recognition of Alex’s decades of commitment to charitable and

humanitarian efforts at home and abroad, he was named the 2024 New Hampshire Citizen of the Year by the state's largest newspaper, the *New Hampshire Union Leader*.

The Common Man is an award-winning company and has been recognized on both a local and national level. We have consistently received the annual NH Restaurant Neighbor Award for our charitable work, and in 2010, we received The Cornerstone Humanitarian Award from the National Restaurant Association. Other awards over the years have included Business of the Decade from *Business New Hampshire Magazine*, Business of the Year from the New Hampshire Department of Resources and Economic Development, and Best Company to Work for in the Food Service Industry by *The Griffin Report*. We've repeatedly ranked among the Top 100 Private Companies in New Hampshire in *Business NH Magazine*, who also named us NH's Hospitality Employer of the Decade. Our guests consistently vote us as the best in our state in polls from *New Hampshire Magazine*, *NH Business Review*, *Hippo Press*, *Laconia Daily Sun*, and the *New Hampshire Union Leader*.





### Our Leadership Team

**Alex Ray** - Owner/President

**Vince Vella** – Chief Executive Officer

**Sean Brown** – Chief Operating Officer

**Sally Moulton** – Chief Financial Officer

**Cindy Bates** – Chief People Officer

- Director of Culinary Operations -

**Nicole White** - Director of Operations

**Kory Brunell** – Director of Operations

**Ken Woodrow** – District Operations Manager : Common Man Division

**Dan St. Jean** – Executive Chef : Common Man Division

**Jennifer Tower Whitfield** – Director of Sales

**Erica Auciello Murphy** - Director of Communications & Community Relations

**Scott McCann** - Executive Training Manager

**Ashley Maslowski** - Beverage Director

**Liz Sargent** - Executive Diner Manager

## **II. BECOMING PART OF THE FAMILY**

### ***Basic Information***

- The Common Man Family is a privately held, independent company.
- Great American Dining (GAD) is the name of our Management Company.
- Our Administrative Offices are located at 59 Main St., Ashland, NH.
- **Who is GAD and what do they do there?** Great American Dining is our legal name that is an umbrella that we use to oversee all entities. It is not a name we use outside of the company or with guests. However, the folks who work in our office and keep this company running are usually referred to as GAD. They can be reached at any time at our STARS hotline: 1-800-649-7031.
- **GAD Roles**
- **Sally Moulton = Chief Financial Officer**, Manages GAD, Insurance, Payroll, HR, Licensing.
- **Jeremy Gilson** = AP: Invoices and billing for purchases from vendors.
- **Danielle Halle** = Micros changes or issues, DCR Processing.
- **Ida Gould** = Computer issues for desktops and setting up new managers. Accounting / Company financials.
- **Christine Weeks** = Answers all calls/messages, Workman's Comp, Guest Incidents and OLC's. Ordering and supplies processing. AP assistance.
- **Angela Huckins** = Gift cards, Accounts Receivable, House Charges and Payroll assistance.
- **Our STARS hotline is 1-800-649-7031**
- Our website is [theCman.com](http://theCman.com)
- Our main Common Man brand Facebook page is [www.facebook.com/thecmannh](http://www.facebook.com/thecmannh)
- Join our private STARS-only Facebook group by emailing [Erica@thecman.com](mailto:Erica@thecman.com)
- Each location also has their own Facebook business page. Use the Facebook search bar to search for the business by name.
- We are also on Instagram and Twitter with one main brand account @thecommonmannh. Some non-restaurant parts of our business also have their own Instagram handles @thebarnontheperi, @flyingmonkeynh and @thecmannhcostore.

### **A. When You First Join Us – “Creating STARS”**

Each of our new family members participates in our orientation and intensive training program. We want to empower you, give you the tools, and set you up for legendary success throughout your Common Man career.

During this program, you will learn about our company and the vision and values that help make us a home for you. We'll also talk about the details of your position, our development and training programs, the benefits we offer, and the policies/guidelines we've established to help you perform to the best of your ability.

You'll hear a lot of information for the first time. We want you to have an understanding of exactly what it means to be part of our family, how you will develop with us, and our expectations of what

a commitment to The Common Man Family means. We encourage you to ask any questions you might have!

All employment documentation will be completed at this time, such as federal, state, and local tax forms. In addition, you will be required to present the Company with information establishing your identity and your eligibility to work in the United States, in accordance with federal law and as described below.

## **B. Work Authorization**

The Common Man only hires individuals who are authorized to work in the United States. You are required to provide original documents that establish this authorization on or before the date that you become part of our team and work in one of our locations.

You and the Company are required to complete a form prescribed by the Immigration and Naturalization Service known as the I-9 Form. All information provided by you must be valid. If at any time during your employment the Company discovers that any information you provided is inaccurate, or any document is invalid or falsified, you will be subject to disciplinary action up to and including termination of employment.

## **C. Introductory and Orientation Period**

This period is designed to familiarize newly-hired employees with The Common Man's policies and benefits. All employees, whether new or re-hired, are required to serve a 90-day orientation period. This period provides an opportunity to thoroughly evaluate the employee's ability to perform the full scope of expected duties. This is your time to impress us. **If, during this period, we find that your skills are not up to our standards, employment may be ended without warning.** It also provides the employee with an opportunity to decide if The Common Man is right for them. Successful completion of this period does not create a contract or guarantee employment for any duration.

## **2. Your Training and Development**

### **A. Training**

Our training philosophy is that we invest in each member of our team so they can continue to develop professionally and personally and deliver "Wow" hospitality to each and every guest, each and every time.

As a new member of our family, here is an overview of the training programs that we are passionate about teaching. The position you were hired for determines your specific training program. Your supervisor and trainer will discuss what you can expect. Whether you are joining us as a chef, server, smiling people greeter or housekeeper, we are committed to spending the time with you to educate you about the company, your specific role, and the policies and procedures that will enable you to deliver The Common Man hospitality standards. There will be an evaluation at the end of your training so that we can incorporate your feedback and continue to make our training program the most successful it can be!

## **Training Programs:**

- “Creating STARS,” our orientation program.
- On-the-Job Position Training – for all team members.
- Management Training MIT DEVELOPMENT – for all salaried team members.
- The Mentor Program - in our training, we have established Mentor programs in each of our homes. Our Mentors are selected by their management teams through an application process that gauges their interest in training and mentoring staff in Common Man policies and procedures, to deliver the Common Man “Wow” hospitality that we are famous for.

## **B. Development**

We want the Common Man family to become your career home, and for you to feel a sense of belonging in our organization. Know that your daily contributions are fundamental to our success. We recognize the need to have programs in place that nurture your continued development, personally and professionally, as well as provide the inspiration for you to deliver “The Common Man WOW” each and every day. We are particularly proud of the rewarding development programs that we have created, specifically for hourly and management team members. We have implemented programs to develop skills that allow hourly team members to become managers and supervisors. For our managers, several programs are offered to ensure that we are cultivating talented and prepared leaders for our future. Depending on your position, some classes will be mandatory and be considered a condition of employment.

We also offer ongoing development programs and classes both in person and Online. Including but not limited to:

- Common Man Wow Culture
- Suggestive Selling 101
- Smiling People Greeter 101
- Harassment in Hospitality
- Serve Safe Certification
- S.A.F.E. - Safety Awareness in the Food Environment
- TEAM - Total Education in Alcohol Management
- ADA Compliance
- Beverage Class 101

## **C. Performance Evaluations**

We are passionate about your professional and personal growth. We want you to deliver “The Common Man Wow” and your job responsibilities with equal passion, and to the best of your abilities. On-going evaluations and feedback are the keys to enabling you to do that.

It’s important that we recognize good performance and, when necessary, that we give appropriate suggestions for improvement. Here’s what you can expect regarding your evaluations:

- Your performance will be verbally evaluated by your manager on an on-going basis.
- You will receive a written evaluation of your performance within the first 90 days, and yearly on your anniversary date.

- In addition to your performance evaluations, performance improvement plans and/or coach and counsels may be conducted by your manager, at any time, to advise you of performance or disciplinary problems.

Feedback is a vital part of your development and how we can help you achieve your goals. A performance evaluation should be a mutual interaction, and we encourage your comments, questions and suggestions.

## **E. STARS Job Classifications**

- (1) Full time is any STAR who consistently works 30 hours or more per week, year-round.
- (2) Part time is any STAR who consistently works 29 hours or less per week, year-round.
- (3) STARS hired on a seasonal basis or STARS who work less than 20 hours per week are considered Casual Labor, and are not eligible for benefits including, but not limited to, health insurance, dental, 401k, vacation, etc.
- (4) If you have not worked a shift in six (6) weeks, you will be terminated. If you return after this period, you will be considered a new hire.

## **3. Your Benefits**

### **A. Vacation**

We recognize the importance of vacation time in providing the opportunity for rest, recreation and personal activities. The Common Man family provides paid vacation to all eligible team members. You are not eligible for vacation benefits if you are a seasonal STAR.

You begin to accrue vacation pay on your first day. Vacations are considered a benefit earned on your anniversary date and may not be taken until earned. You are not eligible for vacation until you have worked a full year of continuous hours. The amount of vacation time earned on each anniversary date will be determined on the basis of the following schedule:

**If you walk out of your job, or (No call no show); or do not finish your notice without manager approval, you will not be eligible to receive any accrued vacation hours. No vacation will be paid out if we terminate your employment prior to your first-year anniversary or if you're fired for a violation of our code of conduct.**

**Hourly Team Members:** Vacation will be earned based on all hours worked.

<u>Years of Continuous Service</u>	<u>Amount of Vacation</u>
1 year	5 days (1 week)
2-4 years	10 days (2 weeks)
5-14 years	15 days (3 weeks) 20
15 years or more	days (4 weeks)

**Salaried Team Members:**

<u>Years of Continuous Service</u>	<u>Amount of Vacation</u>
1 year	10 days (2 weeks)
2-4 years	10 days (2 weeks)
5-14 years	15 days (3 weeks)
15 years or more	20 days (4 weeks)

**You may not borrow or take an advance on your unearned vacation time.**

For all vacation requests, you must complete a Request for Time off Form and submit it to your manager at least 30 days in advance of your vacation. It is your responsibility to schedule vacation time and properly request approval in advance from your manager.



## B. Group Insurance Plan

The Common Man Family offers comprehensive group insurance benefits to our full-time team members. Once you satisfy certain eligibility requirements, you may join one or more of the following coverage plans available:

- Health Insurance: Must work 30 hours per week.
- Dental Insurance: Must work 30 hours per week.
- Life Insurance: Must work 30 hours per week.

The details regarding your coverage options, costs to participate, eligibility requirements and coverage dates are outlined in your benefits enrollment kit. There are two options for you to enroll:

1. **Within the first 60 days of employment :**

You are eligible for medical/dental insurance the first day of the month, following your 60th day. You will need to submit paperwork to your supervisor no later than 45 days after hire.

**It is your responsibility to ensure all paperwork is filled out and turned in on time.**

If you miss the window for new hire enrollment, you will need to wait for an open enrollment period.

2. **Open enrollment occurs every June for health insurance, and every January for dental.**

3. **All STARS must maintain weekly hours of 30 or more to remain eligible for company-sponsored coverage. This is not an average of hours per week.**

- Casual and Seasonal STARS are not eligible for this benefit.

## C. The Common Man Family Retirement Savings Plan

Open enrollment : January & July

We understand that planning for the future is important to you and your family. That is why The Common Man Family 401k is available to eligible team members who have worked for the Company at least 1,000 hours and one year of service and have met all eligibility requirements. Some of the features are:

- Pre-tax savings through payroll deductions.
- Investment options.
- Company contributions.

Complete information about this plan is available to you upon request when you become eligible to join. Your manager can tell you about our eligibility requirements. Seasonal STARS are not eligible for this benefit.

## D. STARS Discount Program STARS should have a recent paystub or current schedule.

- **Sunday through Thursday** at any of our Common Man restaurants, you and up to three dining companions will receive 25% off your food bill (alcohol is not discounted).
- **Friday and Saturday**, you (no companions) will receive 25% off your food bill (alcohol is not discounted).
- **Spa services**: 25% for Inn & CMF team members (no companions); Monday – Friday only, no holidays.
- **Inn discount**: 50% off overnight rooms; Sunday through Thursday, non-holiday time.

- **Common Man Company Store:** 25% off your total purchase of merchandise - excluding alcohol and gift cards.
- **Roadside locations 25% discount on food only may need a pay stub**

#### **E. UnCommon Cash Program**

A major element of “The Common Man Culture” is focusing on our guests, both internal, and external, and going above and beyond what is expected to “Build Guests for Life.” As a way of reinforcing and recognizing our team members’ commitment to “The Common Man Wow” we reward our STARS for going above and beyond expectations with Uncommon Cash! These are STARS who have embraced our values, who take pride in their work, and are an inspiration to others in terms of their devotion to our guests. This program is only available to hourly members of our team. Salaried members are not eligible to receive Uncommon Cash. “UnCommon Cash” is not just an “employee recognition” program. It is an inspirational program that recognizes team members who are truly delivering on our vision and values in an exceptional fashion, doing extraordinary things! Throughout your career with us, there will be many opportunities to earn Uncommon Cash by being recognized by your management team for living our values and exceeding expectations. When you are rewarded with Uncommon Cash, you may choose to use it as cash in select Common Man locations by enjoying a dinner or an overnight stay at the Inn. While you may not receive both a discount and use your Uncommon Cash, we are happy to discount any remaining balance after your Uncommon Cash has been applied. (Some restrictions do apply.)

#### **F.**

##### **Family Shift Meals**

You can elect to have \$5.00 deducted from your pay, per week, to take advantage of our family shift meals. Please ask your manager for the specifics of your restaurant’s policy on this matter. You may opt out of the program but will be required to pay full cost of products consumed, plus NH rooms and meals tax. See manager for Opt out Form.

#### **4. Equal Employment Policies**

##### **A. Policy Against Harassment, Hostile Work Environment and Sexual Harassment**

The Common Man Family (CMF) has a policy against unlawful and improper harassment by employees or supervisors based on gender, race, national origin, religion, age, disability, or sex. CMF also prohibits retaliation against an employee who reports harassment. Allegations of harassment or retaliation will immediately be investigated, and if there is reasonable support for the charge, the offending employee will be subject to disciplinary action, up to, and including, termination, depending on the seriousness of the offense.

All employees are encouraged to make it clear when they have been offended by another employee’s conduct so that the offending employee knows what effect his/her behavior is having on others. Our experience has been that most people do not intend to offend others and will stop if they understand that their behavior has been offensive. If the offensive behavior doesn’t stop

after you have made it clear that it is offensive to you, tell us so that we can address it before it becomes a bigger problem. Let us know about the behavior by a **CONFIDENTIAL CALL to the Great American Dining Office at 1-800-649-7031**.

**Communication is the key to creating a work atmosphere where everyone is comfortable and can do his/her best work. Your management needs to know if you are experiencing any kind of harassing behavior.**

## **B. Sexual Harassment**

The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature, when submission to such conduct is made (whether explicitly or implicitly) a term or condition of an individual's employment, submission to or rejection of such conduct by an individual is used as the basis for employment decisions, or when the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

**Sexual Harassment can include a wide variety of behavior, and occurs on various levels, ranging from:**

Level 1 - Occasional comments, jokes, touching, or gestures that are generally not intended to cause offense.

Level 2 - Behavior such as that described above that persists even after the offender has been issued a light, informal warning, or an isolated incident that is more severe.

Level 3 - Repeated or persistent offensive behavior even after the offender has been issued a formal discipline, aggressive touching, or any behavior that is clearly intended to cause offense, even if the behavior is an isolated incident.

**The Common Man Family's response to any form of illegal harassment will vary depending on the level of offense. For a first offense, the victim may feel comfortable communicating his/her own light, informal message to the alleged perpetrator, letting him/her know that the behavior is offensive. If the victim does not feel comfortable issuing this communication, he/she should seek assistance from management. Employees should go directly to management with any offense that rises above Level 1 or contact our CONFIDENTIAL HOTLINE at 1-800-649-7031. Our management team is made up of people who have been specially trained to respond to, and investigate, complaints of sexual harassment. They are also empowered to issue the appropriate disciplinary action including reprimands, suspensions and terminations. Please help our management team make your work environment the best that it can be.**

## **C. STARS Hotline – Complaint Procedure**

If you feel that you have experienced any job-related harassment (including, but not limited to, sexual harassment) or unlawful discrimination based on your race, color, religion, sex, pregnancy, sexual orientation, national origin, age, disability, citizenship status, marital status, or status as a veteran, or believe you have been treated in an unlawful or discriminatory manner, promptly

report the incident(s) to your General Manager/Director of Operations, who will investigate the matter and take appropriate action. The Common Man Family has an “open door” communications policy and feels that it greatly benefits the company and its team members. This policy encourages team members to come forward and discuss their questions and concerns with their manager in order to resolve the issues quickly and efficiently. If your immediate manager is not able to adequately address your question or concern, or, if he or she is involved in, or is the subject of your complaint, then you are encouraged to contact any member of the Leadership team, or at the corporate office. We have a STARS hotline available to all employees **24 hours a day at 1-800-649-7031.**

If The Common Man Family determines that a team member is guilty of harassing another team member in violation of this policy, or creating a hostile work environment, appropriate disciplinary action may be taken against the offending team member, up to, and including, termination of employment. The ***Common Man Family prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation.*** If, however, after investigating any complaint of harassment or unlawful discrimination, The Common Man Family determines that the complaint is not bona fide or that an employee has deliberately provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint in bad faith or who deliberately gave the false information.

Your complaint will be handled confidentially. We would only reveal your identity after discussing it with you, and only when absolutely necessary. However, anonymous complaints will be considered hearsay and cannot be fully investigated.

#### **D. Equal Employment Opportunity**

It is The Common Man Family policy to provide equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, national origin, age, disability, citizenship status, marital status, or status as a veteran in accordance with applicable federal, state or local laws. In addition, The Common Man Family complies with all applicable federal, state and local laws governing nondiscrimination in employment in every location in which we have operations. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

If you feel that you are being harassed, we expect you to bring your complaint to our attention immediately. Any team member who brings a complaint to the Company’s attention is assured that the matter will be fully investigated and that it will be dealt with promptly, appropriately and in confidence—only those persons who need to know will be involved or informed of the complaint.

#### **E. ADA COMPLIANCE**

The Americans with Disabilities Act of 1990 is a civil rights law that prohibits discrimination based on disability. The Common man policy is that “if any individual with a disability or mobility issue

enters our establishment which we cannot immediately accommodate, a manager must be summoned to help navigate the best reasonable outcome.”

For example, if the restaurant and the lounge are open at different times and the individual(s) is unable due to mobility or disability to access an open area, we must provide a reasonable accommodation to affect the same guest experience.

## **5. Pay Procedure and Work Scheduling**

### **A. Paychecks**

Paychecks are available through direct deposit or may be picked up at your location on Friday afternoon at 3 PM. Our pay period runs Monday to Sunday, and you will be paid on Friday for the previous week’s hours. Direct deposit is a convenient and secure way to guarantee that your check will be in your bank account on Friday morning, without the hassle of running to the bank or having to deposit your check via a mobile app. It is the employee’s responsibility to verify rates of pay in a timely manner and report any discrepancies to manager.

All required deductions such as federal, state and local taxes, and all authorized voluntary deductions, such as health insurance contributions, 401K contributions, meal deductions (if applicable), will be deducted automatically from your paycheck. Please review your paycheck. If at any time you feel that an error has been made on your paycheck, please promptly discuss the matter with your manager, who will assist you in taking the appropriate steps to review and, if necessary, make the appropriate corrections.

In the event that your paycheck is lost or stolen, please notify your manager immediately. Your manager will then notify our payroll department and they will attempt to put a stop-payment notice on your check. If we are able to do so, you will be issued another check. Unfortunately, we are unable to take responsibility for lost or stolen paychecks, and if we are unable to stop payment on your check, you will be responsible for such loss. Please retain all paystubs. If copies of any paystubs are requested from the office, a \$2.00 charge PER PAYSTUB will apply and must be received before any information will be provided.

### **B. Employee Self Services**

Employee Self Service (ESS) enables employees to review and enter information using a company intranet portal. ESS will allow you to view and print paycheck stubs, edit personal address information and view the employee handbook.

Website to login: <https://gad.mycloudatwork.com/selfservice>

To logon for the first time: click ***First Time Users Register Here***

The ESS system instructs the employee to login with their social security number (SSN) in the format XXX-XXX-XXX. The employee's SSN and birth date are only used during the enrollment process and are not part of your permanent username.

Any employee being paid by direct deposit will not receive a paper version of the direct deposit receipt. You can review your pay stubs and payment history in ESS and make copies as needed.

### C. Tip Reporting

You are required by law to declare one hundred percent (100%) of your tips. Federal law requires that we maintain accurate records concerning tips received by our employees. The Internal Revenue Service requires all team members who receive tips to report such amounts received to the Company so that the tips can be added to the employee's wages and taxed appropriately.

Third party apps such as Venmo, Zelle, PayPal etc. are not acceptable forms for receiving gratuities. The Common Man Family complies with a program called Tip Reporting Alternative Commitment (TRAC). You must comply with TRAC by reporting all of your credit card and cash tips.

**Tipping Out/Tip Pooling:** While we *encourage* our tipped position employees to show appreciation to individuals like Bussers/Smiling People Greeters/Bartenders who help him/her earn his/her income through shift support tasks, ***you are not required or mandated to participate in this show of appreciation.***

Following industry standards, if you choose to share your gratuities and are looking for a rule of thumb to follow: 1% of net sales to bussers/smiling staff and 10% of tracked alcohol sales to service bartender. If you as a tipped employee choose to express your appreciation through sharing tips with support staff, the State of NH Department of Labor does not enjoin us to assist you in doing so or give you advice on method/form of payment.

### D. Overtime Pay

Non-exempt team members will receive overtime pay for all work performed in excess of 40 hours per workweek. ***You are allowed to work overtime only with prior approval from your manager.*** Team members who work overtime without authorization will be subject to disciplinary action, up to and including, termination. When an employee reaches overtime status, they will be paid overtime at the rate of the position of which they are currently working.

Your manager will make every effort to give reasonable notice for any overtime that the Company may require. In certain circumstances, however, advance notice may not be possible.

## **E. Recording of Hours**

The Common Man Family complies with applicable laws that require records to be maintained of all hours worked by our non-exempt and/or hourly team members. To ensure that accurate records are kept of the hours that you actually work (including overtime hours, where applicable), and to ensure that you are paid the proper amount, you will be required to record your time worked. You will need to sign your employee time card and job detail on the last day of your work week. If there are any discrepancies, you are required to notify your manager immediately.

Since this is the method by which your work hours are recorded, it is important that the information in the system be accurate. You may not use the time recording equipment for or on behalf of another employee. Engaging in such conduct or falsifying your own time record may result in disciplinary action, up to, and including, termination.

## **F. Work Schedules**

Our locations and departments utilize various scheduling and time frame methods. We understand your need to have advance notice of the times that you are expected to work.

It is your responsibility to fulfill the posted schedule. If you need time off, you must follow your location's specific requirements. Your manager will work with you to try to accommodate your scheduling needs, but not all requests will be granted. Remember, even in an emergency, you must contact your manager if your absence conflicts with your work schedule.

## **6. Leaves of Absence**

### **A. Family and Medical Leave Act**

The following page is a current copy of the Federal Family and Medical Leave Act. Note the addendum following the Federal Act, which pertains to employment in the State of New Hampshire.

# EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

## Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for incapacity due to pregnancy, prenatal medical care or child birth;
- to care for the employee's child after birth, or placement for adoption or foster care;
- to care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee's job.

## Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness\*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.\*

**\*The FMLA definitions of "serious injury or illness" for current servicemembers and veterans are distinct from the FMLA definition of "serious health condition".**

## Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

## Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months\*, and if at least 50 employees are employed by the employer within 75 miles.

**\*Special hours of service eligibility requirements apply to airline flight crew employees.**

## Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, 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 school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and

a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

## Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

## Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

## Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer 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 also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

## Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

## Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA; and
- 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.

## Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

**FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures.**



For additional information:  
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627  
[WWW.WAGEHOUR.DOL.GOV](http://WWW.WAGEHOUR.DOL.GOV)

U.S. Department of Labor | Wage and Hour Division



WHD Publication 1420 - Revised February 2013



**FMLA--Specific to employees in New Hampshire:**

Provides that “sex” includes pregnancy and medical conditions which result from pregnancy. Makes it unlawful for an employer to refuse to hire or employ, or to bar or to discharge from employment, any individual on the basis of sex or to discriminate against such individual in compensation or in terms, conditions or privileges of employment, unless based upon a bona fide occupational qualification. Requires an employer to permit a female employee to take leave of absence for the period of temporary physical disability resulting from pregnancy, childbirth, or related medical condition. Requires the employer to reinstate an employee who has taken pregnancy leave when the employee is physically able to return to work, unless business necessity makes this impossible or unreasonable.

Provides that pregnancy, childbirth, and related medical condition are to be considered temporary disabilities for all other employment-related purposes, and that affected female employees must be treated in the same manner as another employee with a temporary disability.

**B. Bereavement Leave**

The Common Man Family affords bereavement leave to all full-time team members. If a death occurs in your immediate family, you are entitled to take up to three days leave, without pay for hourly STARS, and paid for salaried members during scheduled workdays. Immediate family includes your spouse/domestic partner, parents, children, sisters, brothers, grandparents, mother-in-law, father-in-law, son-in-law or daughter-in-law.

If a death of a near relative occurs, salaried members will receive one-day leave with pay, if scheduled to work that day. Near relatives include aunts, uncles, nieces, nephews, spouses/domestic partner’s grandparents, sister-in-law, and brother-in-law.

Requests for bereavement leave must be made as soon as is reasonably possible to your manager. The company reserves the right to request documentation such as an obituary or death certificate to confirm the death.

**C. Military Leave**

The Common Man Family will grant a military leave of absence if you are absent from work because you are serving in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You must give your HR Manager advance notice of upcoming military service, unless military necessity prevents advance notice, or it is otherwise impossible or unreasonable.

You will not be paid for military leave. However, you may use available accrued paid time off, such as vacation to help pay for the leave.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, condition and limitations of the applicable plans for which you are otherwise eligible.

Your benefits, such as vacation will not accrue during a military leave. When you return from leave, the benefits will start accruing again.

If you are on military leave for up to 30 days, you must return to work on the first regularly scheduled work period after your service ends (allowing for reasonable travel time). If you are on military leave for more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws.

When you return from military leave (depending on the length of your military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed.

If you have questions about military leave, contact your HR Manager for more information.

#### **D. COBRA :**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) was enacted to ensure that employees and their dependents can continue their health insurance once they are no longer eligible under our health plan. You will be offered COBRA when available.

There are strict rules about when you are eligible for COBRA benefits. COBRA allows an eligible employee and/or dependent to choose to continue their health insurance when a “qualifying event” happens. Qualifying events include the employee’s resignation, termination, leave of absence, shorter work hours, divorce, legal separation, or death.

If you have any questions regarding COBRA, please contact your HR Manager.

**If you fail to return to work at the end of your scheduled leave, you will be considered to have voluntarily terminated your employment with the company. Requests for FMLA or military must be made in writing at least two weeks prior to the time you wish to begin your leave. If the request for FMLA is due to an emergency, you or a member of your immediate family must notify your manager as soon as possible. This must be followed up with a written explanation of the nature of the leave, and the explanation must be submitted within five days of the beginning of your leave. FMLA is an unpaid leave. If there is vacation time available those hours can be paid out during this leave.**

### **III. TEAM MEMBER CONDUCT**

#### ***General Guidelines***

***Your manager will notify you if your appearance, as interpreted by management, is inconsistent with the following guidelines. Those individuals who do not comply with these guidelines may be sent home to change, or be subject to disciplinary action, up to, and including, termination.***

#### **A. Attire**

You must comply with your location's standard of dress. Your General Manager will advise you about the appropriate attire for your location.

#### **B. Uniforms**

Each Common Man brand has its own uniform, which your manager will describe to you in detail. Uniforms must be neat, clean and in good repair at all times. The only pins or decorations that may be worn on your uniform are your Common Man-approved pins or buttons.

- **Front of House:** Shirts and pants must be clean, wrinkle-free and presentable at all times. No holes or excessive wear in your work uniform. We do not allow yoga pants, athletic/leisure wear, or tight-fitting garments to be worn while working in the front of the house.
- **Heart of House:** Regardless of the specific uniform requirements for your location, your clothing must be neat and clean at all times. Team members in the HOH must put on a clean apron before walking from the kitchen to the dining room. Aprons should never be worn in the restroom.

#### **Shoes**

It is your responsibility to provide your own slip-proof, closed-toe, rubber-soled shoes in a color designated by your supervisor as conforming to your uniform. Shoes with holes in the tops are not be permitted in the kitchen for safety reasons. In the front of the house, shoes must kept in good repair. All team members must wear socks/stockings in a color as conforming to your uniform and in accordance with state law. Ask your managers about our Shoes for Crews program to purchase shoes at a discount.

#### **C. Personal Appearance Standards**

The Common Man Family takes great pride in our ability to build *"Guests for Life"*. A guests' impression of us begins the moment they walk in our door and see STARS in our locations. We have developed the following grooming guidelines to help ensure a professional appearance, health and sanitation compliance, consistency, and a standard of excellence in all of our locations.

**Hair: FOH**

Anyone who has hair that falls below the collar, it must be tied back and secured off the neck/collar to prevent contact with food.

- Styles should be professional
- Any hair accessories need to be subtle and complement uniform
- Swinging ponytails must be restrained in a bun, braid or clip

**Hair: HOH**

Hair length below the collar must be tied back and worn under a hat or concealed under your shirt or Chef coat.

- Hair ties/clips need to be simple in style so as not to become a potential food contaminant. (no glitter, gems etc)
- Any hair color is permitted in HOH, however it must be professionally styled and concealed under hat.

**Mustaches, Beards or Sideburns:**

Mustaches, beards or sideburns are permitted, but must be well groomed, neatly trimmed and professional. No facial hair can come into contact with food or food contact surfaces.

**Fingernails:** Fingernails must be short (no more than ¼ of an inch beyond the tip of the finger), neat clean and presentable at all times.

**FOH:** Nail polish is permitted, but must be in good condition with no chipping. Acrylic nails must be professionally applied, no longer than ¼ inch beyond tip of finger. No elaborate fingernail artwork designs, including jewels or decals.

**HOH:** nail polish, acrylic, sculpted or artificial nails are not permitted.

**Cologne/Deodorant:**

Due to close contact with guests and fellow team members, the use of deodorant and or antiperspirant is required. The use of heavy colognes or perfumes is prohibited.

**Make-up:** No extreme make-up will be permitted.

**Jewelry: FOH**

**Rings-** one small ring per hand (wedding/commitment set counts as one ring\*).

**Earrings** – No larger than ¾ of an inch or about the size of a nickel. Styles should be simple, understated and complement the uniform. \*Ear Gauges must be a solid plug no larger than a nickel. No bars may be worn in ears.

**Piercings** - One small nose stud or hoop is permitted. No other facial piercings are permitted.

**Watch** - Conservative, business-style watch is permitted, including smart watches and fitness devices.

**Medical Alert Jewelry** - necklace, bracelet or ankle bracelet is acceptable.

**Jewelry: HOH**

**Rings** - one single plain band is permitted

**Earrings** – No larger than ¾ of an inch or about the size of a nickel. Styles should be simple, understated and complement the uniform. \*Ear Gauges must be a solid plug no larger than a nickel. No bars may be worn.

**Piercings** - Up to three facial piercings are allowed. All must be removed in working a buffet/ carving station or in any capacity in the FOH.

**Watch** - Conservative, business-style watch is permitted, including smart watches and fitness devices.

**Medical Alert Jewelry** - necklace, bracelet or ankle bracelet is acceptable.

**Tattoos:** Tattoos that are offensive as defined by your management team will not be permitted.

Facial tattoos are not permitted.

## **D. Code of Ethics**

The Common Man Family expects all team members to conduct themselves, at all times, according to the highest ethical standard. In this regard, team members should adhere to the following principles:

- a. Avoid the intent or appearance of unethical or compromising practices in relationships, actions and communications such as social media in regard to your relationship with the Common Man Family.
- b. Demonstrate loyalty to The Common Man Family by diligently following the lawful instructions of the company, using reasonable care and only the authority granted.
- c. Refrain from any private business or professional activity that would create, or would appear to create, a conflict between personal interests and the interests of The Common Man Family.
- d. Refrain from soliciting or accepting money, loans, credits, or prejudicial discounts, and the acceptance of gifts, entertainment, favors, or services from present or potential sources of suppliers or business partners that might influence, or appear to influence, business decisions.
- e. Handle confidential or proprietary information belonging to The Common Man Family and its business partners with due care and proper consideration of ethical and legal ramifications and governmental regulations.
- f. Promote positive employee and business partner relationships through courtesy and impartiality in all phases of the business cycle.
- g. Refrain from reciprocal agreements that restrain competition.

## E. Guidelines for Appropriate Conduct

As an integral member of our team, you are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of courtesy, professionalism and personal integrity at all times. This includes any form of communication including but not limited to, verbal, written, electronic, and social media.

Whether you are on or off-duty, your conduct reflects on the company. You are, consequently, encouraged to observe the highest standards of courtesy, professionalism and personal integrity at all times.

These guidelines set forth standards of conduct that will help us provide a safe and efficient place to work and enable you to be a productive and contributing member of our team.

While not all wrongful activities can be listed, this section sets forth certain types of behavior and conduct that, in addition to those described elsewhere in this Handbook, the Company considers inappropriate.

***If you engage in any of the following activities, it may result in disciplinary action, up to and including, termination:***

1. Altering a posted schedule without prior approval from your manager.
2. Altering or falsifying your timecard, clocking in or out for another team member, or allowing another employee to clock in or out for you. Clocking in/out before or after your scheduled shift.
3. Arguing with a guest, your manager, or a fellow team member.
4. Causing or participating in cash or inventory shortages or overages.
5. Confronting guests about tips.
6. Consuming alcoholic beverages or controlled substances while on company property; demonstrating the signs of intoxication while on duty; reporting for work under the influence of alcoholic beverages or controlled substances; being in possession, or bringing on to company property, any intoxicating beverages or controlled substances; or any other violation of the company's Alcohol and Drug Policy, as described below.
7. Violation of our Smoking/Tobacco Policy, as described below.
8. Defacement or destruction of company property or the property of those who have retained us to perform services (for example, and not by way of limitation, off site venues, or landlords), customers or fellow employees.
9. Distributing literature to, or soliciting other team members, or customers, for any purpose during working time.
10. Embezzlement or unauthorized use of company funds.

11. Engaging in excessive, unnecessary or unauthorized use of company property including, but not limited to, equipment, communication devices, supplies or product for personal purposes.
12. Engaging in illegal gambling or other disorderly conduct on company premises.
13. Establishing a pattern of absenteeism or tardiness.
14. Failing to abide by all provisions of company training materials.
15. Failing to call in for a shift.
16. Failing to follow prescribed safety, health or security procedures, practices and policies.
17. Failing to follow prescribed eating, drinking or non-smoking policies.
18. Failing to strictly adhere to all break-time requirements.
19. Failing to immediately report any accident, injury, illness, or unsafe condition, defective equipment or damage to Company property to your manager.
20. Failing to maintain the confidentiality of company or guest information or violation of the company's confidentiality or Information policy.
21. Failing to perform your job properly or as required.
22. Failing, if applicable, to use the time recording system at the beginning and close of your shift, and upon leaving and returning to company premises, at any time during the workday.
23. Failing to immediately report a customer complaint to your manager.
24. Failing to wear appropriate clothing when required or violating the Company's Grooming and Uniform Policies.
25. Falsifying information on an employment application, resume, personnel form or company records (regardless of when the information is discovered).
26. Fighting or using profane, obscene, abusive or threatening language or gestures, or attempting to inflict bodily injury on a guest, manager, or fellow team member, or otherwise exhibiting violent, unprofessional or discourteous behavior.
27. Giving away company property, including, but not limited to, logos, confidential information, equipment, food, supplies or product without prior written authorization from your manager.
28. Having unauthorized firearms or other weapons of any kind on company premises or while on company business.
29. Immoral or indecent conduct.

30. Insubordination or refusal to comply with a manager's request.
31. Leaving company premises while on duty (except as required by one's job) without prior approval from your manager or leaving the workplace or the usual or assigned place of duty without the permission of your manager.
32. Making false or malicious statements concerning any customer, fellow team member, your manager, the company, or its products.
33. Marking on or destroying any literature on company bulletin boards or posting anything on bulletin boards without prior permission from your manager.
34. Negligence, carelessness or recklessness in the performance of assigned duties or in the care or use of company property.
35. Performing personal work on company time without prior permission from your manager.
36. Pouring alcoholic drinks unless assigned to do so as part of your job responsibilities.
37. Refusing to participate and fully cooperate in the investigation of any accidents, theft or other incidents of misconduct on Company property.
38. Sitting with guests at tables without authorization.
39. Theft or unauthorized removal of company property, including but not limited to equipment, food, supplies or product, or the property of those who have retained us to provide services (for example and not by way of limitation such as off-site event locations), customers or fellow employees.
40. Working overtime without the specific prior permission of a manager.
41. Violating the company's equal opportunity and/or sexual harassment policies.
42. Violating the Company's code of Ethics as described above.
43. Violating the company Drug and Alcohol Policy.
44. Violating company policies concerning personal phone calls and visitors.
45. Violating company appearance, grooming or hygiene standards and guidelines.
46. Violating any of the terms, provisions or policies contained in this Employee Handbook.
47. Violating the company's Fraternization Policy.
48. All other offenses the company considers serious enough to merit discipline.



These rules are guidelines only. The employer reserves the right to implement whatever level of discipline it believes appropriate, up to and including termination, even on a first offense.

#### **F. Visitors**

The company discourages personal visitors in your location at all times.

#### **G. Employment in Multiple Common Man Locations**

When necessary, the company may provide you with the opportunity to work in multiple Common Man locations. However, we ask that you continuously notify both your primary location and your borrowing location of the fact that you are working at multiple locations. In the event you are working in multiple locations and fail to report such employment to both locations, you will be subject to disciplinary action up to, and including, termination from both locations. It is your responsibility to resolve any scheduling conflicts.

#### **H. Cell Phones and Cell Phone Use**

Personal telephone calls must be made either before or after your shift, or during your break. Cell phones should not be visible when you are clocked in. Except in the case of an emergency, team members are not permitted to receive personal telephone calls at work. Failure to comply with this policy will lead to disciplinary action up to, and including, termination. If using your cell phone with the permission of your manager you need to be out of guest view.

#### **I. Gum Chewing**

Chewing gum and using tobacco or toothpicks while at work is strictly prohibited.

#### **J. Tobacco-Free Workplace**

In order to maintain a safe and comfortable work environment, and to ensure compliance with applicable laws, smoking and/or vaping in our locations is strictly prohibited. We are a tobacco – free workplace and smoking on any Common Man property while you are clocked in or when you are arriving or departing from a working shift. Failure to comply with this policy will lead to disciplinary action up to, and including, termination.

#### **K. Attendance and Tardiness**

The Company expects you to assume diligent responsibility for your attendance and promptness. Absenteeism and tardiness, for any reason, places a hardship on your fellow team members. You are expected to arrange your own transportation in order to arrive at work on time.

When illness, injury or the possibility of being tardy occurs, notify your manager at least two hours before the scheduled starting time, and inform your manager of the reason for your anticipated absence or tardiness. The Company reserves the right, in its sole discretion, to require

medical authorization from any team member who is absent from work for three or more days, or when chronic absenteeism creates a performance issue or tardy due to illness or injury.

If you arrive late, you will not be paid for lost time. Absences or tardiness may be recorded in your personnel file. Absenteeism or tardiness that is unexcused or excessive in the judgment of your General Manager or the Company is grounds for disciplinary action, up to, and including, termination.

Failure to call in or show up for work may be considered voluntary job abandonment. Failure to call in or show up for work may also be considered grounds for termination.

#### **L. Fraternization Policy**

The Company has found that intimate relationships between team members who work together can create discomfort and misunderstanding in the workplace.

It is, therefore, the Company's policy to disfavor intimate relationships between managers (including hourly supervisors) and other managers or team members who work with them. If such a relationship develops, the company requires the individuals in the relationship to immediately disclose the relationship to their manager. Failure to disclose such a relationship to your manager or the Company leadership team may result in disciplinary action up to, and including, termination. The Company will use its good faith and diligent efforts to maintain the confidentiality of such disclosure. The Company reserves the right to take appropriate action, including: (1) transfer of team member (2) signature of documents about the consensual nature of the relationship and (3) termination when it determines that the efficient operation of the business is being adversely affected by the existence of such a relationship.

#### **M. Conflicts of Interest**

The company has found that employing family members or other relatives can sometimes create unintended misunderstandings and other difficulties in the workplace.

Because of that, if anyone making a hiring decision intends to offer employment to anyone related to a current Common Man team member, regardless of what location either person is in, the company requires the individual making the hiring decision to immediately disclose the plans to their Leadership team member before extending the offer of employment. The offer can only be made after required approval has been given.

This policy also applies to non-employment-related situations, such as partnering with Not-for-Profit groups or in granting contracts to any organization that would provide products or services to the company. In these situations, approval must be obtained before initiating any business dealings between the company and the other party.

Failure to obtain approval in advance of any of the above-mentioned business transactions may result in disciplinary action, up to, and including, termination.

## **N. Resignation**

If a team member plans to leave the company, he or she is required to submit their resignation in writing. In order to be eligible for rehire and to receive accrued vacation, a team member must give a minimum of two weeks written notice.

## **O. CALLING OUT OF WORK**

**If you are not able to work your scheduled shift, for any reason, you are responsible to find coverage.** Only if you have exhausted all possibilities, you MUST call the restaurant/Inn/facility where you are employed and speak to the manager on duty. Hot Schedules is available to post shifts for coverage amongst fellow co-workers.

**SENDING A TEXT MESSAGE IS NOT ACCEPTABLE. SPEAKING TO AN EMPLOYEE OTHER THAN A MANAGER IS NOT ACCEPTABLE.**

This is the **ONLY** approved method of calling out of work. Failure to follow these guidelines may result in disciplinary action up to, and including, termination.

If you are scheduled to open the facility and you cannot make it to work, you must call the night before, or several hours prior to your scheduled arrival time.

In the event of an issue in the early morning hours, call your GM and/or KM first. If you cannot reach him/her, you should call your DM. Any other forms of communication will result in disciplinary action.

You must call out with a minimum of two hours' notice prior to your shift.

**If you walk out of your job, or (No call no show); or do not finish your notice without manager approval, you will not be eligible to receive any accrued vacation hours. No vacation will be paid out if we terminate your employment prior to your first-year anniversary or if you fired for or a violation of our code of conduct.**

## **2. SAFETY, HEALTH AND SECURITY**

### **A. General Guidelines**

The Common Man Family is committed to providing a safe, healthy and secure working environment. Your safety and the safety of our guests are of paramount importance to the company.

Our policy is aimed at minimizing the exposure of our team members, guests, and visitors to health, safety or security risks. To accomplish this objective, all team members are expected to work diligently to maintain safe, healthy and secure working conditions and to adhere to proper location practices and procedures designed to prevent injuries and illnesses.

The responsibilities of all employees of the Company in this regard include:

- Exercising maximum care and good judgment at all times to prevent accidents and injuries;
- Immediately reporting to your manager and seeking medical attention for all injuries or illnesses, regardless of how minor;
- Immediately reporting unsafe conditions, equipment or practices to managers;
- Using safety equipment provided by the company at all times;
- Conscientiously observing all safety rules and regulations at all times;
- Notifying managers, before the beginning of the workday, of any medication you are taking that may cause drowsiness or other side effects that could lead to injury to you, your co-workers or customers;
- Not taking short-cuts or avoiding safety procedures;
- Learning the location of all exits and safety equipment;
- Keeping the worksite clean, sanitary and secure;
- Promptly removing or cleaning up all trash, spills and other foreign objects;
- Avoiding muscle strain. Get help if you cannot comfortably lift an item. Lift with your legs, not your back; and do not lift anything over 40 lbs. without assistance;
- Always walk to the right.

## **B. Sanitation**

Proper sanitation practices must be followed at all times. Proper food handling is critical to prevent food contamination or poisoning and other food-related illnesses. Team members will receive additional sanitation guidelines as appropriate.

You must wash your hands with soap and water after using the restroom and after touching anything that might contaminate the food. Keep your fingernails clean and neatly trimmed. ***Report all contagious illnesses, including colds and respiratory infections that cause sneezing or coughing, to your General Manager/Director of Operations before reporting for work.*** Cover skin infections, sores, boils, cuts, scratches, and blisters to keep product, equipment and supplies from becoming contaminated and to prevent further infection of those afflicted areas. Due to health and safety concerns, if you have any infectious or communicable diseases, you must immediately disclose such information to a member of your management team.

### C. Hand Washing

The most important personal hygiene rule in the food service industry is proper hand washing. This must be done on a regular basis in designated handwashing sinks, not in the food preparation areas. You must always thoroughly wash your hands and exposed parts of your arms after using the bathroom or before you begin or return to work, and whenever it becomes necessary during the workday.

### D. Injuries to Team Members

***If you sustain an injury, or someone with whom you work sustains an injury, no matter how slight, immediately report it to your manager.*** Your manager will complete an accident report. The team member must immediately report to your manager any injury requiring medical treatment before seeking medical treatment. You will be encouraged to visit your location's primary care provider. If you believe an unsafe condition exists, report it immediately to your manager. It is important to work together so that accidents can be prevented, and our workplace safety is maintained.

First aid kits are located in each facility. Ask your manager to review the contents of the first aid kit with you. Failure to immediately report an injury may result in disciplinary action up to and including termination.

### E. Injuries to Guests

If you learn of a guest injury at your location, immediately obtain medical assistance and inform your manager. The injured person should not be moved unless it is necessary to prevent further injury. Keep the injured person quiet and spectators away. Let the person know that you have summoned medical assistance. If a guest alleges that he or she became ill from eating something in our location, notify your manager immediately.

We are committed to doing everything possible to assist an injured guest. However, ***no statement of liability or responsibility should ever be made concerning any accident.*** The only conversation with the injured party concerning the accident should be for purposes of listening to his or her impression of what happened. Do not discuss the incident with anyone other than your general manager. Failure to immediately report an injury may result in disciplinary action up to, and including, termination.

### F. Fire Safety

Report all fires to your General Manager or on duty manager and call 911 if instructed. Give the specific location of the fire. Let the operator hang up the telephone first to be certain that they have received all of the necessary details. Utilize available fire extinguishers or extinguishing systems to fight the fire, but do not remain in a situation that is dangerous to you.

## G. Robberies

If at any time you are in a robbery situation, be cooperative and do whatever is requested of you. Money can be replaced—you cannot! Be alert and do your best to remember as many details about the robber as possible, including height, weight, eye color, skin color, voice and clothing. As soon as you are out of danger, immediately alert your manager and call 911 or other appropriate police emergency phone number.

## H. Loss of Valuables

Please do not bring large amounts of cash, jewelry or valuables to work with you. Any missing articles or other problems should be promptly reported to your manager. The company is not responsible for valuables left in your location, nor is the company responsible for lost or stolen property. We encourage you to leave any valuables safely locked in the trunk of your car.

## I. Purses, Backpacks and Parcels

Unless specifically permitted by your manager, purses, backpacks and parcels are prohibited in the work and office areas.

## J. Workplace Searches

To safeguard the property of our team members, our guests and the company, and to help prevent the possession, sale and use of illegal drugs or weapons on company premises, and in keeping with the spirit and intent of the company's alcohol and drug policy, the company reserves the right to question team members and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunch boxes, or any other possessions or articles carried on, to and from company property.

In addition, the company reserves the right to search any team member's office, desk, files, locker, uniform or any other area or article that is owned by a team member and is on company premises, including electronic and digital files. ***Accordingly, it should be noted that all offices, desks, files, lockers, and so forth, are the property of the company, and are issued for the use of team members only during their employment with the company. Inspections may be conducted at any time, at the discretion of the company.***

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Team members working on, or entering or leaving the premises, who refuse to cooperate with an inspection, as well as team members who, after the inspection, are believed to be in unauthorized or inappropriate possession of property or illegal drugs, will be subject to disciplinary action, up to, and including, termination.

## K. Alcohol and Drugs

We recognize that the health and future of our business is dependent upon the physical and psychological health and wellness of our employees. Accordingly, it is the right, obligation and intent of The Common Man Family to maintain a safe, healthy and efficient working environment

and to protect our team members, guests, and operations. Drug or alcohol possession, distribution, or use can pose serious safety and health risks not only to the user, but also to all those who work or come into contact with the user. Moreover, drug use, sale, or possession by team members constitutes crimes that can seriously harm our reputation and business.

We have made a commitment to excellence, and as a part of this effort we are committed to maintaining a drug-free work force and a drug-free workplace. With these objectives in mind, The Common Man Family prohibits team member manufacturing, distribution, dispensation, possession, sale, use of or trafficking in alcohol or drugs in the workplace or while engaged in company business off company premises. Such conduct during non-working time, which constitutes illegal activity under applicable law, is also prohibited to the extent that, in the opinion of the company, it impairs a team member's ability to perform on the job or threatens the reputation or integrity of the company. Furthermore, it is expected and required that every team member reports for work in a timely fashion, fit for duty and fully able to perform in a safe, healthy and efficient manner. It should be noted that any team member who is found to be demonstrating signs of impairment at work, is in violation of this policy. Some of the signs of impairment include relaxed inhibitions, impaired judgment, slurred speech, poor coordination and emitting the odor of an impairment substance.

Whenever the company has reasonable cause for suspecting that team members are in violation of this policy, it may, in its discretion, take whatever action it deems to be appropriate including, but not limited to, requiring the team member to cooperate in testing for evidence that they are under the influence of alcohol or drugs, or to cooperate in an evaluation for chemical dependency. Moreover, team members may be required to document successful completion of any recommended treatment. In all cases involving any violation of this policy, the company may impose disciplinary action, up to, and including, termination.

#### **L. Workplace Violence**

Every team member has the responsibility to report any incidents of violent behavior or suspicious activities that they may witness. This includes any situations that involve other employees, former team members, guests or visitors. Any threats or acts of violence, aggressive behavior or offensive comments will not be tolerated.

Team members are not allowed to have firearms or any other dangerous or deadly weapons or instruments in their possession while on company business or on the company's or a client's property.

Any team member found to have violated this policy may be subject to disciplinary action, up to, and including, termination.

### **3. Communication Policies**

#### **A. Solicitation and Distribution of Literature**

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, you may not distribute literature or printed materials of any

kind, sell merchandise, solicit financial contributions, or solicit for any other cause during work time. Non-team members are likewise prohibited from distributing material or soliciting team members on company premises at any time. Violation of this policy may result in disciplinary action up to and including termination. Walk-in charitable requests from individuals or organizations should be referred to our online donation request form at [thecman.com](http://thecman.com). Charitable donations are only made out of our main office, not individual locations.

## **B. Bulletin Boards**

To maintain an effective avenue for communicating with our team members, your location may maintain a bulletin board in a designated area that will be shown to you by your manager.

The bulletin board is used to communicate work schedules, company news, special notices and other information of interest, including legal and official government information on equal employment opportunity, wage and hour, health and safety, and other issues. It is also used to communicate information about Company policies and its business and announcements. You are responsible for checking the bulletin board on a daily basis for pertinent information.

The company bulletin board may not be used by team members or outside parties for the posting of commercial notes, advertisements, announcements, witticisms, and sales of personal property or any other matters, work-related or otherwise.

You may not post any form of literature, printed or written materials, photographs, or notices of any kind on the Company bulletin board without the prior approval of your General Manager/Manager. Violation of this policy will be grounds for disciplinary action, up to and including termination.

## **C. Confidentiality of Information**

It is the policy of our Company to ensure that the operations, activities, and business affairs of the Company and our guests are kept confidential to the greatest possible extent. If, during your employment, you acquire confidential or proprietary information about the Company, its operations, activities, business affairs, team members or its customers, such information is to be handled in strict confidence and not be disclosed to others.

Team members may be asked to sign a statement of confidentiality at the time of hire, and periodically throughout the term of their employment, to acknowledge their awareness of, and reaffirm their commitment to, this policy.

Team members found to be in violation of this policy are subject to disciplinary action, up to and including, termination, and may also be subject to civil and/or criminal penalties for violations of this policy in accordance with applicable laws.

## **D. Meetings**

Team member meetings are periodically held, and at the discretion of management, attendance may be mandatory. You will be paid for attendance at all Company meetings. Failure to attend such a meeting shall be considered a violation of the Company's Attendance and Tardiness Policy.



## E. Policy on Use of Electronic Communication Systems

The Common Man Family provides electronic communications tools including e-mail, voicemail and the Internet to help team members conduct Company business. ***Please be aware that all systems and all messages, information and records stored on the system are the Company's property. All messages are Company records.***

***Appropriate Use Policy:*** These tools are provided to help you do your job and are not to be used for any other reason including soliciting for commercial ventures, religious or political causes, or any other personal uses. Inappropriate messages are strictly prohibited.

Avoid anything offensive, disruptive, harmful to morale or considered to be harassment.

Inappropriate messages may be grounds for termination.

***Privacy:*** The Company reserves the right to enter team members' electronic files if the Company decides there is a legitimate business reason. The Common Man Family must know all computer passwords. The Company has the right to access all computer files at any time. Violation of this Policy may require disciplinary action up to, and including, termination.

***As a general rule, messages on our systems are not private and not confidential.*** Despite system features that give the appearance of privacy, including passwords and the apparent ability to delete messages, messages are not necessarily private, and communications may not be confidential or secure. Even when a message is deleted, it still may be backed-up elsewhere or it may be possible to recreate the message. ***Therefore, you should not send any messages on the systems that you would not be comfortable putting in a memo or letter for distribution to the general public.***

## IV. CONCLUSION

### ***Summary***

We have developed benefits, policies, procedures, work rules and requirements that we believe are reasonable, fair and consistent with the efficient operation of our business.

Cooperation and team effort are important to the success of any business.

If you have any questions regarding benefits, policies, procedures or work rules and requirements, or anything contained in this Handbook, please discuss them with your manager or a member of the Human Resources Department.

### **About this Handbook**

This Handbook is the property of The Common Man Family and is intended to help you understand the Company as a whole and your role in the Common Man Family. It will also ensure that by following the same policies and guidelines throughout our entire organization, we will all work toward the same goals - no matter where we work. This handbook is strictly confidential, and its contents are not to be reproduced or made available to anyone outside the Company.

The contents of this Handbook are intended as an outline and an important guideline on how we do business. It is important that all team members read and understand this Handbook. However, the Company may change its policies and benefits, whether included in this Handbook or not, at any time with or without notice, and it may choose not to apply a policy in certain circumstances. Although the Company will always try to keep you advised of any changes to the policies and guidelines found within the Handbook, changes may occur before any written revisions are distributed to everyone in the organization.

This Handbook is not intended to be, nor does it constitute, an express or implied contract of any kind, in favor of employees, nor shall any employee or applicant for employment have any contractual rights, claims or privileges against the Company by virtue of this Handbook. Moreover, nothing in this Handbook is intended to create any type of agreement for employment or continued employment or guaranteed hours of work. Although we hope that your employment with the Common Man Family will be a positive and productive experience, both you and the Common Man Family are free to terminate the employment relationship at any time, for any reason, with or without notice or cause.

We are constantly working towards improving our policies and the positive relationship that we have with our team members. If you have any questions about anything in this Handbook or about your employment with the Company, do not hesitate to see your manager. They will see to it that your questions are answered.

The effective date of this Handbook is January 1, 2025. This Handbook supersedes all prior handbooks and team member policy and procedure manuals.



## Handbook Acknowledgement Form

I acknowledge that I have received a copy of the Handbook dated as of \_\_\_\_\_

I understand that I am to read and understand the contents of the Handbook and that if I have any questions, I am to ask my supervisor or a representative of the Human Resources Department. This Handbook supersedes and replaces any previous Handbook that I have received. I further understand that I am to abide by the rules, regulations, policies and procedures set forth in the Handbook and that Common Man Family reserves the right to change the contents of the Handbook at any time, with or without notice, at its discretion.

I acknowledge that I received a copy of the Uniform Guidelines for my concept.

**Team Member Name  
(print)**

\_\_\_\_\_

**Team Member Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Location**

\_\_\_\_\_

**Supervisor Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**TURN OVER TO CONTINUE...**

# Responsible Service of Alcohol Policies and Procedures

## The Common Man Family

We take pride in serving alcohol responsibly and in full compliance with New Hampshire law.

To ensure the safety of our guests and staff, the following policies are in effect:

### 1. Staff Training

- All staff serving alcohol and FOH management must complete annual Total Education in Alcohol Management (T.E.A.M.) training.
- Staff are briefed regularly on signs of intoxication, checking IDs, and when to intervene.

### 2. Standard Pours

- Mixed drinks: Shall not contain more than 1.5 oz of liquor.
- Martinis/Manhattans: Shall not contain more than 3 oz of liquor.
- Neat/on the rocks: Shall not contain more than 2 oz of liquor.
- Wine: Shall not contain more than 6 oz per serving.
- All cocktails must follow recipe specs provided.
- Beer over 7.5% ABV shall be served in a 13 oz Tulip Glass.
- Beer under 7.4% ABV shall be served in a 16 oz Pint Glass.
- Bottled/canned beer and canned cocktails must be served opened; can be poured into a chilled glass upon guest request.

### 3. Drink Limits

- Guests may not be served more than two martinis (or Manhattans) per visit.
- After two, guests may switch to beer, wine, or mixed drinks—if not showing signs of intoxication.

### 4. Pour (Shot) Service

- Pours are only served to guests intending to sip—not to consume rapidly.
- Staff are trained to inquire about the guest's intentions with the pour and to refuse service if suspected it will be consumed irresponsibly.
- If a guest irresponsibly consumes alcohol, the right is reserved to no longer serve alcohol to the guest.

### 5. Complimentary Beverages

- Must be approved by the Manager on Duty.
- Complimentary beverages are reserved for guest recovery, celebrations, or special appreciation.
- Must be rung in on the point-of-sale system with a note explaining the comp.

### 6. Responsible Hosting

- We reserve the right to refuse service to any guest who appears to be intoxicated or unable to consume alcohol responsibly.
- In the event that a guest is observed to be intoxicated, staff members are required to notify the Manager on Duty Immediately.
- We will address safety concerns and continue to extend hospitality to the guest by assisting with transportation, and offering non-alcoholic alternatives to ensure guest comfort and prioritize everyone's well-being.
- If an intoxicated guest attempts to drive, the Manager on Duty may contact local authorities for safety.

By following these standards, we aim to provide a safe and welcoming experience for all guests.

We appreciate everyone's commitment to responsible service.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_