

FREE HUGS · LLC · MMXXVI

Old
Friend

Employee Handbook

Our policies, our standards, and how we take care of our guests and each other.

All personnel · Edition 1 · 2026 · Old Friend · 166 E. Lancaster Ave, Wayne, PA

WELCOME

Welcome to Old Friend

Old Friend is an upscale, live-fire grill restaurant in Wayne, PA. We are dedicated to a sophisticated yet warm and friendly atmosphere, centered on high-quality ingredients and a devoted commitment to hospitality. Everything we do rests on our team's hard work, the quality of our live-fire cooking, and our welcoming, familial environment.

Our guests are our business, and our aim is always to exceed their expectations. The restaurant is only as good as its employees: when we make guests feel special, they return and recommend us to others. That takes courtesy, attention to detail, and teamwork.

We've prepared this Employee Handbook, applicable to all personnel, to help us work together toward those goals. Please review it and comply with the standards we've established. We expect honesty, a safe working environment, and open communication. If you have questions about any provision, ask a manager. The Restaurant may from time to time supplement, modify, revise, or delete provisions; this Handbook supersedes all previously issued policies.

THE BASICS

Employment at Will

The contents of this handbook summarize present programs and policies, intended as guidelines only for Old Friend (the "Restaurant"). Policies, programs, and benefit plans may be amended at any time, and depending on the circumstances, the Restaurant's actions may vary from written policy.

This handbook does not constitute a contract of employment. Employment with the Restaurant is on an "at-will" basis.

This means the employment relationship may be ended at any time — by either the employee or the Restaurant, with or without cause and with or without notice — for any reason not prohibited by law. Nothing in this handbook is a guarantee of continued employment. Only the Owners of Old Friend (or their designate) may alter this arrangement, and any such agreement must be in writing and signed by a partner and you.

SECTION 1

Customer Service

1.1 Guest Courtesy. Our business depends on giving every guest a special, memorable experience, so employees must be positive, courteous, and helpful. Nothing justifies being sarcastic, rude, or raising your voice to a guest — that is grounds for discipline up to and including termination. If you can't cheerfully handle a situation, excuse yourself and ask a manager.

1.2 Teamwork. Every employee's main responsibility is to help ensure each guest enjoys their time here. Bickering, sarcasm, or rudeness in front of guests will not be tolerated — our guests' attitudes are only as good as ours.

1.3 Food Safety. Keep food preparation safe and free from contamination. Immediately report any lapse in health-department rules or our food-handling practices. Everyone involved in prep and storage helps ensure products are cooled and held in compliance.

1.4 Restaurant Safety. Follow all safety rules to prevent accidents, and report any potentially dangerous condition.

1.5 Problems to Report to Managers. Accidents and emergencies must reach a manager without delay. Don't attempt first aid unless certified; in a robbery or dangerous situation, don't be a hero — your safety comes first. Refer the following to a manager immediately:

- Malfunctioning or damaged equipment.
- Unruly or sick guests.
- Guests attempting to leave without paying.
- Authorizing complimentary food or beverage.
- Injuries to guests or employees (all employee injuries require a Workers' Compensation form).

SECTION 2

Against Harassment & Discrimination

2.1 Policy. No employee shall be subjected to any form of harassment, discrimination, or retaliation by any other employee, guest, or vendor. This includes characteristics protected by law: sex, race, color, national origin, sexual orientation, religion, age, or disability.

2.2 Reporting. Anyone who believes they are a victim of harassment or discrimination should report it to a manager or the owners as soon as possible. The Restaurant will promptly investigate all claims.

2.3 Retaliation. Retaliation against anyone who reports harassment or participates in an investigation is strictly forbidden and typically results in termination.

2.4 Equal Employment Opportunity. All employees and patrons are entitled to Equal Employment Opportunity. We do not discriminate in recruiting, hiring, promotions, or compensation, and we do not permit racial, religious, or sexual slurs or jokes.

SECTION 3

Employment Practices

3.1 "Open Door" Policy. Management keeps an open door. Discuss problems first with your direct supervisor, then the general manager, then the owner.

3.2 Conflicts of Interest. Avoid dual loyalties, such as accepting payments from vendors or doing business with a competitor. Full-time employees must get authorization for outside employment.

3.3 Alcohol & Controlled Substances. The use, sale, possession, or being under the influence of alcohol or controlled substances while on duty is strictly prohibited. With reasonable suspicion of a violation, the Restaurant may search lockers, bags, and packages on the premises.

3.4 Confidential Information. Protecting confidential business information is vital, including:

- Live-fire techniques and proprietary recipes.
- Financial information and sales volume.
- Pending projects or new menu dishes.
- Supplier and vendor lists.

SECTION 4

Hours of Work

4.1 Payroll Period. The work week begins at 12:01 a.m. Friday and ends at 12:00 midnight the following Thursday.

4.2 Time Records & Punctuality. All hourly employees clock in and out. Punctuality is essential; an absence is excused only when you call ahead for a compelling reason.

4.3 Reporting Absences. Report unscheduled absences to a manager at least three (3) hours before your scheduled start.

4.4 Scheduling. Check the schedule for changes — it's your responsibility. All schedule-change requests must be approved by a manager. Shift trades go through My Schedule and close at 3 PM the day before.

SECTION 5

Wage & Salary Administration

5.1 Paydays. Checks are available for pickup in the office after 4:00 p.m. on Friday for the prior pay period.

5.2 Tips & Gratuities. Tips are taxable income and must be declared by law. Failing to accurately report gratuities could be deemed tax fraud and may result in termination.

5.3 Meal Policy. Employees receive a twenty-five percent (25%) discount on food and beverages (excluding alcohol and specials):

- Order through a manager only.
- Helping yourself to food without authorization is cause for dismissal.
- The discount applies to the employee only, not their guests.

SECTION 6

Rules of Conduct

Disciplinary decisions remain within the sole discretion of the Restaurant. Offenses that are cause for immediate termination include:

1. Insubordination.
2. Theft or misappropriation of Restaurant or guest property.
3. Failure to accurately report tips.

4. Possession of a dangerous weapon on Restaurant property.
5. Reporting for work under the influence of alcohol or illegal drugs.
6. Counting or discussing tips in front of guests.
7. Excessive personal cell-phone use (texting / social media) during work time.
8. Smoking on Restaurant property (leave through the back door, not the front).

SECTION 7

Miscellaneous

7.1 Uniforms & Hygiene. As an upscale grill, we keep a clean, efficient image. Wear clean uniforms consistent with your role; Old Friend provides all aprons. Daily bathing and deodorant are required; colognes and perfumes should not be worn in the dining room.

7.2 Restroom Maintenance. Check restrooms every time you enter. Toilets and mirrors spotless, floors free of litter, soap and paper well-stocked. Wash your hands at least 40 seconds before leaving.

7.3 Video Monitoring. The Restaurant uses cameras to monitor public and work areas (excluding restrooms) for security. Tampering with the system is grounds for termination.

SIGN & RETURN

Acknowledgment of Receipt

I acknowledge that I have received a copy of the Old Friend Employee Handbook. I understand it provides guidelines about personnel policies and rules of conduct.

Initials ____ It is my responsibility to comply with established standards.

Initials ____ I have reviewed the Harassment & Anti-Discrimination policies.

Initials ____ I understand my employment is At-Will.

Initials ____ I consent to the Video Monitoring policy.

Initials ____ I have received a copy of the Old Friend Training Manual.

Employee signature: _____ Date: _____

Print name: _____