



Sawyer's Ice Cream & Restaurant

01/01/2012

Employee Handbook

Welcome Letter

Welcome To Sawyer's!!

We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of food, ice cream and service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here. We are committed to helping you succeed in your new job.

About 65 years ago, Sawyer's was born. Over the years the Sawyer family provided summer jobs mostly to Lakes Region youth. Pati and Larry Litchfield are continuing the tradition and we inspire our "kids" and young adults to work hard, have fun and love what they do. How?

- When we value each other and treat every guest with enthusiasm, our guests' expectations will rise. The result is a long term repeat customer without whom we would not exist!
- We start by hiring nice people who are *passionate* about taking care of our guest. Passion is a great gift and each of us has some. When enthusiasm becomes passionate, minds are stimulated, senses are engaged and hearts are touched. We want each guest to receive passionate treatment; greeted with a warm welcome, served with pride and bid a heartfelt invitation to return.
- Passion for others well-being inspires us to open our hearts and share smiles which becomes sort of our own community outreach program. As we grow the more caring we will become. We are quick to share a smile, and Sawyer's eventually will become "smile central".
- We participate in community outreach programs and share what we've been so fortunate to receive with those in need. We help support local sports teams and several community civic events. Most of all, we're very proud to be a part of the career development of our youth.
- Last, we strive to provide a good and clean working environment (improvements are occurring each off-season) and a happy workplace. We provide good pay based upon your skills, attitude, enthusiasm and performance. Sound right for you?

Want some food for thought? We've got it. Did you know that people think about food 24/7/365? This fact inspires us to become the best in our type of restaurant, delivering our fresh foods and ice creams at their best. Our sense of personal pride motivates us as owners, managers, cooks and servers to act as if

our own name is on the door. Bottom line? We love what we do, we hope you will too.

We have prepared this handbook to answer some of the questions that you may have concerning Sawyers and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, contact us for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to **SAWYER'S!**

Sincerely,

Pati & Larry Litchfield

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About this Handbook



This handbook is designed to help you get familiarized with **SAWYER'S**. We want you to understand how we do business and how important you and every employee is in helping us take care of our guests and making this a fun and rewarding place to work.

The policies stated in this handbook may change from time to time. It isn't flawless either. We've done our best to include as much information as possible in an easy-to-understand manner.

This handbook is not a contract, which guarantees your employment for any specific time. Either you or **SAWYER'S** may terminate your employment at any time, for any reason, with or without cause or notice.

Understand that only the General Manager and the Owners have the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

We wish you the best of luck in your position and hope that your employment with **SAWYER'S** as we expressed earlier in this handbook, will be a very enjoyable and rewarding experience for you.

Employment Policies

Hiring



It is **SAWYER'S**'s policy to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the **Department of Labor, form I-9**. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

Non-Discrimination

SAWYER'S is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

Age Requirements

Employees under the age of 18 must comply with all federal and state wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable.

Orientation Period



You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities for the position in which you were hired. It's also important for you to get to know us and become familiar with how we operate to find out if this job is a match. We, therefore, have a 15 day Orientation Period for that purpose referred to above. The 15 day period allows both you and the Company to see whether or not it's a good fit and if not, part company as friends. During the Orientation Period you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our staff.

Training



To help you be successful in your job you will receive adequate training. You will not be expected to be on your own until you are ready. Your trainers are considered our "best" and have been trained for that position. We want you to be a knowledgeable and productive member of our staff.

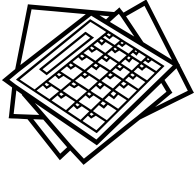
Evaluations



All employees receive verbal performance evaluations in mid-July. The evaluation process is intended to let you know how well your performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

The evaluation process is an opportunity to identify accomplishments and strengths as well openly discuss areas and goals for any improvement. Depending on your position and performance, you may be eligible for a pay increase. Pay increases are not guaranteed. Rewards are based solely on a person's job performance and results as well as business conditions.

Schedules



Schedules are prepared to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts. Current schedules are posted in the employee section of our website, www.sawyersnh.com. Also, a paper copy is posted in your work area each Weekend for the week following. Each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately. Employees must enter and exit through the back kitchen door.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must indicate and initial the change on the posted schedule. The restaurant usually requires high levels of staff on weekends and holidays. We understand that you have a life outside of the restaurant and we will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of the restaurant. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

Overtime



In accordance with State Minimum Wage Law, employees in seasonal businesses are ***not*** required to be paid overtime when they work more than 40 hours in one week. Hourly employees are paid at their basic straight time rate for all overtime hours worked.

Standards of Conduct



Consistent with our Mission and values, it is important for all employees to be fully aware of the rules, which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive and positive

working environment, everyone must conform to standards of reasonable conduct and policies of the Restaurant.

AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING.

- Invalid Work Authorization (I-9 form).
- Supplying false or misleading information to the Restaurant, including information at the time of application for employment.
- Not showing up for a shift without notifying the Manager on duty. (No call, no show, no job!)
- Clocking another employee “in” or “out” on the Restaurant timekeeping system or having another employee clock you either “in” or “out.”
- Leaving your job before the scheduled time without the permission of the Manager on duty.
- Arrest or conviction of a felony offense.
- Use of foul or abusive language.
- Disorderly or indecent conduct.
- Gambling on Restaurant property.
- **Texting or cell phone use during working time.**
- Theft of customer, employee or Restaurant property including items found on Restaurant premises.
- Theft, dishonesty or mishandling of Restaurant funds.
- Failure to follow cash, guest check or credit card processing procedures.
- Refusal to follow instructions.
- Engaging in harassment of any kind toward another employee or customer.
- Failure to consistently perform job responsibilities in a satisfactory manner within the 30 day orientation period.
- Use, distribution or possession of illegal drugs on Restaurant property or being under the influence of

these substances when reporting to work or during work hours. **All employees are subject to random drug testing!**

- Waste or destruction of Restaurant property.
- Actions or threats of violence or abusive language directed toward a customer or another staff member.
- Excessive tardiness.
- Habitual failure to punch in or out.
- Disclosing confidential information including policies, procedures, recipes, manuals or any proprietary information to anyone outside the Restaurant.
- Rude or improper behavior with customers.
- Smoking or eating in unapproved areas or during unauthorized breaks.
- Not parking in employee designated parking area.
- Not entering and exiting the restaurant through approved entrance.
- Failure to comply with Restaurant's personal cleanliness and grooming standards.
- Failure to comply with Restaurant's uniform and dress requirements.
- Unauthorized operation, repair or attempt to repair machines, tools or equipment.
- Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

Harassment



It is this Restaurant's policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

All of our employees have a right to be free from sexual harassment. **SAWYER'S** does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, the Company will take immediate and appropriate action, including disciplinary and possible termination.

Absences



All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

- ▶ If you are going to be late or miss work, employees are expected to call and talk to an immediate Supervisor or Manager at least **2 hours** before they are scheduled to work.
- ▶ Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at **SAWYER'S**.
- ▶ Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence, an Employee Leave Request Form, available from your Manager or Supervisor, should be submitted to and approved by your Manager.
- ▶ Employee Leave Requests should be submitted at the beginning of the season, unless the request is due to an

unexpected emergency. The nature of the emergency should then be shared with the Manager.

- ▶ To return to work from an accident or medical leave, all employees must present a doctor's release.
- ▶ Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless **SAWYER'S** is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Tardiness



Employees must be prepared to start work promptly at the beginning of the shift. Always arrive at the Restaurant 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be on your job, **not** arriving at the Restaurant. Repeated tardiness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the Restaurant and speak with a Manager on duty.

Resignations



Because we are a seasonal employer we are asking you to make a commitment to work for the entire season. If you leave us during the season not only do we have difficulty finding a replacement but you will have also denied another person an opportunity to work.

Our normal season runs weekends (Fri, Sat and Sun) from about April 15th, until around October 12th. We open daily from Memorial Day weekend through Labor Day weekend for the remainder of the season.

If you are a student we request that you be available to work weekends until Labor Day. When school is out you will be scheduled full or part time as needed. In all cases your hours will comply with current State of New Hampshire rules and regulations

If for whatever reason you decide to leave your job during the season you are requested to give a **two-week notice** of your plans. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible

for re-hire and will not have a “left without resignation notice” on your employment record.

Payment Procedures



Time Clock Procedures

You should arrive at the restaurant 10 to 15 minutes before you are scheduled to start work. Notify the Manager on duty that you have arrived for your shift. You may clock in within 5 minutes of the start of your shift. All hourly employees are given an employee ID number to clock in and out on the Restaurant’s timekeeping system.

Tampering, altering, or falsifying time records or recording time on another employee’s ID number is not allowed and may result in disciplinary action, up to and including termination.

Tip Reporting

As an employee of a Restaurant, all the cash tips you receive, are taxable income to you. You are required, by federal law, to report and record your actual tips for each shift.

It is the employee’s responsibility to comply with IRS requirements of reporting all your tip income. You are responsible for reporting all of your tip income. We strongly encourage you to accurately report your tip income. This will reduce the chances of you being audited by the IRS and allows you to qualify for greater social security, unemployment and worker’s compensation benefits.

Sawyers will not track your tips because we are not a table service restaurant. As a quick service restaurant and traditional ice cream stand we allow employees to place tip jars at serving windows. Designated employees are responsible for collecting and distributing all tips. ***Sawyer’s is not involved in the tipping process whatsoever.***

Payroll Checks

Paychecks are available at the Restaurant every Thursday after 11:30AM. After payday, you may pick up your

paycheck during the same hours. Please understand that it may be difficult for anyone to be available to obtain your paycheck during peak business hours.

Payroll Deductions

Your paycheck will indicate your gross earnings as well as deductions for federal withholding taxes and social security and Medicare taxes. Federal withholding taxes are authorized by you based on the information you furnished to us on form W-4. If you want an explanation of your deductions or if you wish to change them in any way please see Larry or Pati Litchfield.

As per state law, the Restaurant complies with court orders in connection to garnishments from employee paychecks as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

All other deductions, such as those made for employee meals you may have charged must be authorized by the employee. A signed authorization is kept on file in your personnel folder and each chit must be signed by you.

Change of Address

We ask that you report any address changes to Pati or Larry as soon as possible so your year end statement of income and deductions, form W-2, will be mailed to the correct address.

Lost Paychecks

Report lost paychecks to Pati or Larry. We will stop payment on the lost check and reissue you another check on the next payroll cycle. The reissued check will incur a deduction equal to the bank stop payment charge.

Benefits



Health Insurance

SAWYER'S does NOT offer health insurance coverage.

Holidays

Due to the nature of the restaurant business you will be required to work holidays.

Vacations (Time-Off)

Because we are a seasonal restaurant there is no vacation policy. Regular "days-off" are usually taken on Monday through Thursday.

With advance notice special exceptions can be made to combine your regular days off with a week end for the purpose of attending special family functions and vacations.

Request forms (Employee Leave Request) for weekend time-off are available for download on the Web Site. Leave requests must be approved by your immediate supervisor/manager prior to granting any weekend time off. Employees are asked to submit requests at least two weeks prior to the scheduled vacation date, unless the request is due to an unexpected situation. Efforts will be made to grant time off as requested, but business needs may require an employee to adjust his or her time off.

Worker's Compensation

Worker's compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with the Restaurant. An employee who is injured on the job, regardless of the severity of the injury or illness, should:

- Report the occurrence to the manager on duty.
- The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

If an employee experiences a disabling work injury, the nature of which necessitates an absence from work, management will provide the employee with information concerning his or her lawful benefits.

Employee Meals Policy

Employee meals can be purchased either before or after your shift or during a scheduled break.

- Employees are provided with unlimited dairy bar self-service fountain drinks, Gatorade and water as needed. Fountain drinks will be consumed from a plastic 12 oz employee cup available at the fountain drink dispenser in the Dairy Bar. Employees are encouraged to drink fluids especially during the hot summer weeks.
- Employees are entitled to one free ice cream cone or dish, or a Frappe **except** during times when the Dairy Bar has lines waiting.. All free ice cream must be ordered through a scooper. Non-dairy bar personnel are not allowed to scoop.
- Employees receive a 50% discount off the regular price on the following items:
 - Sandwich items except lobster, clam, scallop and shrimp rolls.
 - Fries and Onion Rings.
 - Banana Splits, and specialty desserts.
- Dinners or Platters may be purchased at full price.

Employee meals must be ordered, paid for or charged at the time of consumption.

Restaurant Policies & Practices

Customer Service



Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and ice creams. Without the customer we don't have a restaurant; they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At **SAWYER'S** the customer always comes first!

Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our Restaurant better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly.

When faced with a customer complain:

- ▶ Don't get defensive and try to explain.
- ▶ Remove the offending item immediately.
- ▶ Apologize for the problem and tell the customer you will take care of the problem.
- ▶ If you need the assistance of a manager, don't hesitate to ask.

Do everything you can to let the customer know you care and that this isn't the kind of experience you want them to have at our restaurant.

Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings if possible. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), this is **SAWYER'S**, how may I help you?"

Respond to any questions that you are absolutely certain about. If you are uncertain, ask the person if you may put

them on hold for a moment and quickly refer the call to a manager. Always thank the person for calling. Always ask the caller for their name when they ask to speak to a manager or customer.

Management / Employee Relations



Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that “management is never too busy to be informed of work-related problems, complaints or disputes of any employee.”

If you have such a problem, you should promptly talk to your supervisor/manager. They will listen in an open, objective and courteous manner. We want to understand and solve your problem. If the problem is not resolved to your satisfaction, you should take up the matter with Pati or Larry. If the problem is with Pati or more than likely, Larry, do not hesitate to discuss it in confidence with your manager/supervisor. None of us are or ever will be perfect.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. As we said in the “Welcome Letter,” we recognize our employees as our most valuable resource and we take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration.

Meetings

Staff meetings will be held from time to time as needed for your benefit as well as for the Restaurant. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Attendance is mandatory. Only management-approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for

feedback and provide suggestions to enhance our working environment and the operation of the Restaurant.

Teamwork

We cannot achieve our goals and provide the highest levels of service to our customers without working together as a team. Teamwork basically boils down to common courtesy and common sense. If a co-worker is overloaded and you're not, help them in any way you can. It's only a matter of time before they will return the favor. Pitch in to help a customer whether they are technically yours or not. If another employee hasn't quite caught on to something and you have, ask if you may suggest another way to do it. Genuine teamwork makes for a much more enjoyable and satisfying work experience and results in happier (and more generous) customers.

Communication

It is important for every employee to have a good sense of "what's going on" in the Restaurant. It is management's responsibility to keep everyone informed of ongoing changes and news affecting the Restaurant and our people. Such communication takes place primarily in pre-shift meetings, general meetings and by posting notices and information to the internet and "bulletin board" located in the hallway next to the bathrooms.

Safety

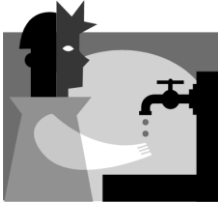


SAWYER'S is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- ▶ Wipe up spills immediately.
- ▶ Never run in hallways or the kitchen, always walk carefully. Even when it's busy, take small steps and pay attention.
- ▶ Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them.
- ▶ Report defective equipment or tools to a manager immediately.
- ▶ Never operate equipment unless you have been trained how to use it properly especially if you are under the age of 18.
- ▶ Pay special attention when using slicers. They are very sharp and move very fast.
- ▶ Wear nylon, no-cut gloves when cleaning slicers. If you don't have a pair, see a manager.
- ▶ Never try to catch a falling knife. Knives are easier to replace than fingers.
- ▶ Let people know when you're carrying anything hot. Don't be shy, yell out something like, "HOT STUFF COMING THROUGH."
- ▶ Don't put hot food or plates in front of small children.
- ▶ Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with your legs, not your back.

Sanitation



We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is **ABSOLUTELY ESSENTIAL** that **EVERYONE** follows safe food handling procedures. This is one area of the Restaurant where there is absolutely no compromise. **NEVER** take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we **ALWAYS** follow and enforce:

Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing. If you use latex gloves, change them frequently.

Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils clean. This helps to keep food handling areas and preparation tools free of bacteria.

Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.

Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 45°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 45° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."

Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

Dress Code



To maintain our image as an exceptional, high quality restaurant we need to dress the part. Following are detailed descriptions of dress for both the ice cream and kitchen positions. If you have any questions regarding our dress code please ask the supervisor/manager on duty.

Ice Cream Servers, Expeditors Dress Code

Shoes - Shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean. Socks must be worn with shoes.

Pants/Shorts & Belts - Kaki pants or mid-thigh shorts only. Pants must be long enough to touch the top of the shoe. Solid color brown belts must be worn with pants that have belt loops.

T-Shirts – Official Sawyers T-Shirts. Shirts must be in good condition, not soiled or stained.

Appearance - Clean and well groomed hair. Hair pulled back off the shoulder. Well groomed hands, fingernails and fingernail polish. Facial hair should be neat and well trimmed.

Accessories - No excessive cologne, perfume, make-up or jewelry. No earrings longer than 1 inch. Sawyers caps and aprons will be worn at all times while serving ice cream to the public.

Kitchen Dress Code

Shoes - Black work shoes with non-slip soles that permit walking safely on wet or greasy floors. No tennis shoes.

Pants - SAWYER'S issued kitchen pants only. They must always be worn to work clean and well maintained.

Shirts - SAWYER'S issued tee's only. They must always be worn to work clean and well maintained.

Appearance - Clean, well groomed hair, hands and fingernails. Facial hair should be neat and well trimmed.

Accessories - No excessive cologne, perfume, make-up or jewelry. Sawyer's caps and white aprons will be worn at all times.

Accidents and Emergency Situations



Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately. Managers are responsible for administering CPR, choking procedures or appropriate first aid.

Crime and Robbery

If you are ever involved in a robbery, ***DO NOT RESIST***. Statistics show that people, who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow employees and customers are our highest priority. Don't be a hero, always cooperate fully and do not resist!

Fire Protection

All employees must know the specific location and operation of fire protection in the Restaurant. The Restaurant is equipped with many fire-extinguishing systems in the ducts, hood, over the stoves and other cooking equipment that contains a dry chemical. They can be set off immediately by pulling the ring attached to each system. We also maintain hand held CO² systems located throughout the premises. Be sure to familiarize yourself with their locations Be very specific before setting off a fire alarm or notifying someone to take action.

If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.

Proprietary & Confidential Information

It is illegal to steal copy or communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes." Our internal business practices, procedures and recipes are of great value to **SAWYER'S**. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by **SAWYER'S's** owners. **SAWYER'S** will institute civil action against anyone who violates this policy.

Solicitation

Employees - There should be no solicitation or distribution of literature of any kind by any employee during actual working time of the employee soliciting or the employee being solicited. Working time does not include lunch and rest breaks. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including dismissal.

Non-Employees - Non-employees are prohibited from soliciting and distributing literature at all times anywhere on Company property. Non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area's public use.