2026 Handbook for Retail Employees

We sell awesome merch items that strengthen our brand!

&

We make sure everyone in the company
has something great to wear to work.
Each location and department
has its own uniform.

We used to have a 2nd gift shop on Duval with uniforms for the Duval Street locations.
We closed that store and we are transitioning some uniforms for those locations to consolidate stock / space.
This means we stock discontinued items until we run out of them.

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Quick start for Souvenir Merch:

Crazy Lady full color is our best seller

For less ink we also sell Crazy Lady 1 color

The Classic

Lazy Way IPA

Discontinued tees:

Double sided Stamp

Island Life Lager

Flying Monkey Souvenir Merch

FM Classic

Full color FM classic

1 color classic FM

These are the original Flying Monkeys logo. Only bartenders wear this as uniform.

These are alternate logos:

FOGARTY'S
& THE FLYING MONKEYS SALOON

Kitchen Uniform Guide:

All locations' kitchen staff receive tees with this on the front.

The back says STAFF.

They may also wear the FOH uniform if they prefer.

Uniform Sheet WELCOME to your FIRST DAY! To issue uniform, the first thing we do is identify what job you'll do and where. 1/1/25

Name: _____ location: _____

JOB THIS PERSON WILL DO: _____(# shifts/week):_____ Mngr initials: _____

Full-time kitchen and maintenance employees get 5 STAFF tees. Choice of color and men's/ladies' in stock, sizes up to 3X.

1. **Kitchen uniform Tees** Kitchen employees get enough STAFF tees for 1 week of work.
2. **Maintenance Uniform Tees** Maintenance employees get enough uniforms for 1 week of work.
3. **Brew house shirts at WFB:** Brew House employees get brewers shirts. These are only available at WFB.
4. **Retail** -MONKEY STORE & WFB GIFT SHOP
   At WFB gift shop, wear any WFB, Crazy lady etc tee, lounge pants.
5. **Front of House Restaurant uniforms**

Men may not wear tank tops to work.

I LOVE SERVING CrazyLadies

Caroline's Cafe	FOGARTY'S & FLYING MONKEYS	JACK FLATS	WATERFRONT BREWERY
Servers/BTs, support get 2 Caroline's or I LOVE SERVING CL tees/tanks.	Servers/BTs & support get 2 combo FM/FOG logo tees or I LOVE SERVING CL	Servers/BTs & support get 2 JF Fish or Mermaid Ts until they're gone then I LOVE SERVING CL	Servers/BTs & support get 2 WFB/ I LOVE SERVING CL or specialty beer tees or tanks (ladies)
Servers get a navy apron.	Servers get a navy apron.	Servers get a navy apron.	Servers get a navy or logo apron.

Caroline's Other Side and Abbey do not wear uniforms.

FOH may not wear lounge pants.

What exactly did the employee receive? (size, color, style) _____

Signature of employee X _____ date: _____

Clerk signature:

Clerk - Get a manager to assist you if you need help- do not leave the store unattended.

Always fill in the size so we can use it to properly gift other items.

WFB team members may wear any tees/tanks with WFB classic, Crazy ladies options, Lazy Way IPA, or Island Life lager.

In our restaurants we have Kitchen (not called back of house), FOH (front of house), and this gift shop.

We also have a brewery team in Miami with their own logos that do not say Key West.

2026 Caroline's Café FOH Uniforms

Year round

Cool weather

Discontinued (BUT ACCEPTABLE TO WEAR)

CAROLINE'S CAFE
KEY WEST

2026 Fogarty's Uniforms

Year round

Cool weather

Also acceptable

Bartenders only

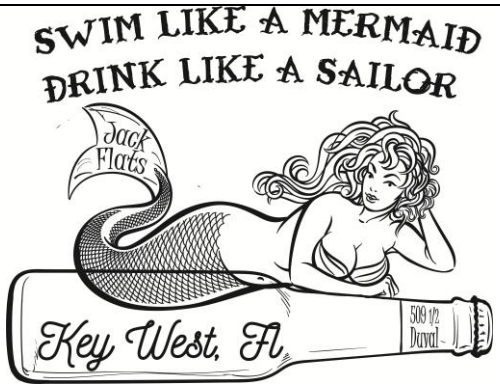
Possibly discontinuing
But acceptable to wear

2026 Jack Flats Uniforms

Year round

Cool weather

Discontinued (BUT ACCEPTABLE TO WEAR)



WELCOME!

We are excited to have you on the Retail Team! The purpose of our store is to promote and sell our custom products to further our brand recognition. This handbook is only for retail employees. We have separate handbooks for other departments.

New Hire Basics

1. Age-related Break requirement If you are under age 18 you must take a break every 4 hours. Since we usually do not have a way to give you a break, we typically schedule minors for only 4-hour shifts.
2. Work Offer Contingencies -any offer of permanent employment is dependent upon: Validity of I-9 documents & Validity of information supplied on employment application and other documents.
3. Availability Requirements
   Our minimum weekly schedule is 3 shifts for part-time employees.
   We are hiring primarily full-time employees who can work Fridays/Saturdays/Sundays and holidays as we are open 365 days/year. Preferential scheduling is afforded to accommodate childcare, worship services, etc.
   We appreciate employees keeping their commitment to us. We do not want to take advantage of employees' gracious availability to us. Please email winnie@tropicalsoup.com if we are asking anything that seems unfair.

90 Day Probationary Period

We have a required 90-day probationary period. After you are hired, we have this period to determine if you are indeed a good fit for our organization. During this time, we may discharge an employee for any reason or no reason at all, we may decide not to progressively discipline an employee, or we may decide that a new employee does not seem to be a good fit for our company.

Contacting Winnie

You'll have Winnie's cell #. Only text or call between 7a-4p please
winnie@tropicalsoup.com HR's # is 305.780-7913.
Winnie will call or text you to set up your company email.

If you need to reach restaurant managers, call the land line of the restaurant. Do not call/text/email managers on their personal cell phones or individual emails. Phone #: Brewery (305) 440-2270

Reporting Hierarchy

Retail employees report primarily to Winnie DeMent.
For each shift, there is a restaurant manager on duty (MOD). She/he is responsible for all operational decisions on that shift. This is who will take care of any concerns you might have regarding customer service, close out financials, etc. on your shift.
Get a manager and let him/her handle any difficult situations. This will preserve your positive interaction with the guest and allow you to get to your other guests as well.

Handbook, Posters etc

This handbook is an important reference. Access online to look up various topics.
You will see numerous posters hung in your workplace. It is important that you do not remove them, deface them, or damage them in any way. If any poster is missing or damaged, please alert a manager or email HR. *We hang up memos, send emails, and do various kinds of coaching to get you the info you need.*

Clerk Job Description

General Job: Brings in revenue for the Company.

Takes responsibility for the store during her/his shift. Helps guests in the store and over the phone. Cheerfully chats, upsells, suggests products, sells gift cards, presents products in a positive light, knows our prices/promotions, recommends our restaurants and products. Effectively uses the Point of Sale (POS) system. Keeps the store clean and attractive. Minimizes loss. Protects company assets.

Everything gets paid for. NOTHING leaves the store without payment or authorized certificate. Restaurant managers, for example, may not take retail items without presenting you with payment or a certificate.

Specifically, the retail clerk:

1. Stays alert. Stays in store. Takes responsibility for assets in the store, for the ringing phone, for the guests.
2. Learns our products and types of garments, colors, styles, etc- for example which beers can be sold in growler, what is the difference between a junior's ladies fit versus women's, a sleeveless tee versus a tank top, etc.
3. Secures coverage when needing to step out. Focuses on guests and store.
4. Greets guests when they enter. Asks if the shopper is looking for anything in particular (and direct them to that product or sell something similar). Makes a positive impression. Invites guests to return.
5. Refers guests to our restaurants. Mentions how great the food is. Looks for ways to build revenue. Only recommend ***our*** products & services.
6. Sizes all racks – smalls at front and then going back to XXL, 2-3 of each size. Constantly resets the smalls at front etc as guests move them.
7. Chats to make extra sales. Seeks to be the guest's one stop shop. Suggests add-ons for the person who is feeding her/his cat while she/he vacations or for her/his grandkid who goes college. Actively engages the guests.
8. Rings in products properly for collection of revenue and item tracking. Understands pricing, POS system, discounts and promotions, communicates about anything we don't have a button for.
9. Sells to guests that have payment in hand. Does not "hold" merchandise, pull items off sales floor, or stash items for anyone's later potential purchase.
10. Receives deliveries properly – see the section in this handbook on receiving deliveries.
11. Communicates via email daily. This is your vehicle to direct communication to Winnie and HR. What needs a POS button? What inventories need to be done so an order can be placed? What supplies do we need? Etc.
12. Inventory tasks. Full list of sizes and colors nightly as seen on schedule.
13. Takes "ownership" of the store- meaning keeps it clean, loops and visually inspects throughout the shift, keeps others from coming behind the counter, keeps others from hanging out in store, doesn't let boxes and other storage etc clutter the store. Understand the utility needs at entrances. Understands lighting, security, etc.
14. Gets along with others, is likeable and pleasant to retail and restaurant teammates, guests, managers.
15. Opening cleaning duties, daily side-work, cleaning as needed, closing duties, special projects as assigned.
16. Gains product knowledge – what we carry, where it is in store on display and back-ups. Differences in products -for example single wall versus double wall growler, 100% cotton clothing versus performance textiles, etc.
17. Works as part of a team to facilitate coverage for the whole schedule. Covers for others as needed.
18. Keeps mannequins in view as Winnie placed them. Does not remove displays or move them to storage room.
19. Answers phone if necessary, learns menu and other company information. Takes food orders and passes to BT.
20. Restocks daily from stock room and cabinets based on sales and inventory in store.
21. Arranges window and other displays on direction from Winnie. Makes suggestions.
22. Places products only as directed. Additional tasks, skills, and knowledge to be developed with supervision.

Requirements:

A) Must be able to work "full duty" – lifting boxes of goods, standing for hours, bending, etc.
B) Must typically work without breaks except for restroom breaks (have a manager cover the store).
C) Must work well with others, problem solve, and do basic math.
D) Must communicate clearly and courteously to guests and coworkers on the phone, via email, and in store.
E) Must be able to operate email, inventory spreadsheets, etc on desktop.

Who are we?

Tropical Soup is a family-owned company with five locations. The ownership, Joe Walsh and Winnie DeMent, have run restaurants in Key West for decades. Our restaurants are a source of pride. We believe in One Human Family.
We have a great team of managers and coworkers to support you. You are our community, and we want you to succeed.

CAROLINE'S CAFE KEY WEST	FOGARTY'S · Key West, Florida · & THE FLYING MONKEYS SALOON
Caroline's opened as a small café in 1999 and has expanded several times. It offers outdoor café dining & tiki bar on Duval. Set to reopen soon: Caroline's Other Side with craft cocktails and The Abbey at Caroline's which 1st opened in 2018 offering craft beer and more.	**Fogarty's** opened in 2000. Known for huge portions of delicious food, not to mention the famous frozen cocktails, Fogarty's and the Monkey Bar offer a festive atmosphere 365 days a year.
Jack Flats Key West	Open since 2003, **Jack Flats** is the ultimate location for sports lovers. We have tons of TVs to watch all the games. The menu includes comfort style dishes like Pot Roast, Shepherd's pie, and tater tots. Known for the long bar going all the way down the restaurant, air-conditioning away from the KW heat, and staying open late, this is a locals' favorite. We also stay open during most hurricanes even when other locations close.
The Waterfront BREWERY KEY WEST, FL	At the Waterfront Brewery, you have many locally brewed beers to choose from. Crazy Lady, Lazy Way, & Island Life are on tap and in cans throughout the Keys and South Florida.

Company Culture

Beyond the establishments, who are we? As a company, we are a composite of decades of growth and expansion together. We are passionate about:

- **AWESOME BRANDED MERCH!**
- **EXCELLENT FOOD AND BEVERAGES**
- **PROGRESSIVE WAGES**
- **RESPONSIBLE ALCOHOL SALES AND CONSUMPTION**
- **POSITIVE & SAFE WORK ENVIRONMENT**
- **RETAINING THE BEST EMPLOYEES**
- **TRANSPARENCY AND FAIRNESS**
- **ENVIRONMENTAL STEWARSHIP**

We appreciate and value each employee on this team. Every employee deserves a safe workplace, both in terms of physical safety and in terms of security from harassment. Thank you for being part of this ongoing pursuit and for alerting us to any threats to positive morale or physical safety. Actively participate in training and communication. This makes us the best workplace in Key West!

We thank you for helping us to be an environmentally conscious business!

- Limit use of plastics – Do not automatically give a bag for each retail purchase. Only provide a bag if the guest insists.
- Recycle. Cardboard and paper from deliveries go to the recycling station outside. We also create items that can be recycled and purchase recycled goods.
- Composting – Spent grains from our beer production and much of our cardboard waste are composted.

We hope you love working here. Give us your FEEDBACK! We want to keep you! If you are unhappy, don't give up on us. We can transfer you to a new department (and possibly even a new location) if you are dissatisfied in your current assignment. There may be something we can do to retain you as an employee.

Team retail rocks! Who's Who at the time of this publication:

Who	Email	Phone	What they'll help with
Winnie DeMent	winnie@tropicalsoup.com	305.942-9765	Schedule, orders, prices, displays, policies
Steevy	steevenson@tropicalsoup.com	305.741-8184	Trainer
Christina	christina@tropicalsoup.com	305.703-3968 text @ work, 440.644-5570 phone	

PLEASE EMAIL WINNIE RATHER THAN TEXTING UNLESS IT IS AN EMERGENCY, THEN CALL HER.

We operate on a merit-based system.

Most valuable Players

- Are you fully available to be scheduled for any shifts?
- Are you bringing a professional, positive, can-do attitude?
- Are you a teammate we can count on to show up and do well?
- Are you skilled at the position?
- Are full time and employed for over 1 quarter?

If so, you receive a quarterly MVP reward!

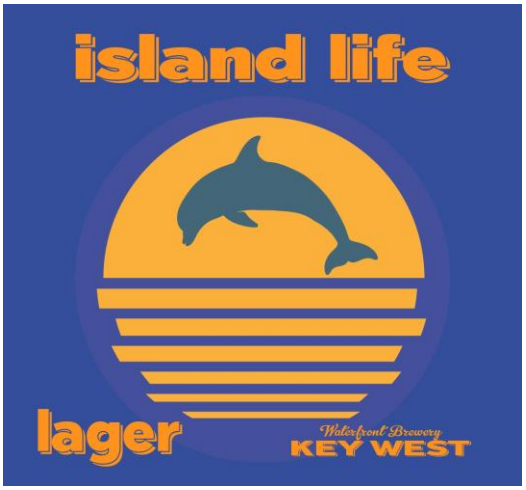
- *Availability is critical.* We are open 364 days/year and we need to be able to staff all shifts. (Closed on Christmas at this gift shop location.)
- *Shift coverage!* Swap amongst yourselves as needed. Cover your own shift if sick or unavailable.
- *Workplace attitude, stable mood, teamwork, outgoing cheerfulness/smiling, initiative, and courtesy*.
- *Professionalism, boundaries, and common sense* increase your value as an employee as well.
- *Attendance matters a great deal.* In order to do a great job you need to be here, be on time, and be prepared. If you miss work, particularly without covering the shifts, it damages team morale and causes problems for others.
- *Willingness to help* the team when needed is a key component of your merit. If you do not answer your phone or don't help when needed, then others will not be as likely to help you. Employees who cover shifts when needed are valued and respected for making this team a priority.
- After workplace courtesy, professionalism, and availability/attendance/willingness to help, we judge the more specific aspects of your *skills/ performance* and how they compare to others. "Seniority" is based on merit, not the amount of time you have been with the company.

If you are unsure what your merit is in our organization, then we are not doing our jobs; and we need to clarify your status with us. You may request a written evaluation at any time.

Our Beers

HONEY BLONDE ALE - WATERFRONT BREWERY - KEY WEST
CrazyLady

KEY WEST
TruMan
DOUBLE IPA
• TIME WELL WASTED •


island life
lager
Waterfront Brewery
KEY WEST

PUDGY
belgian wit
PELICAN

Lazy Way IPA
Key West

355d
NEIPA

Methods of Payment:

This company accepts the following types of U.S. currency - cash, our own plastic Gift Cards, Visa, MasterCard, Discover, and signed U.S. travelers' checks.
We occasionally change which cards we accept. Check with a manager if you have any questions.

You are responsible for verifying any type of funds.
We do NOT accept Am Ex.

Paper Gift Certificates

Always tell your MOD if someone tries to pay with a paper gift certificate, so we can verify authenticity. Paper certificates are unusual and must be verified before you accept them.

Plastic Gift Cards - Unlike paper gift certificates, a plastic gift card has typically been paid for at full retail value. Therefore, the plastic swipe gift cards may be used like a credit card for products and/or for a tip.

Authentic versus Counterfeit Bills

It is your responsibility to glance at all bills and to particularly check each $20, $50 and $100 for authenticity. Do this in front of the guest before you accept/put in drawer. Feel for the ridges on the president's coat collar AND read the strip inside the bill. Some counterfeiters take $5 and make them into $50s. So 1) a counterfeit pen won't detect and 2) there is a strip inside (but it is the wrong strip). Look at the strip to make sure it says 50 U.S. or 100 U.S. and not 5 U.S. If you have any questions, send another staff member, or use a walkie talkie to get the MOD. Ask the guest for another form of payment. If someone tries to pay in counterfeit, call 911.

CREDIT CARDS

- Only an authorized user of a credit card may use it.
- It is illegal to forge anyone's signature - this includes a scribble on a slip. Do not write any scribble or notes on the signature line.
- As per the state attorney's office- because credit card transactions electronically cross state lines, law enforcement treats each suspected fraud of any amount as a potential felony offense.
- Get a manager any time there is a question about a card, a tip, the guest's intention, etc.
- Retail transactions via phone will not have a signature of course.
- Chip technology and other updates are changing rules for credit card transactions. Stay tuned for changing regulations.
- See page 33 as well re credit cards.

Travelers' checks

Watch the customer sign the travelers' check. Do not accept traveler's checks of currency other than U.S. funds- read carefully to confirm US Dollars.

Access Restaurant MOD

When to call the MOD on the walkie talkie- Any strange or unsafe situation. Any injury. Any visit from police or similar entity. Any crisis or guest problem.

Call 911

If you feel unsafe, there is a disturbance, or there is a medical emergency, call 911.

Your Retail Work Area-

Keep it Beautiful! You have the largest area of responsibility of any employee in the company. You must constantly be looping throughout your work area, talking with guests, folding, cleaning, and visually inspecting the guests and the premises.

REGISTER SPACE: Do not allow anyone behind the counter.
DRAWER: You will be held responsible for any overage or shortage in that drawer (although you should list anyone who had access to it on the warning).

STAY IN THE STORE: Do not leave to find a manager – use walkie talkie. If you need to use the restroom, have a manager watch your register/store while you step away.

The tools of your retail area – broom and mop, price gun/ink/stickers, calculator, scissors, tape, etc belong to your department. Do not allow others to take those.
*Keep cleaning supplies, etc in the cabinets, not sitting out for guests to see. Retail does not share mop, broom etc with the restaurant. We have separate equipment.

KEEPING EMPLOYEES, DELIVERIES, FOOD, ETC OUT OF THE STORES:
Do not allow others to use the store for inappropriate storage or pass through. The store is always to be attractive and neat.
Stacks of boxes, restaurant deliveries, carts, items to move later should not be in your area.

Do not allow servers or others to congregate in your store unless they are shopping. Politely ask that they leave your workspace. Likewise, do not wander out into their service areas or guest areas when you are bored. Coworkers in the restaurant will of course assist you (or you assist them) in an emergency.

If servers need change, restaurant managers have petty cash for this purpose.

PROTECT MERCH FROM SPILLS, SPLASH, ETC
No food or open drinks in the retail stores. You may only have a drink if it has a lid and you keep it sealed. If you see guests sloshing full drinks, offer them a safe place to put their beverages while they shop.

We do not allow delivery people to bring hand-trucks or carts of soda, food, beer, etc through the store. As they walk through, they brush up against our racks of merchandise and get syrup from the soda boxes and other food products onto our merchandise, ruining our company property. They also track in mud and grease onto your floors.

Receive your drawer

Do not open prior to having your drawer.
Count cash and gift cards in front of the manager. Rectify any discrepancies before you take possession.
Confirm there are no items in the drawer other than money and inventoried gift cards.

MAKING SALES

- Loop throughout the store

Approach guests; get out from behind the counter, the job is out on the floor.
Assist the guest in selecting various appropriate items, asking questions, and making suggestions.

- The Upsell- ways to add revenue.

1. Verbally suggest items that meet their needs or complement their ensemble/trip/previous purchases.
2. Impulse buys at the counter
3. Referral to our other restaurants.

- Ringing in Items for Guests to Purchase:

This is why we are here! To sell things and bring in revenue for the company! Each item that you ring- confirm visually that the POS register is charging the guest the correct price. All transactions take place at the register. Never take payment from a guest anywhere in the store except at the register.

Use Correct Button on POS

It is important that you use the right button. Using an alternate button with the same price will ruin our sales tracking and inventory. If we do not have a correct button use Open Retail to charge the guest the correct amount. Then alert us so we can get the button corrected.

Cash Management

Confirm what the guest is giving you- <u>both verbally and visually.</u>
When the guest hands you bills, you clearly say it/confirm what they are handing you- “Out of Forty” for example. Examine the bills visually and tactically to confirm authenticity. (see counterfeit section)
Lay the bills across the top of the register/till while you make change.

Do not do anything between taking the guest’s money and laying it across the till.
Never go to your purse or into your pocket or anywhere else for example. Not to make change. Not to do something personal. Not to put away a tip from a guest. If there is something unusual about this transaction or this guest or if there is any reason for you to do anything unusual, get a manager. Do not deviate from the clear cash management path of receiving the money and putting it in the register.

Your actions with the register are to ring items in and put money in register. Do not run your sales report, count drawer contents, add non-money things into the drawer, or otherwise tamper with the drawer.

Stepping Away from Register

Get coverage for your register if you need to use restroom or step away.

Close out Procedure

Pull all credit card tips at once at the end in one closing transaction (do not pull per tip transaction).
At the end of your shift the manager will count your drawer as you watch.

No Return or Exchange Policy

We have a no-return policy on retail merchandise. Once in, money does not come out of the register.
We must maintain a clearly posted sign that tells our guests that no returns or exchanges are allowed.
Let Winnie know if the sign is missing or obscured.
Employees are not authorized to issue a cash or credit card refund.
******If a customer is trying to return an item they purchased on some other day, then the answer is a polite no. That is why we have clearly posted signs. If the guest begins to complain about the no-return/exchange policy, close/lock your register, ask them to hold on, ask a co-worker to get a manager quickly.

Exceptions

*The point of the no-exchange policy is to prevent taking back something that a guest could have damaged. If a guest were to pay for something and then moments later ask to exchange for same size, different color (and our shirt is still in our bag, they have been standing right in front of you, there is no way that the merchandise has been damaged)….this is when we would want to make an exception.

Discounting Policy

Retail clerks may discount damaged merchandise 10% in order to make a sale. Do not offer if not necessary.

Maintaining the Store

CLEANING IS DONE THROUGHOUT EVERY SHIFT! Cleaning is an everyday thing we all do throughout the shift. Clean at the start of shift and set up store. Loop throughout the shift. Dust, wipe down surfaces, refold shirts.

The PRODUCTS USED IN RETAIL STORES are what you'd use at home (rather than industrial products like the restaurant may use).

OUR RETAIL STORES UTILIZE -

1. SWIFFER DUSTERS for shelves, fixtures, etc.
2. Sanitizer for surfaces.
3. LINT ROLLERS FOR THE MANNEQUINS.
4. Windex & paper towels for glass surfaces and glass shelves
5. Never use Windex-like cleaner on wood- it strips the wood finish/stain
6. Pledge on wood surfaces.
7. WE USE FABULOSA FOR FLOORS.

***remove all merchandise before you spray a shelf or surface!

The retail trash can should not hold food waste.

1. Don't let servers put food garbage in your trash.
2. Retail trash gets emptied each evening at the end of PM shift -even if it is not full.

****Do not put stickers on the wood racks or furniture pieces. Getting them off will strip the wood finish. You can put stickers on glass shelves.**

Clerks are also tasked with cleaning the floors.

Opener mops and closer sweeps. Move racks to get under everything!
Use only the retail brooms/mops since the restaurant ones can have grease etc on them.

Receiving Deliveries

- ✓ Sign for the delivery if they allow you to; otherwise provide your name to the delivery driver.
- ✓ Verify the boxes are for us, not a neighbor.
- ✓ Count exactly what has been received in what quantities.
- ✓ Inspect the items. Verify that they appear to be in good condition and to our specifications. *Custom printed shirts must be inspected as we count them- any rips, stray ink, incorrect colorations, etc must be set aside immediately and get direction from Winnie. If it is one isolated tee she might direct that go in the bin of mannequin clothing (and we'll display the side that is not damaged). If it is the whole order, if will get sent back in the same boxes it arrived in.
- ✓ The colors of the tees and the ink colors are custom chosen. Alert Winnie if something is unusual.
- ✓ Email Winnie regarding the delivery- quantities, condition, etc.
- ✓ Check off each item. Sign and date the invoice. Use a regular black pen, no highlighter or similar. MAKE SURE YOU HAVE SIGNED, DATED, CHECKED OFF ANY INVOICES/PACKING SLIPS.
- ✓ Verify pricing in the POS. Get any new prices you need.
- ✓ Write the retail price on the invoice as you check each item in.
- ✓ Record this new inventory on your inventory sheet if you have one.
- ✓ Items get priced <u>before they get put in the storage room</u> <u>or store.</u>
- ✓ Do not stock or sell anything from the delivery until all this is done.
- ✓ Stock shipping supplies to recycle and reuse.
- ✓ Break down boxes. Ask the manager or cleaner to remove them from the store. You stay in the store.

Pricing

Typically we x 2.3 and round up to nearest dollar. We use the price we pay so if something is on sale to us, we multiple the sale price by the 2.3 rather than using the original price.
Winnie sets all the prices and pricing policies.
Call for clarification if we have never priced this item, there has been an increase in wholesale price, etc.
It is imperative that we do not have 2 of the same item with different prices. Frequently loop through the store and confirm that everything is priced properly.

Tags, signs

Everything must have a price.
Tees and socks have prices on racks/signs.
Small add-ons like bottle openers might have a price on the basket/bowl.
Signs attach with plexiglass clip. Never put stickers on shelves, furniture, hangers, wood surfaces, etc.

Stuffed animals, novelty signs, and other items are priced per item <u>on the tag or back</u>.
Do not put stickers on the beautiful part of the item.

Use the price gun. If the price gun is not working, tell us in your recap; and write a price on the little stickers that would normally feed into the price gun until it's fixed.

Items get priced at time of receipt into the store, then they are stocked into store or storage room.

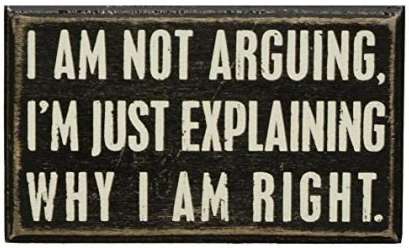
Use our pricing gun/stickers and price as instructed.
We don't put stickers on racks, slat wall, or furniture.
We do not write it directly onto the item with marker.
We do not put multiple stickers on an item.

Custom Wood Signs

We price them by the letter
$5 per strip for the first 8 strips. So an 8-strip sign is $40.
Then $3 per additional strip. So a 9-strip sign is $43.

EXAMPLE OF SAYING ON SIGN	# OF STRIPS	LENGTH OF BOARD	COST
(spacer)KW	3	6 ½	$15
I(heart spacer)KW	4	8 INCHES	$20
CONCH	5	9 ½ INCHES	$25
SOCCER	6	11 INCHES	$30
DIVE(spacer)KW	7	12 ½ INCHES	$35
KEY(space)WEST	8	14 INCHES	$40
GOOD(spacer)LIFE	9	15 ½ INCHES	$43
IT'S(spacer)A(spacer)BOY	10	17 INCHES	$46
IT'S(spacer)A(spacer)GIRL	11	18 ½ INCHES	$49
SOUTHERNMOST	12	20 INCHES	$52
OVER(spacer)THE(spacer)HILL	13	21 ½ INCHES	$55
FRANK'S(spacer)GARAGE	14	23 INCHES	$58
HOME(spacer)SWEET(spacer)HOME	15	24 1/2	$61
CLASS(spacer)OF(spacer)2019(spacer)KW	16	26 INCHES	$64
MRS. (spacer)ALWAYS(spacer)RIGHT	17	27 1/2 INCHES	$67
CAROLINE'S(spacer)CAFE(spacer)KW	18	29	$70
HITCHED(spacer)IN(spacer)KEY(spacer) WEST	19	30 ½	$73
(spacer)MIAMI(spacer)DOLPHINS(spacer)	20	32	$76
(spacer)UNIVERSITY(spacer)OF(spacer)FLORIDA	21	33 ½	$79

This is an example of a box sign:



Primitives by Kathy 20515 Classic Box Sign, 5 x 3-Inches, Not Arguing

TYPES OF CLOTHING

(These are the names we want to call the various types of clothing)

UNISEX TEES: tees worn by adults - both men's and ladies. We carry unisex tees in short sleeves and long sleeves.

LADIES TEES: a general ladies' tapered cut in the waist and smaller "cap" sleeves in short sleeve tees. Less "boxy" than unisex tees. Sometimes ladies' items also have an L on the tag.

WOMEN'S TEES: a more relaxed cut (more room in the mid-section)

JUNIOR'S TEES AND TANKS: a tighter, more fitted cut (less room in the mid- section)

MEN'S TANKS: tanks made for men are cut very deep in the arms. These are not uniform. We do not stock these at present.

CHILDREN'S or "KIDS" TEES: unisex clothing for ages 2 to teen - petite or short waisted ladies sometimes like to wear the larger kids' tees so there is less bulky shirt tail to tuck in.

ONESIES (aka creepers) – infant clothing with the snap feature at the crotch that can be worn as a shirt under shorts/skirt or can be worn alone. We do not stock these at present.

HOODIES – pull-over unisex outerwear with hood
CREW NECK SWEATSHIRT – pull over unisex outerwear, no hood

ZIPPER HOODIES – some of these are unisex and some are ladies, look for a tapered versus boxy cut

PERFORMANCE HOODIES – thinner material meant to pull sweat away from the skin while you exercise while still keeping you warm

Raincoats & Ponchos – raincoats have sleeves, ponchos pull over your head.

Issuing Uniforms

As a Monkey Store clerk, be familiar with ALL employee uniforms as you will be issuing them to employees in exchange for their certificates. Confirm the employee's name is legible at the top and that you know what location and job you are outfitting them for.
You fill out your part and initial. Then have the employee sign where they are supposed to.

Uniform Sheet WELCOME! To issue uniform, the first thing we do is identify what job you'll do and where. 6/1/21

Name: _____ Type of employee: (nontipped, indirectly tipped, or tipped) _____ _____

location: _____ (# shifts/week):_____ Mngr initials: _____

***If nontipped then the # of tees = #** of shifts per week. If tipped or indirectly tipped, employee gets 2 tees.

1. Kitchen & Maintenance Uniform Tees **Only available at the MS Kitch/maint employees get enough uniforms for 1 week of work.

Full time employees get 5 kitchen tees. Choice of color and men's/ladies' in stock, sizes up to 3X.

2. Brew house shirts at WFB: Brew House employees get brewer shirts. These are only available at WFB. These are mechanic style button up the front. They have WFB logo or one of our beer logos on them.

3. Retail -MONKEY STORE & WFB GIFT SHOP At MS, wear any FOH company t-shirt: C/F/J At WFB gift shop, wear any WFB, Crazy lady etc tee, lounge pants.

4. Front of House Restaurant uniforms (directly and indirectly tipped)

Caroline's Cafe	FOGARTY'S & FLYING MONKEYS	JACK FLATS	WATERFRONT BREWERY
Servers, delivery drivers, BTs, hosts, and FRs get 2 Caroline's tees/tanks.	Servers, BTs, hosts, and FRs get 2 combo FM/FOG logo tees or they may wear a navy or white polo from their own closet.	Servers, BTs, hosts/fillers, and FRs get 2 JF Fish or Mermaid Ts	Servers, BTs, hosts/fillers, and FRs get 2 WFB/ specialty beer tees or tanks (ladies)
a **hunter green** apron.	a **navy** apron.	a **navy** apron.	a **navy** apron.

aroline's Other Side and Abbey do not wear uniforms. Men may not wear tank tops to work. JF polos are reserved for managers. FOH may not wear lounge pants.

What exactly did the employee receive? (size, color, style) _____

Signature of employee X _____ date: _____

Clerk signature:

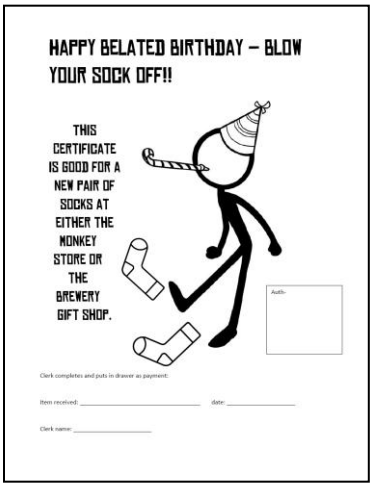
Get a manager to assist you- do not leave the store unattended.

This employee is new. Welcome them to the company!

Employees may also have reward certificates, happy birthday socks certificates, or similar.

Certificates should be originals signed by Winnie/HR.
Know signatures/initials.
Do not leave the store unattended to get employee uniforms.
Get a manager to cover the register if you need to go to the stock room.

Employees should not visibly wear rude slogan socks to work.



FAQs about uniforms

Why do kitchen employees get 5 shirts and FOH employees only get 2?
The kitchen employees' work environment (grease, bleach, heat, knives, etc) causes more wear and tear on their uniform clothing. On average they work more hours per week meaning less time between laundry opportunities.

How do the employees get more tees?
We issue rewards each quarter (either cert for goods or cash they can use to buy). We also give uniforms as gifts.

Where do the various employees get their APRONS?
Caroline's uses Hunter Green. JF, Fogarty's, & WFB use Navy Blue. Both stores stock navy aprons. The Monkey Store stocks and sells FOH tees for all locations other than WFB and aprons and kitchen tees for all locations. Aprons are also for sale, but employees are not required to purchase these items from us; they can wear/use from their own closet.

What sizes & styles do we stock?
We stock all sizes from small to 2X in unisex tees. We have some youth sizes for very petite people (and less shirt tail to tuck in) and some 3X and 4X. If we have an employee that we cannot be clothed with stocked uniform, let Winnie know immediately so we can order proper sizing.

If we sell it, can they wear it?
No, employees should read their handbook and speak with their managers rather than assuming they can wear something or expecting you to limit their sales/police their work attire. They might be buying something for a gift or leisure wear rather than to wear to work. Men may not wear tank tops to work for example but if someone buys it, you are assuming they wish to wear it to the beach. Ball caps and outerwear worn at work must have our logo. We make tees for special occasions only. We might carry a shirt for St. Patrick's Day for example. Employees can't then wear that to work the rest of the year.
Read the uniform sheet carefully – it tells you what the new hire may choose.

Can retail or restaurant employees "borrow" something from the store, wear it for a while and then return it?
No. Yuck. Alert a manager if you have any reason to believe anyone has been doing anything like this.

What can we do to stay warm when it is cold? Mostly we wear long pants/ company outerwear, and we layer underneath for warm so that our logo is on the outermost layer. Employees who do not work with food – retail clerks and hosts primarily- can wear gloves and scarves if they wish. Retail clerks can wear a non-company hat like a beanie if it does not have another company logo on it.

What discount do employees get?
25% off

Utility

Monkey Store –
Is the Air Curtain working? This will keep some of the dust out of the store.
Is the Fan turning the correct way (clockwise) in order to push air down and cool the store?
Is the Thermostat at the secondary storage area set properly (74 degrees) so it won't freeze up?
Do you have working walkie talkies to reach the MOD?
MS Presentation: Fill racks and baskets to be seen by guests in the restaurant.

WFB Gift Shop Utility
Once a week pour your lavender scented mop water down the drain in the cabinet.
Do you have working walkie talkies to reach the MOD?

MANNEQUINS & DISPLAYS

Dressing mannequins

*Keep the wooden topper on the busts, keep all arms and legs on the full body mannequins.
**Do not use a brand-new item on a mannequin unless directed to do so. We have laundered items that we are not selling that are there for mannequins to wear for display. There will be a ribbon safety pinned to the tag. * WE SAFETY PIN A PIECE OF RIBBON TO THE TAG IF THERE IS A SMALL STAIN ON A TEE AND IT CANNOT BE SOLD FOR FULL PRICE
**Always keep gender appropriate clothing on proper mannequins – do not put a ladies' tee on a man mannequin or visa-versa.
**Use proper size for good fit. Mannequins usually take a small in ladies and a medium in men's.
** Always put them on the way a person would wear them, not backward for example.
**Never use tacks to pierce the clothing without permission (permission might be granted for an already un-usable tee)
Let Winnie know if a mannequin needs repair.

Mannequin Placement

A. Always in the stores, <u>never</u> in storage rooms.
B. In clear view with good visibility, not in corners of the store.
C. Directly next to or above the product they showcase.
D. With attractive matching clothing- tee, bottoms, and hat
E. 1 accessory at most. Don't crowd the mannequin with too much stuff.
F. Mannequins can have 1 company buff/gator/hoo-rag around their neck.
G. Only put Halloween masks on mannequins or other add-ons with permission, we want to do this as part of a coordinated theme.

Ideas about themes or displays? Email <u>winnie@tropicalsoup.com</u>

We would love to hear your ideas. Don't change anything without permission. Let's talk first. Displays take time, coordination, and attention. A key to making a new display is to have all the hardware and support items you need ahead of time and get it done quickly in the morning prior to opening. Don't start a new window display mid shift.

Most tees are folded**.** Tees are more attractive this way. They do not look as good hung up on hangers.
Don't change folded items to hanging without asking Winnie.

Soiled Retail Clothing –

The store has a spot for items for Winnie to pick up or examine- <u>BUT don't pile endless things there. It is MUCH better if you sell the items at 10%.</u>
If you put items in Winnie's spot, bag it and label it and put your name, what the problem is, and date on the slip.
When you take clothing off a mannequin – it is usually fine, examine it, re-shelve, or hang it if it is not used/washed.

Ribbon to indicate a display item

If a tee is used/washed, it must have a ribbon on the tag and this goes in the designated spot for display items.

Communication

Company email - It belongs to the company and the company governs what you do with these emails.

1. Your company email (name@tropicalsoup.com) is not your personal email or personal property. Only use it for company business- ie communication with other team members.
2. Never forward, copy, or blind copy these emails to your personal email or to anyone outside the company.
3. Do not sign up for subscription services like social media notifications, e-magazines, catalogs, blogs, etc. using your company email.
4. Your company email is not private. Its contents are work product. You may only use your company email for work reasons, while clocked in for work.
5. Log off each time when you are done using your email at the store. Do not save your password there. Check for open composing/draft windows and save them, then exit the browser. Do not read another person's emails. If someone else leaves her/his company email up on the store computer, tablet, etc, simply log out of it.
6. If you forget your password or have any email issues, contact Winnie.
7. Save emails containing instructions, prices, expected deliveries, reminders, etc.

Computer or tablet Access:

WFB Gift Shop has a computer in the store. MS clerks may use a tablet.

Professional Etiquette for texting and calling each other:

- Do not call or text people before 8a to cover a day shift or before 12 noon to cover an evening shift. Do not text or call coworkers after 6pm or in the middle of the night.
- Secure coverage 24 hours before your shift whenever possible. Leaving it to the last minute is inconsiderate if it can be avoided.
- No one is allowed to work off the clock so limit your calls to shift coverage. Do not call or text coworkers to ask where the stapler is, they are not clocked in/being paid so they are not working.

Shift Recaps

1. Do your recap while you are still clocked in. Do not send from home/off the clock. You may send schedule requests or similar when you are not working.
2. Send to winnie@tropicalsoup.com sabrina.walsh@tropicalsoup.com geneveve.bledsoe@tropicalsoup.com
3. In subject line, say either MS or WFB so we know where you were. Include the date.
4. Shift recap is just for shift info. Please do not embed schedule requests, grievances, etc in your recap or we might miss them. Send those in a separate email with SCHED REQUEST etc in the subject line.
5. List any deliveries received and any/all pertinent information related to those deliveries. Scan and attach any accompanying invoice. Delivery information is VERY important. EXACTLY what is received and how it looks. Photos attached via email is key (please don't text them).
6. *It is best if you put the official color names on inventory sheets and use those (if you don't know, then ask) so it is clear what you are communicating. If the t-shirt company calls a shirt teal and you think it is aqua and you call it aqua, they probably have an aqua shirt too (and maybe we even carry that with a different design) so then it gets confusing- what did we actually receive? Same for ink colors.
7. Attach assigned inventory reports for Winnie. Suggest what you feel needs to be inventoried.
8. Tell us about any items to be shipped. It is YOUR sale so don't leave this out, it is part of your shift.
9. Equipment/supply issues –Requests – cleaning supplies, kraft paper for wrapping glassware, treasure box toys, stickers for price gun, etc. Has your handbook or menu book gone missing?
10. Pricing, product, register concerns- POS buttons, requests to transfer product from other store, etc.

Beer Items

In the WFB gift shop you'll sell various growlers.
When working, confirm that you have an up-to-date beer list.
Confirm which ones can be filled in the growlers.
Guests who want to fill growlers buy the growler from you then take it to the bar. Make sure you talk with them about which beers they can fill the growler with so there is no misunderstanding. You don't want to get stuck having to do a return exception because they wanted a growler full of a beer that we don't sell in growlers, but you didn't chat enough for them to know this and now they are frustrated with the wait etc.

Sale of Beer in cans

AT WFB Gift Shop we sell 6 packs of our beers.
Guests purchasing beers by the 6-pack must show valid ID.
Canned beer sold as a 6 pack may <u>not</u> be consumed on premises.

Schedules

- You are scheduled because we need you and are counting on you based on both parties agreeing to this employment relationship.
- We need reliable employees just as you need a reliable employer.
- Look after your schedule. Save your schedule email rather than calling in or hoping you remember.
- All requests – for less work/more work, for dates off, for vacation, for different work -whatever it is – must be via email.
- Requests are due Monday for the following week.
- When evaluating schedule requests, we use a combination of common sense, company policy, and some degree of first-come-first-serve or luck of the draw.
- You may switch shifts with other staff if the person is similarly trained and up-to-speed on all the duties of that shift.
- We have a 3-shift per week minimum regular schedule for active employees. (Not counting approved vacations.)
- We are open 365 days a year and employees will need to work holidays.
- Tell us what your sched request is for; we will do our best to accommodate you. If you have children or attend religious ceremonies on a holiday, for example, tell us this in your request so we know to give that request priority attention.
- Schedule requests are REQUESTS. Do not demand time off. Do not book airfare or make commitments without first getting approval. Failure to come to work on a scheduled shift, whether you requested off or not, is a No Show No Call.
- Approved Schedule Requests are usually listed at the bottom of the schedule each week. If you do not see your dates listed there, you must presume that your request is unapproved/not received and see the schedule writer.
- We have black out and brown out dates. Before you make a request, check this section of your handbook. Also look at the posted schedule and see if others are already approved for that time off. *Think before you make plans.*

Availability

Availability is part of your value to the company. Limiting your availability to us limits what we can offer you. The most valuable employees who cover the late nights, the holidays, the weekends, and the vacations of their coworkers.

- Retail is a small department. Only 1 or maybe 2 people can take off from work at the same time.
- This is a real job. Don't tell us someone has bought you tickets, and that you are going away without approval. Let your loved ones know now that you have a professional job that you value, and that your employer requires that you work as scheduled. We expect reasonable requests and consideration for your teammates, the guests, and your employer.
- **Outside Work or other restrictions negatively affect your Availability** If you wish to change your availability, we may or may not be able to honor what you have in mind. Rather than coming in with a decision already made that hurts your employer, discuss it with us so we can best accommodate everyone! If you accept a 2nd job that requires you leave before a normal out time or arrive later than a normal in time or that makes it impossible for you to close or to open, you have just made the rest of team responsible for your share of such duties without checking with those coworkers. It is unfair to the whole team when one person does not have to help with the shared responsibilities.
- If we decide we can honor a change in availability, we may need 2 weeks notice to adjust the schedule, so plan ahead. We need to verify if you qualify for leave. Don't make sudden changes to your availability without consulting your employer except in emergencies. If you are hired for a full-time job with us and then one day with no previous discussion say from now on you can only work XYZ shifts or maximum ABC hours, this is essentially you are quitting the job you were hired to do (with no notice) while at the same time asking us for a new part time job. We have been counting on you and this hurts the company. Don't ask us to care about your needs without caring about ours.

Attendance & Time Off

Missing Work creates huge problems. We scheduled you because we need you in the store!
YOU MUST COVER ANY MISSED SHIFT YOURSELF unless you are ill.
Get your co-workers phone #s. *If you miss a shift without covering it, it is at minimum a mandatory warning.*

Time off cannot be granted during blackout dates. This policy exists to keep us in compliance with pertinent laws and regulations.
FMLA will be approved if you qualify -- see that section.

On holidays and during blackout dates - regular schedules get changed up- if your regularly scheduled days off fall on Christmas and Christmas Eve, you do not get both these days off if you don't have kids or attend religious services on both. Be prepared to deviate from your usual schedule.

"Set schedules" are not good for the stores.

When approved, they are a generally accepted agreement, not an overriding contract with your employer. Other employees' needs must be considered.

Evacuations: The only time we deviate from our posted schedule is during severe threatening weather such as a hurricane. If we are having a hurricane evacuation order that specifically states for you to leave, you are excused from work: just call us from the road to say you have left. Listen carefully to advisories and check the county government website to understand what the advisories mean to you. Take travel conditions into consideration. If you want to be gone even after the evacuation has been lifted, contact us to request extended time-off from work. Call us to let us know that you are OK and when you would like to return to work.

Bereavement: If you have a death in your family, we are sorry for your loss. Make plans as needed and please contact us. We will cover your shifts for you if you cannot. You will be excused from work. You do not need to qualify for FMLA (Family Medical Leave Act) etc. to get time off for a funeral. We may sometimes require some information related to your time off.

Limit to length of Vacation

Vacation must be 14 days or less to remain actively employed with us unless you qualify for extended time off such as bereavement leave, work comp medical leave, or FMLA.

Count the # of days between when you are last clocking out and when you clock in again.

If you are gone for 15 days or more and do not qualify for leave, you must resign and then reapply upon your return. There is no guarantee of a job upon your return. Merit, need, & timing are factored in.

Blackout dates

Dates that are not typically acceptable to take off include:

All of December at WFB due to large number of holiday parties hosted at that location.
Dec 22 - Jan 4 Christmas & New Year's. We are open for Christmas. Most employees will work either Christmas or Christmas Eve off, but many will work both. If you attend church or have young children at home, please tell us that in your written sched request.
Sundays in general and especially during Football season
Fantasy Fest – the week from Fri of Goombay to The Tues after Children's Day in October
Speed boat races in early November for RFBF, Caroline's, and Fogarty's
Poker Run, Hemingway Days, and several other festivals (typically 2-3 days)
WFB-specific events and events that affect the bight and harbor areas for WFB
Thanksgiving, Easter, and other holidays and long weekends. If you attend church on Easter for example, tell us that in your schedule request.
Spring break weeks for colleges and other schools
Holidays and long weekends such as July 4th, Labor Day, Memorial Day, etc.

Rehire status re black out

Resignations and returns are not to be used to circumvent blackout periods. No rehire under this scenario as it is simply unfair to your teammates.

Status of Employment

You can be on active status, inactive (on suspension, work comp medical leave, bereavement, or Family Medical Leave), or terminated (by voluntarily quitting or by being discharged).
Active employees are those who report to work either full time or part time as scheduled.
Terminated and inactive employees do not receive discount.

Eligibility for Rehire

If you decide to leave the company - Leave on good terms so you can come back; and preserve your eligibility for rehire status which is conveyed to your subsequent prospective employers.

A. Give 2 weeks or more emailed/written notice and fulfill it. (You can change dates as needed as long as you fulfill notice and you don't leave shifts uncovered.)
B. Do not leave us hanging at a blackout period such as hell week, Fantasy Fest, etc.

When joining the company you are making a commitment to us. We are also making one to you.
If we are not fulfilling our commitment to you, see HR so we can correct it.
We will expect you to professionally honor your commitment to us.
Weigh your options and make responsible decisions with these rehire requirements in mind.

Employees are released from notice if they present a negative presence in the workplace.

Clerk Uniform

Casual & Comfortable - but professional.
WFB clerks wear khaki shorts/pants or the lounge pants we sell. Plus a company tee.

Nothing ragged, torn, or faded. No jingly things hanging. Do not show your underwear. No cutting or altering your company shirt.

Attire Top to Bottom-

- Hats –you may wear a cap. It should display a company logo or be a plain cap with no logo. Extra add-ons are acceptable to restrain your hair. Headbands, clips, and rubber hair bands, etc. They must compliment your uniform and must be firmly attached. Scarves are not permissible; so, to wear a bandana, for example, fold it neatly into a headband to secure your hair. Hair must be neat.
- Any facial hair must be kept neatly trimmed. Clean shaven is preferred.
- Shirts – company provided uniform. Just because we sell something that does not mean you may wear it.
- Ladies must wear a bra. Bras should be neutral colors and not visible through clothing. No bathing suit tops.
  Bottoms must fit properly and have belt loops and must not have graffiti, embroidery, or advertising. Pants must be hemmed to the appropriate length. No surf pants or athletic wear.
- Shorts, skort, or skirt.

Men may not wear ladies' clothing to work.

Tattoo policy: Limit visible tats and/or piercings. Cover any offensive tattoos. Extremely visible and distracting tattoos such those on the face or neck do not go with the public image of the company.

During Fantasy Fest, sports game days, and holidays, retail employees may sometimes deviate from the usual uniform. You are not required to purchase any such special attire. Keep on slip resistant shoes.

COLD FRONT GEAR: During cooler weather, layer underneath your regular uniform. Any hats or outerwear should be plain, no logo (unless it is ours). You may wear gloves and scarves.

If you have a religious practice/affiliation/etc. that conflicts with the dress code, then we will make every attempt to accommodate you. Simply email hr@tropicalsoup.com, call us, or see HR in person.

All employees are required to report to work ready to work. If you ride a bike to work or get sweaty for any reason, arrive with enough time to cool down and freshen up before the start of your shift. Clock in when dressed & ready. Employees must be completely ready to work by start time of their shift

Slip Resistant Footwear are required to enter restaurant areas.

They are the most important piece of safety equipment & of your uniform for employees who enter restaurant kitchens/utility/ "back of house" areas.

If you do not have on slip resistant shoes, do not enter restaurant areas meant for restaurant employees.

Where do I buy slip resistant shoes? SHOES FOR CREWS (PREFFERED)1-800-523-4448 or shoesforcrews.com

Other brands – Kmart, Sears, Amazon, etc. **In our experience, CROCS are NOT sufficiently SLIP-RESISTANT, even the Bistro and other styles that they advertise specifically for the hospitality industry. We have had employees slip wearing these shoes.

Shoes for Crews Slip-resistant surfaces typically last 6 months maximum with full time wear at work. Other brands don't last as long. Get new shoes every 6 Months or earlier! Check treads!

Smoke Free Workplace

We are a smoke free workplace - which means there are to be none of the following products use: cigarettes, cigars, e-cigarettes (WHETHER OR NOT THEY CONTAIN TOBACCO), etc.

There are no smoke breaks or other types of breaks in which you can smoke. This is a safety, health, and public relations issue.
**how to quit.... we recommend that you google your options. Here is one program http://keysahec.org/
There are the numerous free and low-cost health and wellness programs offered by Keys AHEC. For two decades, Keys AHEC, a nonprofit organization has been an essential part of a healthier Florida Keys.
You may wear patches at work during cessation.

Cell phones

You may use our landline or your phone as a function of your position, such as to call 911 or to contact Winnie, HR, or your coworker at the other store.
Otherwise -

- Use of electronics at work is rude.
- Use of electronics at work means you are off task.
- The use of electronics has been associated with accidents, theft, disparagement, and privacy violations.

Electronics

No ear buds, watching TV, going on social media, smart watches, or other distractions while you are working.

Video cameras in the stores

Our stores may have cameras. Never place merchandise or other things in front of the cameras.
Do not tell anyone where they are or promise footage – this is our company property that costs us money to retrieve, view, catalog, and process.
If something strange has occurred- tell us immediately.
Tell us the time and exactly where in the store it happened so we can pull that footage and view it from the correct camera angle.

Lost Credit Cards

If a guest leaves her/his credit card behind, keep it in your retail drawer until the end of your shift. Then it goes to Lost & Found which is in the managers' office. The reason we want you to keep it there during your shift is that the guest will come looking where they left it.

Stay on task

Stay guest-focused! Do not get caught up in one guest or phone call to the exclusion of others. Do not invite friends, your significant other, etc. to visit you on shift. Work is not a time to play on your phone, watch a ball game or make travel plans. Stay focused on the elements of guest service and cleanliness that will create happy guests, good impressions, and return business.

Advancement

There are opportunities to progress to other positions. Discuss with Winnie. One person's idea of a "promotion" is not the same as the next person's idea. Look at the options we offer and discuss the challenges of the various positions. We are happy to have you on our team, in whatever role suits you and/or that you prefer. We can work with you to set up a series of goals to get you where you want to go! Talk to us about your goals; and let's see how we can work with you, so you can make your dreams come true.

Surveillance, Photography etc.

Your employer may or may not videotape all areas of the restaurants other than restrooms. The possible tape could be for investigation purposes, safety reviews, etc. Such surveillance is accessible to management/ownership and sometimes to law enforcement, and other parties as required or appropriate. We do not guarantee surveillance or retention of footage.

Videos, photos, etc. are used for public relations for the restaurants. Video and photography may also be used for record keeping or training/education purposes. When you sign for your handbook you are signing a release for all media during and beyond your employment. There is no time limit on the validity of this release nor is there any geographic limitation on where these materials may be distributed. Any requests that we not use media should be submitted via email to winnie@tropicalsoup.com.

Product-in-exchange-for-payment

*Staff are never authorized to refund cash from a sale or tip amount of a credit card transaction. Staff are never authorized to use any card (your own or anyone else's) to pay for a transaction already paid for by cash.

*Staff are never authorized to use a credit card (yours or anyone else's) to create a cash advance. Any staff who uses a credit card without the cardholder's consent or who uses a lost or stolen card will be terminated and the police will be called.

Accepting payment via Credit card

*IF A GUEST FAILS TO SIGN THEIR CREDIT CARD RECEIPT, *you cannot adjust for a tip.*

The swipe confirms the payment amount in the POS system.

The signature confirms your tip.

Confirm all guests are signing their slips and leaving us our copies.

If they do not sign you cannot adjust for a tip.

*IF A GUEST LEAVES THEIR CREDIT CARD….. Let a manager know you have it but KEEP IT WITH YOUR CLOSE OUT UNTIL YOU HAND THAT OFF TO A MANAGER at the end of your shift. The reason is that you are the face that the guest knows and will look for if they return soon after for their card.

Wage and Paycheck

We are governed by numerous State and Federal laws. The Federal law called the Fair Labor Standards Act, the Florida wage and hour laws, etc all speak to how you are paid, and which law supersedes which. It is our desire and our intention to comply with every applicable law on both the state and federal levels. If you have a question about our compliance with any law, please email us and we can sit down together to review the statutes.

Work Week: Our work week is 7 days. The work week runs Mon morning until Sun night.

Pay Period: Each pay period is 2 weeks.

Pay Day is the Friday following the end of the pay period. If we have questions regarding your hours, tip declaration etc, management or HR may contact you at the phone # listed on your schedule or on the email listed on your application. If you change your contact information, please let us know.

Your paychecks will typically be delivered to the location you work at.

If you separate from us, it will go to your regular (previous) location unless you arrange for us to mail it.

Minimum Wage-The minimum wage in Florida is $13 per hour, effective September 30, 2024.

Overtime -Overtime is calculated at 1.5 times your regular wage. After 40 hours in one week.

Increases to minimum wage- Florida will be increasing minimum wage every year through 2026. This is the schedule of increases:

	Straight time minimum wage	Overtime at minimum wage
9/30/24-9/29/25	$13	$19.50
9/30/25-9/29/26	$14	$21
9/30/26	$15	$22.50

https://www.dol.gov/whd/overtime_pay.htm

The federal overtime provisions are contained in the Fair Labor Standards Act (FLSA). Unless exempt, employees covered by the Act must receive overtime pay for hours worked over 40 in a workweek at a rate not less than time and one-half their regular rates of pay. There is no limit in the Act on the number of hours employees aged 16 and older may work in any workweek. The Act does not require overtime pay for work on Saturdays, Sundays, holidays, or regular days of rest, unless overtime is worked on such days.

The Act applies on a workweek basis. An employee's workweek is a fixed and regularly recurring period of 168 hours — seven consecutive 24-hour periods. It need not coincide with the calendar week but may begin on any day and at any hour of the day. Different workweeks may be established for different employees or groups of employees. Averaging of hours over two or more weeks is not permitted. Normally, overtime pay earned in a particular workweek must be paid on the regular pay day for the pay period in which the wages were earned.

Check your pay stub/DD

Please examine your check stub and see HR immediately on pay day if you do not understand a part of your paycheck or if there is an error in your wage, hours, name, address, rate, etc.
Email Winnie with questions. The key is to do this ON pay day. Don't wait.

When you sign up for direct deposit you agree to review your paystub online.
When you sign for your check, you agree to review it immediately. Do not leave without verifying that it is correct.
Review it, confirm it, then cash or deposit your check in a timely manner.

Things that are not taken out of your check.

You never pay for:

1. Breakage/ loss Stores expect a certain amount of breakage. You are not charged for products, supplies, fixtures, etc if something breaks. We do of course ask all employees to lessen loss and breakage to whatever extent they can. If an employee has a pattern of errors that bring about loss, we will need to examine what other jobs might be more appropriate or what each party could do to establish better work habits.
2. Drawer shortages Cash handling is part of working in retail. Count your drawer when you receive it. You are not asked to and not allowed to use any of your own money to pay for any short drawer. You are, however, evaluated on your cash handling skills and we formulate action plans based on our observations. On any documentation, list all parties who used that drawer at all during that shift.
3. Stolen items Retail clerks are charged with keeping an eye on security related aspects of the shift. Call 911 if you see someone steal. Pay attention to the thief's physical description and which way they flee. If someone does not pay their bill, you are not responsible for (and may not pay back) that money. Collecting the guest's payment is your job. Get a manager immediately if there is anything strange going on (like some guests in restroom and a remaining one starts walking toward the exit).
4. Side work – everyone does their own *Employees may not pay each other to do tasks while being paid by their employer. And you may not be working without being clocked in and paid by your employer. There is no opportunity to have extra arrangements.

Working versus not working

Do not enter non-guest areas when you are not working.
Do not grab your own silverware, run behind the bar for a ketchup, help anyone out, or do any type or service/work/favor/etc.
If you are working, then you must be drug and alcohol free, scheduled/directed to be at work, clocked in, wearing slip resistant shoes, and on-task in your scheduled area. If you do not meet this description, then you are not working.

Clock In and Out

- The POS system is where you clock in and out. You must choose the correct job code in the POS system. Get a manager if you do not have the correct job code options to be able to clock in properly.
- There is no "volunteer" work in this company..
- You may only clock in for yourself. Do NOT ever clock in another employee. It is like you are signing their name. It is fraud.
- Fraudulent use of the POS is theft and is grounds for dismissal.
- Do not use another employee's POS #, email, or POS screen.
- No one other than a manager is allowed to conduct manager functions such as time adjustments or voids.
- If there is ever a time when you work but the POS is not operational (such as a power outage), email hours to HR/Winnie.
- You are welcome on the property before and after work as long as we are open and there is no issue of safety etc. But do not work, not even to "help out", unless you are clocked in.
- The act of clocking in and out is your electronic signature of sorts. You are attesting that you have arrived to begin to work and that you are done with work. If you forget to clock in or out, you must email or sign on paper for your hours worked.

Breaks at Work

1. In the state of Florida, there is no legal requirement to provide adult employees with a break unless there is a reason protected under Fair Labor Standards Act (FLSA), such as breastfeeding or pumping of milk in some situations. Each restaurant has a nursing room which is not a restroom, and which is shielded from intrusion. See Winnie.
2. Employees under age 18 take a break every 4 hours- see the MOD and clock out for your break. You must clock out and take a 30-minute break.
3. We ask that employees clock out for any break over 10 minutes.
4. Our employees tend to get brief breaks as needed without clocking out. Downtime during your shift is normal and an acceptable time to use the restroom, get a drink, etc. Get coverage if you need to leave the store.
5. You may not leave the property when in possession of any assets belonging to your employer.
6. Scheduling is done based on employee needs, sales volume, practical logistics of managers dealing with the drawers etc. We cannot usually accommodate an hour break if you are on a double.
7. You may not smoke/vape/or e-smoke on our property under any circumstances during work, immediately before work, on break, immediately after work, or in uniform.

Note for managers: anytime you have an employee who is nursing or pumping, you must first speak with Winnie so that we can ensure the nursing room is properly shielded from intrusion, etc.

Pumping breast milk at work

If you are pumping at work, plan for storage. Breast milk will keep at room temperature for up to 6 hours. You may bring an insulated cooler, or you may have someone pick up your breast milk. We ask that you not store breast milk in restaurant coolers due to the regulations associated with food storage. If you need to do this, speak with a manager to find out where exactly to put it, and label the item with your name only.

Tips

A tip is legally defined as a monetary gift or reward from the guest to the employee to thank them for the service provided. It is given freely without compulsion and is the property of the employee. The customer has the unrestricted right to determine the amount.
As retail employees, you may occasionally get a tip. Your ownership of your tips does not change 2 obligations-
1. To pay taxes on your tips. This comes from your paycheck based on your tip declaration.
2. To pay the credit card processing fee on any charged tips. If a guest buys a tee worth $20 the house only actually gets $19.40 for that tee. Likewise, if a guest writes $10 tip, you only actually get $9.70 tip. In both cases, there is a fee associated with the use of credit cards. There will never be a time in which we charge you for a fee that the credit card company does not charge us. We pass the charge through directly with no benefit to the company.

CC tips are adjusted at the end of the shift and that cash is pulled from the drawer in exchange for signed white original cc slips. *Do not pull for each transaction- pull once at end of shift.*

- *We **never** ask, "do you need/want change?"*
- The only response to receiving a tip is THANK YOU! Never ever confront a guest about a tip.
- Your tips are your responsibility.

Tip Declarations: Employees who receive tips must declare 100% of those tips as income so the IRS can properly tax you. This can be done on the POS system or in writing.
In addition to the daily electronic record, you should (as per the IRS) keep a diary of each day's tips.
We recommend that all employees read Publication 531 Reporting Tip Income and Publication 1244 Employee's Daily Record of Tips and Report to Employer, and to educate themselves concerning their legal obligations and rights. See.irs.gov/publications/p17/ch06.html for further tip reporting info.

IRS publication for employers - Topic 761 - Tips – Withholding and Reporting *Employees who receive cash tips of $20 or more in a calendar month while working for you, are required to report to you the total amount of tips they receive. .....Employees who receive tips of less than $20 in a calendar month are not required to report their tips to you but must report these amounts as income on their tax returns and pay taxes, if any. Cash tips include tips received directly from customers, tips from other employees under any tip- sharing arrangement, and charged tips (e.g., credit and debit card charges) that you distribute to the employee. Both directly and indirectly tipped employees must report tips*

FAQ about Taxes etc

Each year your employer provides you with a W2 which sums your income for the calendar year. The W2s get mailed by Jan 31st as per regulation. We keep them on hand until that deadline so that you get us your address change for mailing or pick it up as you choose.
If you contact us with an address change after Feb 1st, then we can either wait for the W-2 to be forwarded to you via the US Postal Service, wait for it to be returned to us so we can mail again, or we can email it to you.

On your W4 you communicate to us your address for your W2, # of deductions you instruct for your federal withholding, social security #, etc. If you need to make any changes, see HR so you can fill out a new W4 and sign it.
The address on the W-4 is where we mail any checks, W-2s, or other financial documents. You may correct your address at any time. We advise you to keep us abreast of all address changes throughout your employ and after you have separated from us as well. You may change your W-4 at any time to change your address or any tax information.

Q. How do I get my paychecks?
A: Paychecks are typically at your location on pay day by 4pm. If you instruct us to mail your paycheck, we can do so, but you are responsible for any loss. If the check does not arrive, yet also does not get returned to us at our posted return address, then you are responsible for a $50 stop payment fee. Then the paycheck is re-issued in the next payroll cycle.
Q. What if I believe there may be an error in my paycheck computation?
A: Review your check on payday. Contact HR same day. Have specifics of dates, hours worked, etc. The POS record is available for you to examine.
Q. Do you offer direct deposit?
A: No, we do not offer direct deposit.
Q. Can I have someone else pick up my check?
A: Only with a signed authorization. Ask any manager for the form to fill out.
Q. Will you automatically mail me my final paycheck?
A: No, we will assume that you will pick it up as you have all of your other checks. Due to problems with the postal service, we recommend that you pick up your pay checks in person. If you wish us to mail it, instruct us in writing or via email to do so, specifying where to mail it. Email us with your instructions. We are not responsible for any errors in your instructions or any failure to deliver on the part of the US Postal Service. You may choose to have your check sent certified for a $15 fee. If this is your wish, send us a money order for $15 with your request. If we have a paycheck for you in our office, we will attempt to make contact with you (for example by sending you a post card) in order to verify your address so that we can then you send your check.
Q. What happens when I lose or ruin a check?
A: You will typically pay a $50 stop payment fee per check. We will void the first check and create a new one asap which may be in the next payroll cycle. If you can produce a ruined check (if you have laundered it, for example, and you have the pieces), then we can sometimes waive the $50 stop payment fee. Bring whatever shreds you have.
Q. How can I reach HR to get a check, a replacement tax form, etc?
A: Come to HR or email hr@tropicalsoup.com or call us 305.780-7913. HR is currently located at 201 William St on the 2nd floor of WFB.
Q. How long is my check good for?
A: We advise you to present your paycheck to your bank for payment soon after receiving it. As far as we are concerned, any check we issue is good forever. We do not put an expiration date on our checks. But you will need to check with your bank to find out their policies, fees, or requirements. Some banks or check cashing centers will not cash your check if you wait for a certain period of time to present it for payment. This "stale check" policy is between you and your bank or check cashing center. According to the U.S. Department of the Treasury, (www.helpwithmybank.gov) "A check is a negotiable instrument—the payee, the person to whom the check is written, may negotiate it through the banking system at any time..... Banks are not required by the Uniform Commercial Code to honor stale-dated checks and can return them to the issuing bank unpaid." Your bank MAY cash your stale dated check if they wish-that is between you and your bank.
Q. What about form 1095 for my taxes re health insurance info?
A. This form will be provided to all employees and former employees. It may come out later than W2s.

HUMAN RESOURCES

Reporting Grievances and Harassment

Please report any harassment, sexual or otherwise, or general grievances to ownership in writing or verbally. If we are not available, you may have any operations manager, or the HR office find us. We welcome your feedback, and we want to hear from you! We will not tolerate unacceptable behavior. If something inappropriate is going on, tell us.
Do not presume that we know what is happening. If something inappropriate is happening, we are not aware of it. Help us to understand what your work environment is like. Email, call, or come to the office. Once made aware of the behavior, we can safeguard employees and investigate fully to understand what is going on.

Ways to reach HR: email, phone, or in person

email hr@tropicalsoup.com Call us 305.780-7913.
HR is located at 201 William St above the brewery game room.

HR determines eligibility for FMLA by computing your hours. HR assists injured employees with work comp & health insurance. With Accounting, HR executes the payroll from the POS records provided by the locations. We research possible accommodations as needed. Your managers may refer you to HR and we will all work together to solve any employment problems you have.

Access to data and personnel files

Every employee has access to their personnel file. We do not make copies of the file for you or allow you to photograph it, email it, videotape it, fax it, or to in any other way copy it. We sit with you and review any items in your file; and we allow you to add current comments or otherwise add your point of view or clarification to the record.
If you are asking us to fill out paperwork on your behalf give us at least 3 full working days- coming to drop it off or emailing it and then returning at least 3 days later. Do not assume that we can provide what a 3rd party is looking for; but try to understand as much as possible what they need. We give the info to you. We only release directly to a 3rd party if you authorize and request it. We will do our best to assist you.

Fraternization Issues

Close relationships between employees at different levels of the hierarchy of the company or related companies require HR guidance in order to safeguard our employees. You are required to discuss this with ownership, despite the newness of such a relationship, and any other directives from other employees at any level are incorrect and void.
We will examine each situation for potential conflict; and we will work to develop an action plan that protects all employees. We typically do not hire significant others. If people begin dating when already employed with us, we typically do not schedule them together. In some instances, we will make an exception. If problems arise, the exception will end.
Keep your private life private. Do not touch one another or discuss private matters (whether happy or not) at work. What you perceive as a harmless can easily offend someone else.

No pranks or inappropriate behavior

We value a sense of fun and humor in our employees as this makes the environment fun for guests and for employees. HOWEVER, fun and humor may never cross the line of others' rights, embarrass others, or create a safety hazard. We are a family restaurant. No foul language, sexual innuendo, touching, or other activities that might offend someone. Do not reference others’ gender or sexual orientation. Do not touch others. These things are not funny.

Warnings

Warnings received/discussed via email or on HR docs reflect record clarification, staff development, evaluation, and progressive discipline in this company.

Most documents that employees sign are ones that help with record-keeping. Many times, you will be asked to sign documentation to replace what would normally take place electronically. You would typically electronically sign yourself out via the POS system. If that is not operating properly, you must then 'sign' yourself out literally for the time you have exited your shift.

The HR document simply records a conversation. The point of the document is to record the date, time, the people present, and to preserve both sides of the conversation.
When you are being asked to sign an HR doc, remember:

1) Comment. Write something in the comment section/respond to the email even if it is "I agree," "I disagree," or "No comment."
2) Always sign HR docs to prove that you were present and to get your side of the situation on record. Your signature on that document - with YOUR comments included- guarantees that this exact paper with your input is what goes in your file to record this event or conversation and as evidence of your compliance with the discussion.
3) Sign it even if you disagree -but put in the comment if you disagree. You have free speech on this document. You may write anything you wish. If you believe someone is being untruthful, say so in the comment section. If you believe the policy is bad, say why in the comment section. Fill in the comment section of the HR doc so that we can see the circumstances and your feedback. If you were super busy, or you did not feel well, or something happened that created a difficult situation, please tell us this on the form. If you do not understand the conversation, please write that. We welcome your feedback and we will assess for possible remedy.
4) Your signature indicates your presence at the meeting, not your agreement. Refusal to sign is grounds for termination. Do not refuse to sign or dictate conditions of your signature. If you refuse to comment or sign, you appear unwilling to have the conversation. The signed HR doc provides you protection from misquotes and mischaracterizations.
5) Write down any action plans so you can respond properly and in a timely manner.
Warnings, action plans etc may also be sent via email.

Action Plans

The employee action plan part of the paper is where it says whether an employee is being disciplined and how.
Most action plans are not disciplinary.
The company may also have an action plan. We may provide more support or additional training for example.

Your comments can include that you disagree with the action plan, any questions that you have, or compromises you propose.
*There is no set number of warnings that dictate any specific action by the company. Do not panic that you have, for example, 3 warnings in your file. Pieces of paper have no meaning by themselves. If you have any questions just ask via visit, email, or phone call. We are happy to clear up any misunderstanding. You can review your action plans (and your file) or get clarification.
The action plan is where you will find any change to the status of your employment, such as a suspension, or to your job/schedule.

Private Property

Sometimes an action plan calls for you to vacate the property or stay away from the property. This can be conveyed in person, in writing, via phone, via email or in other ways.
If you are told to vacate the premises, you are to do so immediately.
If you are told by management or the police to stay away from our premises, then do not return. You can contact hr@tropicalsoup.com or 305.414-8152 to verify the instructions and arrange for paycheck, meeting, an exit interview, etc.

Discipline and Misconduct

Progressive discipline is a process of resolving conflicts between policy and behavior, between individuals on the team, or between what is communicated and what is understood. Management or HR communicates things that have occurred and what needs to happen from that point on. The primary purpose of progressive discipline is to tell an employee how they can better do their job.

If a management team tells you ways you can improve, and you do not respond, they may try telling you again or try explaining it in a different way. In this way, the discipline progresses from informal coaching to more a formal or clarified instruction or counseling. The manager may ask you to repeat it back as you understand the instruction or to verbally agree. The goal is to clarify the path forward to a more successful behavior.

If the verbal coaching does not facilitate any change, the manager may try writing it down as one way to make it clear to the employee or to emphasize the importance of a conversation they have had repeatedly without documentation. We use the HR doc to outline the problem, discuss the issues at hand, and formulate an action plan for the store, the employee, or both.
If the written documentation and action plan does not prompt a change, the discipline will progress or escalate from documentation to more severe plans of action. At every step of this process the goal remains for the employee to successfully correct the behavior that conflicts with our policy.
We hope that employees care about the guests and their teammates; and that they do the job successfully. This progression is effective most of the time simply because it disrupts a pattern of behavior or an ineffective habit, instills a more productive habit, brings about a more appropriate schedule, or even a change in who the employee reports to. It reminds the employee of what they need to do and asks them to make a commitment to correcting the problem. Most people are happy to do tasks the correct way and can change once they know what is expected. It also gives us a chance to see what we can change to support you in your employment with us.

There is a space for an action plan for both parties. Sometimes it is the employer and not the employee that needs to change. For example, if employee is repeatedly late, it may be the employer that needs to schedule the employee to start later. That conversation between employer and employee might involve the bus schedule and an action plan to accommodate it. It also gives both parties a chance to brainstorm for a solution.

Misconduct

Not all situations lend themselves to progressive discipline. If an employee commits an offense that the employer feels so significant, willful, dangerous, dishonest, criminal, or extreme that it cannot be corrected and/or that there is no way forward in the employment, separation may be the best or only solution.

Sexual Harassment

Sexual harassment of any type won't be tolerated. It is prohibited by federal law and by company policy.

There are two types of sexual harassment.

1) The first type is a when one person in a position of authority (the offender) affects the job of another (the victim) on the basis of sex or gender. The effect could be, for example, a threat of decreased hours, schedule changes, or decreased income if the victim does not go along with a sexual advance.

2) The second type of sexual harassment is known as the sexually hostile work environment. This is when anyone at any level of employment, or even a vendor or a guest, creates an unwelcome or unpleasant environment in the workplace based on gender or sexuality.

Examples include:

- Granting job favors to those who participate in sexual activity
- Discussion of sexual activity- past, present, future, or imaginary
- Engaging in hostile physical conduct
- Touching another person
- Sabotaging the victim's work
- Using indecent gestures
- Using crude or offensive language or off-color jokes. Using demeaning or inappropriate terms such as "Babe"
- Sharing comments that others have made can also be harassment (even if you are not endorsing their message).

Harassment is inherently unwelcome in the workplace.

We strive to offer a pleasant workplace to all employees.

Comments that in some contexts might be a "joke" or welcome contact is not OK in the workplace.

Contact HR or Joe or Winnie anytime about harassment concerns.

*The law prohibits an employer from creating or allowing a hostile work environment. While an employer cannot anticipate and prevent occasional remarks by guests, vendors, or passersby, it must not allow a pervasive environment to develop in which there is an inappropriate atmosphere in the workplace.

*Employees at all levels are to refrain from any conversation or conduct that relates to or hints of gender or sexual acts. Suspicions of sexual harassment must be brought to HR immediately by anyone who is aware of the offensive conduct. The owners, other employees, and guests are offended by any such action or comment, regardless of to whom it was intended or whether it was welcome to that person.

Employees of this company work in a public place. While it is private property, others can see and hear what goes on here. There is no expectation of privacy. Everything that you say may be heard by others. A person may not even mutter an indecent comment to himself or herself, as others would potentially hear that and potentially be offended.

Professional conduct is required at all times, even when off duty. Employees are not to bring personal matters onto our property in a way that could be construed as offensive.

SEXUAL HARASSMENT OF ANY SORT IS PROHIBITED. IT IS A DISCHARGE OFFENSE. Employees are obligated to maintain a safe and respectful culture for all parties.

Food & Beverage Purchases

When working:

- Arrive in plenty of time before your shift if you want to dine before you work. Of course, you do not have to eat here.
- Retail employees stay out of kitchen areas.
- Order your meal from another staff member and pay for it.
- Do NOT EVER touch or eat any portion of any guest's food. This is grounds for dismissal.
- Staff may not order kids' meals which are meant for guests under 12. Staff may not excessively modify our dishes in order to change the value or get something extra.
- All drinks must have a lid or cap when you are working.
- If eating when working, (for ex when working a long shift or you got called in to cover a shift and you didn't have time to eat). ask a manager for permission to eat on shift. Order it from a co-worker. Pay for your food items. Eat your purchase, dispose of it, and wash your hands. Do not keep food to nibble on throughout your shift. This is unsanitary as it encourages growth of bacteria in the food (gets you sick) and makes your hands dirty.
- If you regularly need to eat during a shift (for example, if you have a blood sugar issue), get a note from your doctor. Present to HR.
- Soda, coffee, tea, and tap water (items that arrive in bulk) are free when you are working.
- Juices, Red Bull, bottled water, and milk (items that arrive in a small or large package) are NOT free.
- If you are working a double, we *want* you to take a break between those lunch and dinner rushes. See a manager so you can clock out, eat, and rest.

When you come in as a guest: You get a discount for you and 1 guest. Guidelines:

- Do not enter non-guest areas when you are not working. And never do any work of any kind when you are on property as a guest.
- Present your most recent pay stub <u>prior</u> to ordering. You must be actively employed; we do not offer the discount to employees who are suspended or on leave.
- Active employees may receive a 50% discount for themselves and 1 guest up to $50.00 total ($100 retail discounted to $50). The $50 is for the combination of food and beverages, approved by the MOD.
- If you have family visiting for a meal, the MOD may discount more than 1 person if it is still within the total of $50 discount off $100. So if you bring your parents, for example, all 3 of you may be discounted with manager approval. Friends are not extended past 1 person. Speak to a manager to let them know you have family visitors.
- You must be present as a guest for your companion to receive the discount. It is not for your person to come in for discounted items while you are working. See your MOD if you feel an exception is in order.
- This discount is an employment benefit. It is not to be used to overindulge in alcohol. Party responsibly if you drink. Do not drink or order alcohol if you are underage, if you have been diagnosed an alcoholic, or have reason to believe you are an alcoholic.
- Delivery cannot be discounted. Discounted to-go food may be picked up.
- You may not drink (or come in while intoxicated) at your workplace in uniform.

Retail Purchases when working & Theft Prevention

Someone else must view your items as would occur with any transaction and ring in any purchases for you.
Someone else must also handle transactions for your friends/roommates/family members.
Retail employees may not bring back-packs or other bags with them to work or leave with shopping bags from our stores or other types of bags.

No one is authorized to stash, leave layaway notes on, or save any items for purchase at a later date- for you or for anyone else for any reason or for any length of time.
We have no lay away program or saving of items allowed. Not till end of shift, not till pay day, not at all. We have simply normal transaction only- a person brings money, buys merchandise, and leaves with merchandise.

If merch is paid for, we can store it with the receipt taped to it until the guest picks it up.

Food Allergies

Taking orders from guests with allergies or special diet concerns: If guests have a special request or a dietary need, the ticket must say so. This way we will prepare their food separately with clean utensils and clean cooking surfaces. Knowing what is in the various foods will equip you to take orders.

When taking a phone order, we get a phone # in case we need to call them back about the allergy or other aspects of the order.
Always speak with your manager about all allergies.

It is our job to care about what the guest cares about. Food allergies, sensitivities, and health/diet trends offer us a chance to show the guest we care.

The more you know about the menu and the recipes the better. But always get a manager in case there has been some change in product.
Listen carefully to the guest's concerns. The best answer is "I think we can do that but let me get a manager to confirm with you."
Do not over-promise. If someone has a serious allergy, it might be best if they do not dine with us. Have the manager speak with them.

GLUTEN

Gluten = proteins found in wheat, rye, and barley grains. People with Celiac disease cannot have gluten or it will make them sick. Many people who are not Celiac are intolerant of gluten, have a gluten sensitivity, or just want to eliminate it for their health.

Medical privacy
**Do not ask guests if they have Celiac disease or other medical conditions. The diagnosis or severity of their allergy or condition isn't known to us with any medical certainty. But we take each allergy seriously because we care about our guests.
That is their private medical information. We should be experts on the food and what we serve, not medicine or their dietary restrictions.

Common Food Allergens (THE ITEMS BELOW ACCOUNT FOR up to 90% OF ALLERGIES)

- Peanuts (which are a legume… other legumes include soy beans, lentils, beans, lupines, and peas)
- Tree nuts (walnuts, almonds, hazelnuts, cashews, pistachios, brazil nuts, etc). FYI seeds are not tree nuts or legumes.
- Milk (includes butter, cheese, etc)
- Egg (includes mayonnaise, egg wash, and pasta with egg in it)
- Wheat (breads, regular soy sauce, beer, sauces, fry batter, many deli meats)
- Soy (Soybeans are a legume. Soy is found in many sauces, deli meats, etc)
- Fin Fish (Fish protein can become airborne in the steam.)
- Shellfish (Shellfish protein can become airborne in the steam.)

If you, the employee, have a dietary allergy, you must make the manager and other employees aware of it regularly.
If you have a significant allergy by consumption or contact, speak to management or HR about a new job assignment. We cannot accommodate all allergies. Each case is handled individually.

Giving Things Away

- Policy: You are not authorized to give away the restaurant's property or items left behind by a guest. The fact that you might not be taking the items for your own personal gain or that the company is not out any money does not change the fact that taking it is theft.
- If the lost items remain abandoned for an extended period, the company will designate a charity to receive them. Even if it is set aside to be given to charity, it is not yours and it is not for you to decide which charity to give it to.
- The trash, garbage, and items waiting for discard or recycling belong to this company and its owners.
- If any item of value is changing hands outside the normal close out type tasks, it is best if all parties sign for value and receipt of that item. Use first and last name in your signature and date it.

Violence & Weapons

- Policy: The possession of any weapon by an employee, on any property owned, managed, or leased by this company is strictly prohibited except when in compliance with Fla. Statute Section 790.251. This includes any parking lot or other common area; also included is any off-site event (and the property on which an event is being held), any apartment, vehicle, any storage facility, etc.
- Any possession of a weapon may result in police action and the employee's immediate dismissal. If another employee reports a weapons violation, the manager is to call the police.
- All managers must notify the police in any situation involving a weapon or when there is either a direct or implied threat by the employee toward another individual.
- The definition of weapon in this policy includes any device that is specifically designed to inflict injury upon another person (e.g. firearm, knife, bomb, etc.).
- We have a zero tolerance for violence or threats of violence.
- Do not make threats, even in a joking manner or even if you perceive that the behavior is welcome.
- Do not interact in ways that involve potential injury/embarrassment or the perception of this to guests. For example, never use bar towels to pretend to "towel whip" a coworker. Such behavior violates this violence policy.
- Do not utilize internet, email, phone, fax or any other method of communication to make a threat.

Company Assets

If you have any property of the company such as keys, swipe card, codes, passwords, training materials, or other items- these belong to the company and must be surrendered immediately upon request.
All employees are to protect company assets such as money, food or beverage products, equipment, etc. If there is a danger to the security of any company asset, speak up to the MOD and/or email us.

Employee Theft

Any alleged theft or potential theft must be investigated fully. This may take time and you might be suspended pending the outcome of the investigation.

- Guest tickets, credit card slips, personnel files, recipes, emails, POS reports, etc. are all property of the employer. Do not copy them or remove them from the accounts, server, premises.
- Retail employees may consume complimentary soda, regular American coffee, tea, and tap water while they are working. Nothing else is free. Specialty coffees are not free. Milk, bottled water, energy drinks, packaged items, etc are not free.
- If you take, remove, give away, serve, or consume any other product from this company without properly ordering it and paying for it, we will call the police; and you will be charged with theft.
- Improper/fraudulent clock in, discounting, comping, or voiding is theft.
- Using a manager's security code is theft.
- Credit card fraud is theft. This includes signing or scribbling on the signature line, adding on a tip or altering the tip amount, charging a card for something you have collected cash for, or in any way failing to secure proper payment or tip exactly as the guest intended it.
- Taking sunglasses, camera, packages, etc left by a guest is theft.

If you are not sure if something is theft, simply ask yourself if it belongs to you. If you paid for a meal or other item through normal purchase procedures, it is yours. If not, it is not.

Security Procedures

Observe the people in our store!

Do not step away from a register without securing it.

Do not put anything in the register other than money or gift cards/certificates, etc.

Work with management to improve security in and around the workplace.

Other:

1. Notify the Police of Suspicious Persons

Trust your instincts. Call 911 if appropriate. Don't hesitate to report anything suspicious to your Manager.
Be alert to any suspicious person loitering with no apparent intention of making a purchase. Don't rush to conclusions about a customer's intentions, but don't be afraid to notify your Manager either. Your awareness may prevent a robbery or facilitate apprehension.

2. Opening Safety Procedures

Enter through the front door of the restaurant.
Do not enter the building if there are strange cars or people in or near the vicinity of the restaurant. Leave the area and call the police. Let the police check the situation.

3. Unauthorized Persons

No delivery people should be allowed to carry anything out of the restaurant unless authorized by the manager on duty.

4. Money

Money should never be left on any surface - do not leave it for a manager to receive or for any other reason.
All drawers are subject to blind manager pulls at any time.

5. Closing/After Dark Procedures

Premises should be well-lit, including entrances, exits, and parking areas when applicable. If a light is out, alert a manager.
If anything is unusual, notify the Manager or call 911.
A Manager or any employee should call the police and have the premises checked if something is amiss.
After closing, if anyone approaches the front door, do not go to the door. If the person appears to be hurt, notify the Manager.

6. Parking Your Car

Park in areas that are well lit and will STILL be well lit when you leave. Look around before you get out of your car. Always lock your car doors, no matter how soon you plan on returning. Do not bring valuables into work, and do not leave them in your car. Leave them at home or in another secure place.

Access to our properties

All visitors from the insurance company, the government, the police, etc need to be linked to the manager on duty as soon as possible.
Do not allow any non-staff into our kitchen, offices, utility or "back of house" areas.
If MOD is unavailable, the visitor must wait.

Employer Health Benefits

Who is our Provider?

Our provider is Florida Blue, a part of Blue Cross Blue Shield. Blue Cross Blue Shield reports that its plans are accepted at over 90% of all doctors and specialists in the U.S. You can visit their website at www.floridablue.com.

What Coverage can I receive?

Health and Vision

Florida Blue is offering Health Benefits for you, your spouse, dependents, and qualifying dependents. Your employer does not offer any other coverage at this time.

How do I know if I am eligible?

To be eligible for this plan, you must be considered a full-time employee working an average of 30 hours per week. Your employer uses an eligibility period of 60 days to determine if you are a full-time employee.

When does the Plan take affect?

Your plan will take effect the 15th day of the month following the 60 days. For example: If your waiting period starts January 7th, your coverage will begin March 15th. If your waiting period starts January 20th, your coverage will begin April 15th.

How much/when will I have to pay?

The Affordable Care Act restricts employees from paying more than 9.5% of total household income towards the health benefits provided. For this reason, your employer has two tiers of payment based on that income. Depending on who you choose to have covered under your new plan, rates do vary. Your employer pays at least 50% of your premium for you. If you have any questions, please contact your plan administrator.

Your Insurance premium is deducted automatically from your paycheck on **a pre-tax** basis.

If I do not want coverage now but may want it later, am I still eligible?

Full time employees will be offered to acquire or renew Health Benefits in July. Our Plan Year runs from July 15th to July 14th of each year. Generally, you cannot change the elections you have made after the beginning of the Plan Year. However, there are certain limited situations when you can change your elections. You are permitted to change elections if you have a "change in status" and you make an election change that is consistent with the change in status. Currently, Federal law considers the following events to be a change in status:

-Marriage, divorce, death of a spouse, legal separation or annulment;

-Change in the number of dependents, including birth, adoption, placement for adoption, or death of a dependent;

-Any of the following events for you, your spouse or dependent: termination or commencement of employment, a strike or lockout, commencement or return from an unpaid leave of absence, a change in worksite, or any other change in employment status that affects eligibility for benefits;

-One of your dependents satisfies or ceases to satisfy the requirements for coverage due to change in age, student status, or any similar circumstance; and

-A change in the place of residence of you, your spouse or dependent that would lead to a change in status, such as moving out of a coverage area for insurance.

See your Summary Plan Description or speak with your Plan Administrator at 305-414-8152 for more details.

We comply with all employer regulations regarding the ACA. You as an individual are responsible for your own requirements. Consult a professional tax advisor for advice.

Blue Cross Blue Shield can change elements to their coverage, providers, plans, etc without advance notification to us or our consent. Please stay on top of your plan and Blue Cross Blue Shield changes by following their website, current news, etc. Keep in mind that the start and end of the plan goes from July to July whereas this handbook goes from Jan to Dec so in the second half of the year this handbook could be outdated.

Doctor's note to return to work

In some cases, you will need to provide a note from a doctor in which she/he states that you may return to work.
The purpose of the doctor's note is NOT to excuse you for the days missed- it is to **allow you to work again with the doctor's statement that you can safely be around others and do the tasks of the job.**

Do not come to the store if you have symptoms of a contagious illness.

All employees are to obtain their coworkers' phone numbers from the schedule as advance preparation for potential illness. Then when you start to feel ill, you are to cover your own shifts. If you are not sure if you are getting sick, but think maybe you will need coverage, ask a coworker to be your back up, but that you retain the right to work the shift if possible.

We give you a card that you put in your wallet. Then you give it to the doctor for his/her review when you visit a doctor if you have been contagious or unable to do full duty tasks. Each employee should have it. It provides this information in a business card size format that is easy to carry with you at all times. Get your copy from HR if you don't have one.

Full Duty Work

Our jobs are full duty positions. We recommend all employees secure disability insurance of their own choosing. If you have a bike accident for example and you end up in a cast or on crutches, you cannot do the tasks of your job. Make plans now for how you would pay your rent and meet your other obligations.

Accommodations

ONE-TIME Accommodation- An example of a one-time accommodation is a sore knee due to exercising Communicate this via email to Winnie. You can use a stool in this case for the particular shift.

ONGOING Accommodations- If you need an on-going accommodation, present a *doctor's note* and we will assess whether we can reasonably provide this on an on-going basis.
What should the doctor's note include? The following are some requirements of our various jobs. Get a doctor's note specifying exactly what you cannot do- Walking, climbing stairs, working in the sun, bending, reaching, repetitive movements, lifting (get a specific weight amount), standing for hours, etc.

End date: Get the doctor to write the end date of an accommodation whenever possible.

The Company's role: Employers do not have to provide accommodations that "are expensive, that involve a significant difficulty that disrupts the business, or that change the basic nature of the business".
Each case is handled individually and whether we were able to accommodate one person's restrictions does not mean we can always accommodate another's.

Once again, we suggest that all employees research disability insurance and prepare for a potential crisis.

Accommodations are sometimes part of Work Comp Medical Leave or Family Medical Leave. Please find those in the table of contents and read those sections carefully.

Drug-Free Workplace Program

We have come to recognize that substance abuse is an on-the-job problem, as well a social problem. We believe abuse of alcohol and use of illegal drugs endangers the health and safety of the abusers and others. Studies show that drug users are less productive at work. Studies also show that drug users are more likely to get hurt at work, miss work, or negatively impact the work environment for others.

We are committed to creating and maintaining a drug-free workplace. We want to safeguard the health and safety of all employees, to provide a safe environment for guests and visitors, and to assist anyone who needs help.

Our policy formally states that substance abuse will not be tolerated during working hours or prior to work. This prohibition includes the possession, use, or sale of illegal drugs or alcohol during work hours. Employees who are found to be under the influence of illegal drugs or alcohol or who violate this policy in other ways are subject to disciplinary action, which may include termination. Because of the serious nature of these violations, each individual case will be thoroughly investigated to determine the appropriate course of action.

The testing components of our Drug Free Workplace include:

1. Drug & alcohol testing any time an employee is injured on the job.
2. Drug & alcohol testing any time an employee returns to work after being out on medical leave associated with a workplace injury.
3. Drug & alcohol testing any time an employee demonstrates behavior that management suspects may compromise employee safety.

Erratic behavior, whatever the cause, can cost you your job. Think before you act. When you report to work, leave your emotions at the door. Think before you enter our properties on your day off. If you party, party responsibly. If you have been diagnosed by a medical provider to be an alcoholic (even if you do not agree with this diagnosis), you are not allowed to drink in any of our establishments or at any company function.

Backpacks, purses, pockets, beverages, etc brought in from outside are subject to search. We retain the right to search any part of our restaurant for drugs or alcohol. The Florida Department of Alcoholic Beverages and Tobacco (DABT) also has the right, with or without management involvement, to search any person, location, or item. They do not require a warrant or probable cause. This applies to any establishment which serves liquor. If any government authority approaches you for a search, get a manager. Management must be made aware of their presence.

All staff are required to notify a manager immediately if any staff has drugs on this property is or under the influence of drugs or alcohol.

Do not drink here unless you are 21 years old or older.

Do not invite underage friends here or attempt to secure alcohol for anyone under 21.

Circumstances that could be indicators of a substance-abuse problem:

- Information that an employee has caused, or contributed to, an accident while at work. "Accident" here includes injury to person(s) and/or damage to equipment or property.
- Observable phenomena while at work - such as direct observation of drug or alcohol use or of the physical symptoms or manifestations consistent with being under the influence of a drug or alcohol.
- Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance.
- A report of drug use provided by a reliable and credible source.
- Evidence that an employee has used, possessed, sold, solicited or transferred drugs while working or while on the employer's premises or while operating the employer's vehicle, machinery or equipment.
- Physical symptoms such as slurred words, bloodshot eyes, enlarged pupils, odor on breath, changes in appearance.
- Legal issues such as possession charges, DUI, etc.

Employee Assistance

We do not maintain an Employee Assistance Program. Included below is a list of local service providers. Any employee who fails the drug or alcohol test, who does not get tested as directed, or who obstructs the testing and information release process may forfeit his/her work comp coverage and their employment. There is no provision for progressive discipline as drug and alcohol use at or before work is misconduct.

National Helplines

1-800-662-HELP (4357) Treatment referral and information, 24/7.
1-800-945-1355 Born Drug Free Help for pregnant women

Local Support Resources:

Guidance Care Center Inc 305-434-7660
Key Bridge Inc 305-783-3677

You may speak with management or HR at any time to get information on any additional local providers of employee assistance such as drug and alcohol treatment and family services that you may access without company involvement. The cost of such services is the responsibility of the employee.

Medical Review Officer (MRO)

John C. Eustace, MD at National Medical Review Corp is our MRO. Go to http://nmrcorp.com for more information or to contact the MRO.
Employees who receive a positive confirmed test result may contest or explain the result to the medical review officer within 5 working days after receiving notification of the test result. If the employee's explanation or challenge is unsatisfactory to the medical review officer or the employee does not return his messages, the medical review officer shall report a positive test result back to the employer. Employees also may contest the drug test result pursuant to law or to rules adopted by the Agency for Health Care Administration (AHCA).

Challenges to Test Results

1. A requirement of a drug-free workplace program is that within five working days after receiving the notice of a positive confirmed test result, an employee may submit information to the employer explaining or contesting the test result, and why the result does not constitute a violation of the employer's policy. If the employee's explanation or challenge of the positive test result is unsatisfactory to the employer, a response as to why the employee's explanation is unsatisfactory, along with the report of positive result, shall be provided by the employer to the employee; and all such documentation shall be kept confidential by the employer pursuant to confidentiality provisions and shall be retained by the employer for at least 1 year.
2. An employee may undertake an administrative challenge by filing a claim for benefits with a Judge of Compensation Claims pursuant to Chapter 440, Florida Statutes, or, if no workplace injury has occurred, the person must challenge the test result in a court of competent jurisdiction. When an employee undertakes a challenge to the result of a test, it shall be the employee's responsibility to notify the laboratory, and the sample shall be retained by the laboratory until the case is settled. Employees were first notified of this policy as of 12/27/13. It went into effect on 3/1/14.

While this company understands that employees under a physician's care may be required to use prescription drugs, abuse of prescribed medications will be dealt with in the same manner as the abuse of illegal substances.
Employees have the right to consult the company's Medical Review Officer (MRO) for technical information regarding prescription and nonprescription medications.
Employees may confidentially report to the company's medical review officer (MRO) the use of prescription or nonprescription medications both before and after being tested.

We will test employees in accordance with the regulations outlined by the State of Florida and the Federal Government. The information below is subject to change in order to maintain our compliance with these regulations.

FLHRS 10 Panel Urine Drug Screens Testing For: Amphetamines, Marijuana / Cannabinoids, Cocaine, Opiates, Phencyclidine, Methaqualone, Barbiturates, Benzodiazepines, Methadone, Propoxyphene, MDMA Ecstasy (NIDA)

Breath Alcohol Screens
Specimen Collection at Key West Urgent Care
Laboratory Testing by Quest Diagnostics
Medical Review and Reporting of Results by National Medical Review Corp - Dr. John C. Eustace, MD

Confidentiality:

All information, interviews, reports, statement memoranda, and drug test results, written or otherwise, received by the employer through a drug testing program are confidential communications and may not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings, except in accordance with this section or in determining compensability under this chapter 440.,F.S (Workers' Compensation).

Notice:

Employees were given notice that it is a condition of employment to refrain from working with the presence of drugs or alcohol in his or her body. The company is in compliance with notification requirements.
Employees have been subject to drug testing under the standards of this policy since March 1, 2014, which was more than 60 days from implementation.
This policy is implemented pursuant to the drug-free workplace program requirements under Florida Statute 440.102 and Administrative Rule 59A- 24 of the State of Florida Agency for Health Care Administration.
The policy is to employ a work force free from use of illegal drugs and abuse of alcohol, either on or off the job. Any employee determined to be in violation of this policy is subject to disciplinary action, which may include termination, even for the first offense.
It is a standard of conduct for employees of the company that no employee shall report to work or work with the presence of illegal drugs or alcohol in his or her body. In order to maintain this standard, the company shall establish and maintain the programs and rules set forth.

Some local Alcohol and Drug Treatment Centers

Delphos Alcohol & Drug Treatment Center 5900 W. Junior College Rd., Key West 800-533-4866
Treatment Center 2900 N. Roosevelt Blvd #1107 Key Plaza, Key West 305 515-5318
Alcoholics Anonymous 404 Virginia St, Key West 305.296-8654
Guidance Care Center 1205 4th Street, Key West 305.434-7660 ext. 31200
Hotline: 305.292-6843
Guidance Care Center 3000 41st Street Ocean, Marathon 305.434-7600 ext. 31202
Lower Keys Medical Center Dependency Unit 1200 Kennedy Dr., Key West 305.294-5535
The Treatment helpline 877.216-6679

There are substances or other things that could alter or affect the outcome of a drug test. These include but are not limited to: over-the-counter medications, illnesses, foods, and prescription drugs. If you are tested for drugs following an accident, and you test positive, you can then review any such things with the Medical Review Officer.

Reminder:
In order to ensure access your work comp benefits you must get a drug test within 24 hours of the injury. You can go get a drug test even if you are not intending to get treatment. This will allow you to assess the injury each day and go get treatment days later if it worsens or does not heal.

Get Help

We are including these numbers in case you need helpline assistance. If you are struggling with mental health or suicidal thoughts, please reach out.

- **Suicide prevention lifeline**
  1-800-273-TALK (8255)
  Free and confidential support for people in distress, 24/7.
- **National Helpline**
  1-800-662-HELP (4357)
  Treatment referral and information, 24/7.
- **Disaster Distress Helpline**
  1-800-985-5990
  Immediate crisis counseling related to disasters, 24/7.

Marijuana and Medical Marijuana

- Marijuana, whether prescribed or not, is not presently legal according to Federal law.
- Having a prescription, a medical marijuana card, a doctor's letter, or other documentation does not change the law.
- Our Drug Free Workplace Program was designed according to the pertinent laws.
- The laws that pertain to use of marijuana, as of the time of this handbook production, include the Florida statutes on workman's compensation, the Federal Medical Leave Act, and the Federal statutes on ADA (American Disabilities Act)
- Americans with Disabilities Act does not address any treatment with marijuana. It addresses disabilities/injuries/illnesses. Marijuana is an illegal drug under federal law, with no exceptions for medicinal use, so its use is not protected under the ADA. See HR and tell us your medical diagnosis and we will do our best to accommodate you, but that will not include an accommodation for being under the influence of marijuana at work.

Safety and Health Statement

We are committed to working with our employees to provide a safe workplace. It is our policy that employees should report unsafe conditions and will not perform work tasks that are considered unsafe. Employees must report any/all incidents, injuries, and unsafe conditions to the manager. We have established a protocol for this purpose and expect to see our mission of minimizing workplace injuries and incidents fulfilled.

All employee recommendations to improve safety and health conditions are encouraged and will be given thorough consideration by the management team. Management will give top priority to and provide the financial resources for the correction of unsafe conditions and analysis of unsafe work practices. Ideas and involvement with fulfilling the program goals and objectives will be expected.

The primary responsibility for the coordination, implementation, maintenance, and review of the workplace safety program will be assigned to the General Manager overseeing the location:

Management will be actively involved with our workforce in establishing and maintaining an effective safety program. The program will be reviewed as needed to determine if all areas of exposure are addressed.

Members of our management team will participate by

- promoting employee participation
- providing safety and health coaching and training or arranging for same
- reviewing and updating workplace safety rules based on accident investigation findings, inspection findings, and employee reports of unsafe conditions or work practices
- accepting and addressing anonymous complaints and suggestions from employees
- updating the workplace safety program by evaluating employee injury and accident records, identifying trends and patterns, and formulating corrective measures to prevent recurrence
- evaluating employee safety skills and work habits
- following any accident- and illness-prevention programs
- promoting safety & health awareness/participation through continuous improvements to the workplace safety program
- Preventive maintenance- This is a schedule of planned inspections to prevent breakdowns and failures before they happen. The preventive maintenance program will help lessen the chance of equipment failure. An effective preventive maintenance program will save productivity loss and costs associated unexpected equipment breakdown.

The above practices are intended to reiterate our management's commitment to, involvement in, and expectation of providing our employees a safe and healthful workplace.

Compliance with these safe work expectations will be required of all employees as a condition of employment. We will hold all employees accountable for safety performance equal with quality and production expectations.

By working together, we can create a safe working environment and restaurant for our employees and guests.

While performing your job, it is your responsibility to know the necessary preventive measures to keep you and others in the restaurant safe. If an accident does occur, inform a Manager immediately so proper action can be taken.

Even if you do not think you or others are injured, notify a manager of any accident.

Safety Responsibilities

• After you wash your hands- use a paper towel to open the bathroom door so that you do not re-infect your hands with germs that hundreds of people entered the bathroom with.

• Be aware of how often you touch your face. Every time you touch a surface that someone else touched - money, glassware, door handle, etc- and then later touch your eyes, mouth, or nose- you have moved contagions from someone else to your germ highway.

Falls (slippery/wet floor)

Wipe up all spills immediately using dry paper towels.
Place the caution triangle over the spill if you cannot wipe it up immediately.
Never run. Use deliberate movements with firmly planted feet.
Pay attention to where you are walking, to guests, and to heavy traffic areas.

Falls (climbing, collapses)

• Use a step ladder or stool (do not climb on shelving, crates, equipment, chairs, etc.) if you are comfortable and confident in your balance and climbing. Do not use if not comfortable and confident. Others can access shelving etc for you. Ask a manager to hold the ladder for stability.

• Never stand on the top rung of the ladder or step ladder.

• Place ladders/stools on a clean/dry surface.

Cuts (broken glass)

- Use an ice scoop at all times (never scoop a glass into the ice).
- When taking out the garbage- Keep the garbage in the can until you are at the dumpster. The thick plastic of the can will protect your skin from shards of glass in the garbage bag
- Sweep up all broken glass (never use your hands).

Strains

**Do not lift anything if you have a history of back injuries or strains.
**Do not lift anything that is not within your own job description or that violates a doctor order or accommodation.
**Notify management of any medical issues that might affect your job duties.
* Use these lifting procedures: bend knees; lift with your legs, not your back; hold heavy items close to your body
Always check the weight before lifting. Use both hands for stability.
Reduce the size of the lift whenever possible. Limit overhead lifts to 25 pounds.
Use carts, or other devices, whenever possible. Use coordinated lifting if you lift items over 40 pounds.

Miscellaneous Physical Hazards

- Keep all walkways clear of clutter and equipment
- Watch where you are going/stepping (blind corners, uneven surfaces, tiles missing, obstacles in pathway).
- When taking something off a shelf, get a step stool to make sure you can *see* what you are pulling so that no unexpected items fall on you.

**ALL injuries are recorded, regardless of severity or need for medical treatment.

If you are ill or injured, do not come to the restaurant. Cover your shift. Please call us on the phone to talk.

Worker's Compensation

Employees are covered by insurance when they are injured while doing work tasks. But as with any insurance we must follow the protocols set up by the insurance company and the state in order to access benefits.
Use of drugs/alcohol increases the likelihood of injury. See table of contents to find section on Drug Free Workplace.
If you are injured, ***notify your manager immediately,*** even if you do not want medical treatment or do not think it is a serious injury. If you decide to go for treatment, the manager will fill out a First Report of Injury - a copy of which you give to any medical providers when you get treatment. This 1st report is like an insurance card.
*Save and submit all receipts for cabs, band-aids etc for possible reimbursement by the Work Comp Co. Speak with the carrier to understand exactly what they want you to do.

INVESTIGATION

Our protocol is to investigate all injuries or illness as thoroughly as possible. Your cooperation is essential to getting the proper care, reimbursement for expenses as allowable, and to preventing future accidents whenever possible. If a guest, for example, witnessed your accident, connect the manager to that guest whenever possible.

Getting you back to work

Like you, we want you back working as soon as possible! The most important factor in getting you back to work is a *clear note from your doctor saying specifically what you can and cannot do*, whether you can handle food, how many hours you can work, etc. Since the doctors will not release information to us, you will have to proactively obtain this release and provide the original to us.

Full Duty versus "Light Duty"

Our jobs are full duty positions. We sometimes get requests for light duty work due to medical issues. We are unlikely to have any permanent light duty job options. We will consider any doctor's note and attempt to accommodate any employees we can on a case by case basis.
Please ask your doctor to write specifics of what you cannot do rather than writing "light duty" as this can be interpreted in various ways.

Indemnity Benefits

You do not receive any "lost wages" reimbursement from work comp unless you miss more than 7 days of work. If out of work for more than 7 days, you may be entitled to a percentage of your regular wages for a certain period of time. Read all of the information from the work comp carrier to understand possible benefits.

HOW TO GET MORE INFORMATION AND HELP WITH YOUR CLAIM:

1. Division of Workers' Compensation Employee Assistance and Ombudsman Office:

• The Employee Assistance and Ombudsman Office (EAO) will assist you at no cost with questions or concerns you may have about your workers' compensation claim.
• EAO works on your behalf to resolve issues with your workers' compensation claim.
• EAO offices are located around the state to assist you.
o Website: https://www.myfloridacfo.com/division/wc/
http://www.myfloridacfo.com//division/wv/employee/eao.html
o Phone (toll free): 1-800-342-1741

2. The Division of Workers' Compensation Website: http://www.myfloridacfo.com/division/WC
• For additional information click on "Information and FAQs" on the left side of the Division's homepage.

Injury at Work

What to do if you are injured at work:

*Do not go to Truman Medical Center. In order to utilize the Work Comp insurance, you need to follow instructions. Truman Medical does not take our Work Comp. They will make you pay out of pocket.

Injury at work

Notify manager. Discuss your symptoms and need for treatment. Understand when to get any treatment. Employee and Manager create a plan of action.

Option #1:

No treatment at all

*You must still notify your manager of your injury, no matter how minor.

*Complete and sign the **Refusal of Treatment** form

*Follow up with management as needed.

Option #2:

First Aid at Work
(no professional treatment)

*Complete and sign the **Refusal of Treatment** form

*Follow up with management as needed.

* Get more first aid supplies as needed. Keep any wound clean.

Option #3:

Go for Professional Treatment

Together you and the manager will fill out:

1. Notice of Injury form
2. Request for Doctor's note form
3. Authorization for testing with your phone # on it.
4. *make sure you have a photo ID
5. You must get the drug test at the time of the treatment or as soon as Key West Urgent Care opens following your injury/treatment.
6. Where to go?

Non-emergency? Go to Urgent Care between 8a-3:30p M-F on date or injury or next day.

Emergency? Go to Lower Keys Medical Center via cab, personal vehicle, uber, ambulance etc. Save receipt.

We sometimes have employees report an injury but say they do not want to use our work comp insurance.

We cannot force you to see our comp carrier's authorized providers.

Simply be aware that you are likely jeopardizing any benefits.

Don't leave without a note specifying duties, date to return to work, or other plan.

Follow up with HR at 305.414-8152 via phone. Don't walk up steps if injured.

Seeking Treatment

The first step is that the manager on duty provides first aid and, in discussion with you, assesses whether you need treatment by a medical provider and if so, if it is an emergency. If you are seeking treatment, the manager will give you 2 forms – notice of injury form and drug test chain of custody form.
You must have those forms to access care.

Managers: do not drive anyone to the treatment facility. You are required to stay on the restaurant property.

Non-emergencies:

You go during their hours.
You get both your drug test and your treatment at the same place.
If your accident is at 8pm for example, you can go the next morning.

<u>If your injury is not an emergency, seek non-emergency care at Key West Family Medical</u>

Hours: Monday – Friday, between the hours of 8:30am to 4pm
Address: 1446 Kennedy Dr. KW
Phone # 305.294-8900 *call ahead
How to get there- Take a taxi and save your receipt or drive and keep your mileage for reimbursement by the comp carrier.
Give them your first report of injury and your chain of custody drug test form.

<u>If your injury is an emergency, you have 2 places you must go</u>

1) **1st go to Lower Keys Medical Center Emergency Room**
   Address: 5900 College Road on Stock Island

Take the first report of injury, get medical treatment.
(305) 294-5531 you do not need to call ahead; we are just giving the # in case you wish to call for any reason.
How to get there- taxi or ambulance typically. Do not drive yourself during an emergency.
Save receipt from taxi for reimbursement by the comp carrier.

2) **Then, get the drug test done** at Key West Family Medical at the first available opportunity.

Q: Why not just go to the hospital no matter the time of day or severity of the injury? A: Because the Emergency Room is much more expensive than Key West Urgent Care. As the party paying for the care, the work comp carrier has procedures that dictate how their money is spent. If you go to the ER when it is not an emergency, it is possible they could refuse the charge.

Your notice of injury form is like an insurance card so keep in mind there are procedures for using work comp just like there are for using an insurance card.
Q: Will work comp pay if it is determined that my injury is not work related? A: The comp carrier can refuse all or partial charges if the injury is determined not to be work related, even if it happened on the work premises while you were clocked in.

Follow up care will be arranged for you through our current worker's comp carrier. Email Winnie with questions.

RETURN TO WORK FORM

See physical requirements on job description for employee's position.

Employee Name	Workplace location
Occupation	Today's date
Doctor's description of Injury or Illness:	History of concurrent or pre-existing Injury or Illness:

Medications:

- ☐ This worker is NOT on any medications.
- ☐ This worker is on medications that will NOT interfere with safe job performance.
- ☐ This worker is on medications that MAY pose a threat to work safety.

Doctor's Return to Work notes:

- ☐ This worker is released with NO restrictions.
- ☐ This worker is NOT expected to return.
- ☐ This worker is not yet released but will be re-assessed on: (date) _____
- ☐ This worker is released with the following restrictions:
  - No working more than _____ hours
  - No lifting over _____ pounds
  - No bending
  - No standing
  - No stairs or ladders

Date of re-assessment of these restrictions:

Physician Signature

Comments:

COBRA

Dear Employee and Covered Dependents:
This notice is intended to summarize your rights and obligations under the group health continuation coverage provision of COBRA. You and your spouse should take the time to read this notice carefully. Should you qualify for COBRA coverage in the future, the group health plan administrator or plan sponsor will send you the appropriate notification.

Federal law requires Tropical Soup LLC to offer employees and their families the opportunity for a temporary extension of health coverage (called "continuation coverage") at group rates in certain instances where coverage under the plan would otherwise end.

TO QUALIFY FOR COBRA COVERAGE

Employees. As an employee of Tropical Soup LLC covered by Florida Blue, you have the right to elect this continuation coverage if you lose your group health coverage because of a reduction in your hours of employment or the termination of your employment (for reasons other than gross misconduct on your part).

Retirees. As a retiree, spouse of a retiree, or dependent child of a retiree, of Tropical Soup LLC covered by Florida Blue, you have the right to elect this continuation coverage if you lose your group health coverage because Tropical Soup LLC declares Chapter 11 bankruptcy and you lose your group health care coverage within one year before or after the bankruptcy proceedings.

Spouses. As the spouse of an employee covered by Florida Blue, you have the right to choose continuation coverage for yourself if you lose group health coverage under Tropical Soup's Florida Blue for any of the following reasons:

- The death of your spouse who was an employee of Tropical Soup LLC.
- A termination of your spouse's employment (for reasons other than gross misconduct)
- A reduction in your spouse's hours of employment
- Divorce or legal separation from your spouse
- Your spouse becomes entitled to Medicare

Dependent Children. In the case of a dependent child of an employee covered by Florida Blue, she/he has the right to continuation coverage if group health coverage under Florida Blue is lost for any of the following reasons:

- The death of a parent who was an employee of Tropical Soup LLC.
- The termination of a parent's employment (for reasons other than gross misconduct) or reduction in a parent's hours of employment with Tropical Soup LLC
- Parent's divorce or legal separation
- A parent who was an employee of Tropical Soup LLC becomes entitled to Medicare
- The dependent ceases to be a "dependent child" under Florida Blue.

YOUR NOTICE OBLIGATIONS

Under the law, the employee or a family member has 60 days from (1) the date of the event or (2) the date on which coverage would be lost, whichever is later, to inform HR at 201 William St. of the employee's divorce or legal separation, or of the employee's child losing dependent status under Florida Blue. Please give notice by stopping by HR or calling 305-780-7913
Failure to give notice within the time limits can result in COBRA coverage being forfeited.
Tropical Soup LLC has the responsibility to notify the plan administrator of the employee's death, termination of employment, reduction in hours, or Medicare entitlement.

TO ELECT COVERAGE

When HR/bookkeeping (your plan administrator) is notified that one of these events has happened, She/he will in turn notify the employee, spouse and dependents that they have the right to choose COBRA continuation coverage. The employee and spouse have independent election rights. The employee, spouse and dependents have 60 days from either (1) the date coverage is lost under Florida Blue or (2) the date of the notice, whichever is later, to respond informing the plan administrator that they want to elect continuation coverage. There is no extension of the election period.

If an employee, spouse or dependent does not elect continuation coverage within this election period, then rights to continue group health insurance will end.

If an employee, spouse or dependent chooses continuation coverage and pays the applicable premium, the company is required to provide coverage which, as of the time coverage is being provided, is identical to the coverage provided under the plan to similarly situated active employees or family members. If Tropical Soup LLC changes or ends group health coverage for similarly situated active employees, your coverage will also change or end.

DURATION OF COBRA COVERAGE

Termination or Reduction in Hours. If group health coverage was lost because of a termination of employment (other than for reasons of gross misconduct) or a reduction in work hours, the continuation coverage period is 18 months from the date of the qualifying event, if elected.

Employees, Spouses or Dependents with Disabilities. The 18 months of continuation coverage can be extended to 29 months if the Social Security Administration determines that the employee, spouse or dependent child was disabled on the date of the qualifying event according to Title II (Old Age Survivors and Disability Insurance) or XVI (Supplemental Security Income) of the Social Security Act. Disabilities that occur after the qualifying event do not meet the criteria for the extended COBRA coverage period.

The employee, spouse or dependent must obtain the disability determination from the Social Security Administration and notify HR/bookkeeping of the result within 60 days of the date of disability determination and before the close of the initial 18-month period. The employee, spouse or dependent has 30 days to notify the plan administrator from the date of a final determination that she/he is no longer disabled.

Multiple Events. The 18-month continuation period can also be extended, if during the 18 months of continuation coverage, a second event takes place (divorce, legal separation, death, Medicare entitlement, or a dependent child ceasing to be a dependent). The 18 months of continuation coverage will be extended to 36 months from the date of the original qualifying event. Upon the occurrence of a second event, it is the employee's, spouse's or dependent's responsibility to notify the plan administrator within 60 days of the event and within the original 18-month COBRA period. COBRA coverage does not last beyond 36 months from the original qualifying event, no matter how many events occur.

DURATION OF COBRA COVERAGE

Other Qualifying Events. If group health coverage was lost because of the death of the employee, divorce, legal separation, Medicare entitlement, or a dependent child ceasing to be a dependent child under Florida Blue, then the continuation coverage period is 36 months from the date of the qualifying event, if elected.

COBRA CANCELLATION

The law provides that continuation coverage may be cut short for any of the following reasons:

- Tropical Soup LLC no longer provides group health coverage to any of its employees
- The premium for continuation coverage is not paid in a timely manner
- The employee, spouse or dependent becomes covered under another group health plan that does not contain any exclusion or limitation with respect to any preexisting condition
- The employee or spouse becomes entitled to Medicare
- The employee, spouse or dependent extended continuation coverage to 29 months due to a Social Security disability and a final determination has been made that she/he is no longer disabled
- The employee, spouse or dependent notifies the plan administrator that they wish to cancel continuation coverage.

PREMIUMS

An employee, spouse or dependent does not have to show that they are insurable in order to choose continuation coverage. But an employee, spouse or dependent must have been actually covered by the group health plan the day before the qualifying event in order to elect COBRA coverage.

An employee, spouse or dependent may have to pay all of the applicable premium, which generally cannot exceed 102% of the plan costs for a 12-month period. An exception exists for coverage of employees with disabilities during the extension from the 19th month to the 29th month. During that time, 150% of the plan cost may be charged. The group health plan may increase the cost that must be paid for COBRA coverage if the applicable premium increases.
The period for paying the initial COBRA premium following the election of coverage is 45 days. The first payment made is to be applied retroactively toward coverage for the period beginning after the date on which coverage would have been lost as a result of the qualifying event.

There is a 30-day grace period following the date regularly scheduled monthly premiums are due. Only in the case of mental incapacity is any further extension permitted, since the group health plan does not permit extensions.

CONVERSION PRIVILEGES

At the end of the continuation coverage period, the employee, spouse or dependent must be allowed the option to enroll in an individual conversion health plan provided under Florida Blue if such conversion plan is available.

FURTHER INFORMATION

If you have any questions about the law or your obligations, please contact HR at 227 Duval St. or call 305.414-8152.

Family Medical Leave Act

If you and this company both meet the qualifications of the Family Medical Leave Act, then you may take leave under this act. There are criteria that need to be met in order to access leave under the rules of this act. Contact Human Resources anytime for more information on FMLA.
U.S. Department of Labor Wage and Hour Division (Revised 2012)

Fact Sheet #28: The Family and Medical Leave Act

The Family and Medical Leave Act (FMLA) entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons. This fact sheet provides general information about which employers are covered by the FMLA, when employees are eligible and entitled to take FMLA leave, and what rules apply when employees take FMLA leave.

COVERED EMPLOYERS

The FMLA only applies to employers that meet certain criteria. A **covered employer** is a:
• Private-sector employer, with 50 or more employees in 20 or more workweeks in the current or preceding calendar year, including a joint employer or successor in interest to a covered employer;
• Public agency, including a local, state, or Federal government agency, regardless of the number of employees it employs; or
• Public or private elementary or secondary school, regardless of the number of employees it employs.

ELIGIBLE EMPLOYEES

Only eligible employees are entitled to take FMLA leave. An eligible employee is one who:
Works for a covered employer;
Has worked for the employer for at least 12 months;
Has at least 1,250 hours of service for the employer during the 12 month period immediately preceding the leave*; and
Works at a location where the employer has at least 50 employees within 75 miles.
* Special hours of service eligibility requirements apply to airline flight crew employees. See Fact Sheet 28J: Special Rules for Airline Flight Crew Employees under the Family and Medical Leave Act.
The 12 months of employment do not have to be consecutive. That means any time previously worked for the same employer (including seasonal work) could, in most cases, be used to meet the 12-month requirement. If the employee has a break in service that lasted seven years or more, the time worked prior to the break will not count unless the break is due to service covered by the Uniformed Services Employment and Reemployment Rights Act (USERRA), or there is a written agreement, including a collective bargaining agreement, outlining the employer's intention to rehire the employee after the break in service. See "FMLA Special Rules for Returning Reservists".

LEAVE ENTITLEMENT

Eligible employees may take up to 12 workweeks of leave in a 12-month period for one or more of the following reasons:
The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care;
To care for a spouse, son, daughter, or parent who has a serious health condition;
For a serious health condition that makes the employee unable to perform the essential functions of his or her job; or
For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status.
An eligible employee may also take up to 26 workweeks of leave during a "single 12-month period" to care for a covered service member with a serious injury or illness, when the employee is the spouse, son, daughter, parent, or next of kin of the service member. The "single 12-month period" for military caregiver leave is different from the 12-month period used for other FMLA leave reasons. See Fact Sheets 28F: Qualifying Reasons under the FMLA and 28M: The Military Family Leave Provisions under the FMLA.
Under some circumstances, employees may take FMLA leave on an intermittent or reduced schedule basis. That means an employee may take leave in separate blocks of time or by reducing the time she/he works each day or week for a single qualifying reason. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer's operations. If FMLA leave is for the birth, adoption, or foster placement of a child, use of intermittent or reduced schedule leave requires the employer's approval.
Under certain conditions, employees may choose, or employers may require employees, to "substitute" (run concurrently) accrued paid leave, such as sick or vacation leave, to cover some or all of the FMLA leave period. An employee's ability to substitute accrued paid leave is determined by the terms and conditions of the employer's normal leave policy.

NOTICE

Employees must comply with their employer's usual and customary requirements for requesting leave and provide enough information for their employer to reasonably determine whether the FMLA may apply to the leave request. Employees generally must request leave 30 days in advance when the need for leave is foreseeable. When the need for leave is foreseeable less than 30 days in advance or is unforeseeable, employees must provide notice as soon as possible and practicable under the circumstances.
When an employee seeks leave for a FMLA-qualifying reason for the first time, the employee need not expressly assert FMLA rights or even mention the FMLA. If an employee later requests additional leave for the same qualifying condition, the employee must specifically reference either the qualifying reason for leave or the need for FMLA leave. *See* Fact Sheet 28E: Employee Notice Requirements under the FMLA .
1. Post a notice explaining rights and responsibilities under the FMLA (and may be subject to a civil money penalty of up to $110 for willful failure to post); Include information about the FMLA in their employee handbooks or provide information to new employees When an employee requests FMLA leave or the employer

acquires knowledge that leave may be for a FMLA-qualifying reason, provide the employee with notice concerning his or her eligibility for FMLA leave and his or her rights and responsibilities under the FMLA; and
2 Notify employees whether leave is designated as FMLA leave and the amount of leave that will be deducted from the employee's FMLA entitlement.
See Fact Sheet 28D. : Employer Notice Requirements under the FMLA

FMLA CERTIFICATION

When an employee requests FMLA leave due to his or her own serious health condition or a covered family member's serious health condition, the employer may require certification in support of the leave from a health care provider. An employer may also require second or third medical opinions (at the employer's expense) and periodic recertification of a serious health condition. *See* Fact Sheet 28G: Certification of a Serious Health Condition under the FMLA. For information on certification requirements for military family leave, *See* Fact Sheet 28M(c): Qualifying Exigency Leave under the FMLA; Fact Sheet 28M(a): Military Caregiver Leave for a Current Service member under the FMLA; and Fact Sheet 28M(b): Military Caregiver Leave for a Veteran under the FMLA.

JOB RESTORATION AND HEALTH BENEFITS

Upon return from FMLA leave, an employee must be restored to his or her original job or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment. An employee's use of FMLA leave cannot be counted against the employee under a "no-fault" attendance policy. Employers are also required to continue group health insurance coverage for an employee on FMLA leave under the same terms and conditions as if the employee had not taken leave. *See* Fact Sheet 28A . : Employee Protections under the Family and Medical Leave Act

OTHER PROVISIONS

Special rules apply to employees of local education agencies. Generally, these rules apply to intermittent or reduced schedule FMLA leave or the taking of FMLA leave near the end of a school term.
Salaried executive, administrative, and professional employees of covered employers who meet the Fair Labor Standards Act (FLSA) criteria for exemption from minimum wage and overtime under the FLSA regulations, 29 CFR Part 541, do not lose their FLSA-exempt status by using any unpaid FMLA leave. This special exception to the "salary basis" requirements for FLSA's exemption extends only to an eligible employee's use of FMLA leave.

ENFORCEMENT

It is unlawful for any employer to interfere with, restrain, or deny the exercise of or the attempt to exercise any right provided by the FMLA. It is also unlawful for an employer to discharge or discriminate against any individual for opposing any practice, or because of involvement in any proceeding, related to the FMLA. *See*
Fact Sheet 77B. The Wage and Hour Division is responsible for administering and enforcing the FMLA for most employees. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress. If you believe that your rights under the FMLA have been violated, you may file a complaint with the Wage and Hour Division or file a private lawsuit against your employer in court. : Protections for Individuals under the FMLA
For additional information, visit our Wage and Hour Division Website: http://www.wagehour.dol.gov and/or call our toll-free information and helpline, available 8 a.m. to 5 p.m. in your time zone, 1-866-4-USWAGE (1-866-487-9243). This publication is for general information and is not to be considered in the same light as official statements of position contained in the regulations.

U.T. Department of Labor Frances Perkins Building 200 Constitution Avenue, NW Washington, DC 20210
1-866-4-USWAGE TTY: 1-866-487-9243 **Contact Us**

This information is also posted on the employee bulletin board.
This information comes from dol.gov/whd/regs.
Please see HR for further information on Family Medical Leave Act.

Separation/Termination

If you are having an issue with your employment, speak to us before deciding to leave. We would like to keep you on the team, please give us a chance to rectify matters and/or assist you.

There are 2 types of separation or termination: resignation (also called voluntary quit) or discharge.

Resignation - Please give your professional 2 week notice via email if you decide to separate from us. Tell us when your last day will be and why you are leaving. Retail employees must give 2 weeks' notice. If you fail to give proper notice or fail to finish your notice, you may not be eligible for rehire. The proper resignation will allow your file to be marked as eligible for rehire, which in addition to dates, is the information we provide when prospective employers call to verify your employment with us.

Final Paycheck- Your final check is produced along with all other checks on the next regularly scheduled pay day in accordance with Florida law.

When you want to rescind your resignation…. If you resigned and now you wish to stay, we will need an email or a written note with your signature.

If you abandon your job by failing to come to work or call, then you are quitting. Since abandonment does not provide notice, an employee who quits in this way would not typically be eligible for rehire. Please see HR to explain your situation.

Notice can be waived in an emergency. Communicate with us.

Discharge- If you are discharged, you are typically not eligible for rehire.

Exit interviews can be scheduled at your convenience. We welcome all feedback. We would prefer to hear what is bothering you before you quit so we can fix any issues that we can and keep you on the team. But even after you have left, we are still interested in what you have to say.

The receipt of last paycheck form may be different from the normal signing for a check. Your signature reflects only that you are receiving your check and are able to read our description of the separation.

Reference Checks

It is the Policy of this company that only HR can verify employment or give reference information.

HR provides the following to prospective callers regarding our previous employees:

1) dates of employment (including all episodes of employment separately to indicate all departures and rehires).

2) eligibility of rehire – yes or no

3) reason for departure as listed on the letter of resignation

*The previous employee authorizes that we may release this information.

Rehires

Take our email addresses with you when you separate from the company.

When you want to come back…. Fill out an application or email us.

Being eligible for rehire does not guarantee rehire.

Authorization for Release

Release of Authorization

Employment & Separation

Information

Name: (first) _____ (last) _____
I hereby request and authorize my current or previous employer (Hayes Robertson Group, Tropical Soup, Jack Flats, Red Fish Blue Fish, Waterfront Brewery, and other associated companies past and present) to release the following information about my employment:
Dates of employment:
Eligibility for rehire:
Reason for departure as I provided on my letter of resignation:

Release this to the following specific entity:

The fax or email to send it to:

Other instruction:

Signature: _____ Date: _____

Star Retail Training

Day 1

TRAINER, HAVE THE STORE COPY OF THE HANDBOOK ON HAND. Refer to it as you go through this list.

The 1st training shift is an ARM-PIT follow. New hire - you stick with your trainer for every task he or she does, with the trainee watching the trainer and doing nothing yet on his/her own.
2nd training shift the trainee does the tasks with the trainer on hand to verbally talk them through it at first and then to be available if they need help but stay silent if they don't.
All policies apply to employees who are on the premises.
IF AN EMPLOYEE IS IN TRAINING, THEY SHOULD CLOCK IN AS TRAINING.
New employees must be passed by their trainers.

DAY 1 IS FOR WATCHING YOUR TRAINER, RECEIVING THE MATERIALS YOU NEED, GETTING ORIENTED.

DAY 1 STAR RETAIL TRAINING LIST

_____Clock in as Retail, Meet your trainer, & Confirm you have a handbook
_____Opening procedure (door, lights, air curtain at MS, moving racks)
_____Cleaning at MS – mop in the mornings- each morning. No vendors thru store.
_____POS overview & Pricing + notes around register, memos, sched, posters
_____Cash Management Rules – see handbook
_____ Acceptable methods of payment – see handbook
_____Able to verify bills for possible counterfeit bills - see handbook
_____How to use Credit Card machine & our Point of Sale system
_____How to load Gift Cards and how to keep in register drawer
_____Storeroom policy - No unauthorized people in storeroom
_____Folding process/placement of tees. Fold throughout shift. Don't leave for the next person.
_____Understanding of all promotions including discounted items – see schedule.
_____Review employee discount procedures see for purchases in retail and in restaurant
_____Learn about uniform requirements, uniform certificates, that we don't leave store unattended.
_____Overview of each restaurant -see handbook.
_____Greetings for phone/customers (identify location, yourself with a warm, inviting, and friendly manner)
_____Phone orders (food, gift card mailing, connect MOD with any employee or guest complaint)- see handbook
_____Know how you get coverage for store to go the restroom. **YOU MUST COVER SHIFTS YOURSELF!**
_____Get retail coworkers' phone #s now in case you need to cover a shift due to illness/injury/emergency.
_____Review schedule, how we make changes with only other retail coworkers.
_____*Closing time can be later if there is business to be had – don't try to close early
_____Able to execute a closeout within the company's guidelines
_____Closer sweeps at MS to get the store ready for mopping in the AM
_____Send recap daily winnie@tropicalsoup.com, sabrina.walsh@tropicalsoup.com, geneveve.bledsoe@tropicalsoup.com
_____Clock out (if you do choose to stay for a meal/drink make sure you change clothes. Also, no smoking in uniform.)

Star Retail Training

DAY 2

Today is about DOING – THE TRAINEE WILL RING IN THE ITEMS, FOLD THE SHIRTS, GREET THE GUESTS, ANSWER THE PHONES, ETC. THE TRAINER WILL WATCH AND LISTEN AND BE AVAILABLE TO YOU IF YOU NEED HIM OR HER. You'll do many of the same training tasks as on day one. But today your trainer will watch you, and you'll take the lead.

_____Clock in as Retail, meet your trainer, confirm you have access to the RETAIL handbook. Know who your MOD is and how to get help if you need it.
_____Opening procedure (door, lights, air curtain at MS, moving racks)
_____Cleaning – mopping in the mornings, sweeping at night
_____POS overview (each button) & Pricing outline + notes around register, memos, sched, posters
_____Cash Management Rules – see handbook – verbally confirm bill, place bill on till.
_____Acceptable methods of payment (WFB does not take AMEX but MS does….Traveler's. Check must be US funds etc)
_____Able to verify bills for possible counterfeit bills
_____How to use Credit Card machine & manager loads Gift Cards
_____Understanding of all promotions including discounted items- confirm on schedule.
_____Review employee discount procedures for new hire purchasing and for when they ring up F&B employees.
_____Learn about uniform requirements, how we issue uniforms for employees with certificates
_____Folding process/placement- getting to know products by proper names of designs and later by proper color.
_____Greetings for phone/customers (identify location, yourself with a warm, inviting, and friendly manner)
_____How to answer the phone "Waterfront Brewery this is Mike may I help you" for example. Give your store and your name.
_____Phone orders (food, gift card mailing, connect MOD with any employee or guest complaint)- page handbook
_____Review schedule, where the schedule hangs, and how we make changes
_____ Schedule requests are sent to winnie@tropicalsoup.com by Tues for the following week.

Also, let's add these for Day 2 of training ……

_____"Plush" Stuffed animal Displays – they should sitting up & be peeking out, all like sizes together.
_____Don't take/spread stuffed animals all over the store- keep them in their displays in the kids' sections
_____No, holding, stashing or lay-away or saving items for employees, friends etc.
_____Know our logos. _____Know our various locations, what we serve, what we are known for, etc.
_____ Learn highlight facts about Key West
_____ See how we do inventory on google docs. See where inventory is listed on schedule.
_____Ability to prioritize, problem solve, and multitask _____ Gets along well with others!
_____ Know how to access screens in POS system, where to find items. How to ring up if there is no button.
_____Understand how HR docs work: to always comment, this is used for record keeping, progressive discipline etc.
_____ YOU MUST COVER SHIFTS YOURSELF! Do you have your coworkers and back up staff's phone #s?

(then back to these again…..)
_____*Closing time can be later if there is business to be had – don't try to close early
_____Able to execute a closeout within the company's guidelines
_____Send recap
_____Closer sweeps at MS to get the store ready for mopping in the AM

We want you to really decide is this is the job for you. Do you like us? Do you like our guests? Are you excited to be here? We hope so!
Welcome to our team, we are glad to have you.

Remember to secure coverage if you need to use the restroom. Never leave the store unattended.
No eating in the store. If on a double, you'll get a break. Don't bring food in here, eat it on your break.
When you pass the star-retail program – Keep asking questions. Keep learning!

Receipt of Handbook

Acknowledgements for Employees to sign: On the next page you are signing for:

I understand that I am required to refer to this document until a new handbook is issued. I am to keep it as a source of reference; and I may request a new one at any time. *Online access is also available to all employees at bestteamkeywest.com.* This Employee Handbook describes important information about the employer- herein also referred to as house/company/restaurant. I acknowledge that it is my responsibility to read and comply with the rules, policies, and procedures contained in this Employee Handbook; and to consult with Human Resources Department regarding any questions not answered in the Employee Handbook.

This handbook does not contain all the information that employees need. Since the information, policies, and benefits herein are necessarily subject to change, I acknowledge that revisions to the Employee Handbook policies may occur. All such changes will be communicated orally and/ or in writing through official notices, emails, newsletters, pay day memos, etc. I understand such revised information may supersede, modify, or eliminate existing policies. I acknowledge that it is my responsibility to read memos, posted notices, newsletters, etc and to email winnie@tropicalsoup.com if I am confused or unsure of any policy.

I acknowledge that this Employee Handbook is neither a contract of employment nor a legal document. Unless parties have a written employment contract with The Company signed by the president of The Company that states otherwise, all employees are legally at-will employees. Any prior oral statements, promises, or other contracts to the contrary are hereby deemed invalid. This means that either the employee or The Company may terminate the employment relationship at any time, with or without cause or advance notice.

I further understand that there is no promise of full-time work or of a set schedule. The Company reserves the right to move employees into whatever schedule or job it sees fit. The company operates 365 days a year, including holidays & weekends. If I restrict my availability to less than what I was hired with, I am essentially quitting; my employer may not be able to accommodate my demands.

I started my job with a 90 day probation.

I am aware that the job I am hired for is full duty and that my employer has no light duty jobs. I am advised to get disability insurance.

I am responsible for the statements on my application and my job offer is contingent on the validity of all my documents etc.

I authorize the company to take and use my photographs for media/marketing, for surveillance, and for other business reasons.

I understand the Drug Free Workplace program as outlined in my handbook. I understand that this policy is in effect. I hereby acknowledge that I have received and read the Drug-Free Workplace Policy. I have had an opportunity to have all aspects of this material fully explained. I also understand that I must abide by the policy as a condition of initial and/or continued employment, and any violation may result in disciplinary action up to and including discharge.

Further, I understand that during my employment I may be required to submit to testing for the presence of drugs or alcohol. I understand that submission to such testing is a condition of employment with the Company and disciplinary action up to and including discharge may result if:

- I refuse to consent to such testing, or I refuse to authorize release of the test results to the Company.
- I refuse to execute all forms of consent and release of liability as are usually and reasonably attendant to such examinations.
- The tests establish a violation of the Company's Drug-Free Workplace Policy or I otherwise violate the policy.

I understand that if I am injured in the course and scope of my employment and test positive or refuse to be tested, I forfeit my eligibility for medical and indemnity benefits under the Workers' Compensation Act upon exhaustion of the remedies provided in Florida Statute 440.102(5). I UNDERSTAND THAT THE DRUG-FREE WORKPLACE POLICY AND OTHER DOCUMENTS ARE NOT INTENDED TO CONSTITUTE A CONTRACT BETWEEN THE COMPANY AND ME.

I understand that if I use alcohol or drugs at or before work, I may be discharged. I know to speak with a manager or HR if I am on a medication that might lead to impairment.

I understand that this is a smoke free workplace.

Retail employees have a landline to use. I agree to limit personal cell phone use except in case of emergency.

I agree to minimize potential loss or negative incidents.

My employer offers health insurance coverage in ACA compliance. I acknowledge the notification of Employee Health Coverage my employer is currently offering.

If I go on FMLA I understand that my health insurance coverage can continue but that I must pay my part as normally scheduled.

I UNDERSTAND THAT IF I HAVE ANY QUESTIONS I MUST SPEAK UP. If my concerns are not resolved, I may see, call, or email HR. If HR does not resolve my concerns, I may email Winnie at winnie@tropicalsoup.com.

bestteamkeywest.com
RECEIPT OF 2026 EMPLOYEE HANDBOOK & VARIOUS NOTIFICATIONS

EMPLOYEE FIRST NAME: _____ LAST NAME: _____

THE 2026 HANDBOOKS CONTAIN INFORMATION EACH EMPLOYEE NEEDS.

IT CONTAINS THE JOB DESCRIPTIONS & TRAINING INFO FOR THE POSITIONS.

I AGREE TO ACCESS MY HANDBOOK ONLINE OR VIA PRINTED COPY.

I AGREE TO READ IT AND TO REFER TO IT AS NEEDED THROUGHTOUT THE YEAR.

I UNDERSTAND THIS HANDBOOK WILL BE IN EFFECT UNTIL I SIGN FOR A NEW ONE

I HAVE READ THE ACKNOWLEDGEMENTS IN THE HANDBOOK.

I acknowledge receipt of all this information and of the Employee Handbook.

X_____

date: _____