



Sanctuary Social, LLC

Employee Handbook

October 15, 2024

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Section 1 - Employment Policies: Show up and Work Your Schedule

Punctuality and Attendance

Scheduled hours may vary depending on work location and job responsibilities. Supervisors will provide employees with their work schedules. Should an employee have any questions regarding their work schedule, the employee should contact the Supervisor. The company does not tolerate absenteeism without an excuse. Employees who will be late to or absent from work should notify a Supervisor in advance, or as soon as practicable in the event of an emergency. Employees who need to leave early, for illness or otherwise, should inform a Supervisor before departure. Unauthorized departures may result in disciplinary action.

Employees are expected to arrive on time and ready for work. An employee who arrives after their scheduled arrival time is considered tardy. The company recognizes that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited and may be subject to disciplinary action.

An employee who fails to report for their scheduled workday and has not notified their supervisor of their tardiness or absence within the first two hours of their scheduled shift will be considered a No Call No Show (NCNS). Two consecutive NCNSs are considered job abandonment and will be designated as a voluntary resignation of employment. In the case of job abandonment, the employee's final date of employment for purposes of payroll and welfare benefits will be their last day worked.

We do recognize that there are times when absences and tardiness cannot be avoided. In such cases, you are expected to notify your Supervisor as early as possible, but no later than the start of your workday. Asking another employee, friend, or relative to give this notice is improper and constitutes grounds for disciplinary action, unless unavoidable a Supervisor must hear your voice to excuse any absence. Call, stating the nature of your absence and its expected duration, every day that you are absent.

The company reserves the right to require reasonable proof of illness or temporary disability. Excessive absences or tardiness will result in disciplinary action up to and including termination.

Section 2 – Be Safe

Workplace Violence

It is Sanctuary Social, LLC's policy that any threats, threatening language, or any other acts of aggression or violence made toward or by any company employee

will not be tolerated. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment.

Employees have a duty to warn their supervisors, security personnel, or human resources representatives of any suspicious behavior, situations, or incidents that they observe or are aware of that involve other employees, former employees, customers, suppliers, visitors, or other parties. These situations include, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, or similar behavior. Employee reports made according to this policy will be held in confidence to the maximum possible extent. The company will not permit any form of retaliation against any employee for filing a report under this policy.

Sanctuary Social, LLC will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. To maintain workplace safety and the integrity of its investigation, the company may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that violates these guidelines will be subject to prompt disciplinary action up to and including immediate termination.

Health and Safety

Sanctuary Social, LLC takes every reasonable precaution to ensure that employees have a safe working environment. Safety measures and rules are in place for the protection of all employees and guests. It is ultimately the responsibility of each employee to help prevent accidents. To ensure the continuation of a safe workplace, all employees should review and understand all provisions of the company's workplace safety policy.

Non-Harassment Policy / Non-Discrimination Policy

Sanctuary Social, LLC believes that each of us should be able to work in an environment free of discrimination and harassment. To this end, the company prohibits and will not tolerate discrimination or harassment. This policy applies equally to any form of discrimination or harassment based on any legally protected status under local, state and/or federal law, including but not limited to sex, race, color, religion, disability, pregnancy, national origin, age, sexual orientation, or gender identity.

Harassment is verbal or physical conduct designed to threaten, intimidate or coerce. It includes verbal taunting (including racial and ethnic slurs) which impairs an employee's ability to perform their job. Harassment includes but is not limited to:

- Verbal conduct such as threats, epithets, derogatory comments, or slurs
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, images, or gestures
- Physical conduct such as assault, unwanted touching, or blocking normal movement
- Verbal conduct such as threats, epithets, derogatory comments, or slurs
- Physical conduct such as assault, unwanted touching, or blocking normal movement.

If you feel that you have been subjected to conduct that violates this policy, you should immediately report the matter to an uninvolved Supervisor. If your Supervisor is involved, contact Andrew Hagelman at 513-265-1040. Or as a last resort, if Andrew Hagelman is involved, please call Summer Estridge 859-652-6909.

Sexual Harassment

“Sexual Harassment” is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (a) submission to or rejection of such advances, requests, or conduct is made explicitly or implicitly a term or condition of employment or as a basis for employment decisions; (b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

Examples of sexual harassment can include, but are not limited to: asking for sexual favors in exchange for work benefits, the posting of sexually graphic materials, jokes, stories, comments, or innuendoes of a sexual nature, making sexual gestures or expressions, unwanted touching of a person's clothing or hair, whistling or “catcalls”, or blocking or impeding a person's path. It is the responsibility of the employee who is subjected to harassment or who witnesses a case of unlawful harassment to report such an incident directly to an uninvolved Supervisor. If your Supervisor is involved, contact Andrew Hagelman at 513-265-1040. Or as a last resort, if Andrew Hagelman is involved, please call Summer Estridge 859-652-6909..

Reporting:

Any company employee who feels that they have been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate

attention of an uninvolved Supervisor. If your Supervisor is involved, contact Andrew Hagelman at 513-265-1040. Or as a last resort, if Andrew Hagelman is involved, please call Summer Estridge 859-652-6909.

The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation.

There will be no reprisal or retaliation against anyone who reports such an incident as it is unlawful to retaliate against anyone for filing a complaint or for cooperating in an investigation of a harassment complaint. No disciplinary action will be taken without a thorough investigation of the facts, which shall include gathering statements from all parties and witnesses involved.

Responsibilities:

Employees, contractors, and temporary workers are responsible for complying with this policy by reporting all instances of alleged harassment and cooperating in any investigation of the alleged harassment.

Supervisors and Managers are responsible for implementing this policy in their departments, keeping the workplace free from any form of harassment, ensuring that all associates, contractors, and temporary workers understand this policy, taking harassment complaints seriously. Bring any report to an uninvolved Supervisor. If your Supervisor is involved, contact Andrew Hagelman at 513-265-1040. Or as a last resort, if Andrew Hagelman is involved, please call Summer Estridge 859-652-6909.

Workers' Compensation

As required by law, the company provides workers' compensation benefits for the protection of employees with work-related injuries or illnesses.

Workers' compensation insurance provides coverage to employees who receive job-related injuries or illnesses. If an employee is injured or becomes ill as a result of their job, it is the employee's responsibility to immediately notify a supervisor of their injury in order to receive benefits. Report every injury or illness to a supervisor, regardless of severity. Where legally permissible, the company reserves the right to require medical intervention for injuries sustained in the course of duty. The company may determine the facility or provider by whom medical care is rendered. You may be asked to cooperate with Workers' Compensation investigations, documentation requests, fitness for duty protocol, return to work programs, and/or other procedures related to having sustained an injury during the course of duty.

Cooperation with all necessary aspects of injury reporting and related Workers' Compensation activity is required.

Failure to adhere to the expectations herein may result in denial of Workers' Compensation and/or disciplinary action, up to and including termination.

Section 3 – Get Paid

Timekeeping

Employees must keep accurate records of time worked. Non-exempt employees will be paid for all hours worked, including fractional parts of an hour. All employees are expected to be at their workstations, ready to work at the beginning of their shift. It is up to the employee to report all time worked and to work within the scheduled and approved work hours.

Altering, falsifying, or tampering with time records, as well as recording time on another employee's time record, may result in disciplinary action, up to and including termination of employment.

It is your responsibility to sign your time record to certify the accuracy of all time recorded. Any errors in your time record should be reported immediately to the Payroll Manager.

Payroll

All employees of the company are paid weekly. The employer takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that they are paid promptly on the scheduled payday.

By law, the company is required to make deductions for Social Security, federal income tax, and any other appropriate taxes. These required deductions may also include any court-ordered garnishments. Your payroll stub will also differentiate between regular pay received and overtime pay received. If you believe there is an error in your pay, bring the matter to the attention of the Payroll Manager.

Direct Deposit

Sanctuary Social, LLC encourages employees to have their pay directly deposited into their bank accounts via direct deposit. Employees will receive an itemized statement.

Employee Categories

All employees are designated as either non-exempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and Sanctuary Social, LLC.

Each employee is designated as either non-exempt or exempt from federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under the specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws. An employee's exempt or non-exempt classification may be changed only upon written notification by Sanctuary Social, LLC management based on the Fair Labor Standards Act guidelines only.

In addition to the above categories, each employee will belong to one of the following employment categories:

- **Regular Full-Time:** These are employees who are not in temporary or probationary status and who are regularly scheduled to work the organization's full-time schedule (36 hours or more per week).
- **Regular Part-Time:** A part-time employee is an individual who is hired for an indefinite period, but who works less than a normal workweek. Employees, who work irregular hours, regularly scheduled hours every workday, or full workdays but less than 5 days per week. A common definition of part-time employment is scheduled work of 36 hours or less per week.
- **Short-Term Employee:** A "short-term employee" shall mean an individual whose employment is limited in duration and is hired for a specific short-term project, or on a short-term freelance, per diem, or temporary basis.

Introductory Period

The first 90 days of employment is an introductory period. This is an opportunity for Sanctuary Social, LLC to evaluate your performance and suitability for the role. It also is an opportunity for you to decide whether you are happy being employed at Sanctuary Social, LLC. If at the end of the introductory period, the relationship is satisfactory to the new employee and the supervisor, the employment relationship will continue.

Performance Reviews

The company may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases, promotions, coaching, disciplinary action, and/or terminations. Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Evaluations or any subsequent change in employment status, position, or pay does not alter the employee's at-will relationship with the company.

Performance appraisals are conducted yearly. The performance review will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement, and job goals for the next review period have been clearly communicated. Performance evaluation forms will be retained in the employee's personnel file.

Whistleblower Policy

A whistleblower is an employee who, in good faith, reports to a qualified government agency or entity an activity, practice, or behavior of the company which the employee perceives to be illegal, dishonest, financially fraudulent, unsafe or unjustifiably hazardous, or in violation of a federal, state, or local law.

Retaliation against whistleblowers who engage in good-faith reporting is prohibited. Employees are protected from retaliation in the form of adverse employment actions, including but not limited to discipline, demotion, poor performance appraisal resulting from whistleblower activity, termination, reduction in compensation, etc., and all other forms of retaliation as a result of engaging in good faith reporting.

The whistleblower's right to protection from retaliation does not extend to include immunity for substantiated personal wrongdoing as determined in a formal investigation. Sanctuary Social values the reputation of its management and employees. Any employee found to have intentionally filed a false report, or to have engaged in whistleblower activity in bad faith, may be subject to discipline, up to and including termination.

Section 4 - On the Job Practices and Policies – Act Right

Use of Computer and Communication Systems

Sanctuary Social, LLC retains the right to access all company property including computers, desks, file cabinets, storage facilities, equipment, vehicles, telephones, software, files, and folders, electronic or otherwise, at any time. Employees should maintain no expectation of privacy when on company grounds or while using company property. All documents, files, voice mails, and electronic information, including e-mails and other communications, created, received, or maintained on or through company property are the property of the company, not the employee.

Computer Systems are to be used strictly for company business and are not permitted off-grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess. Employees are not permitted to download any “pirated” software, files, or programs and must receive permission from a supervisor before installing any new software on a company computer. Files or programs stored on company computers may not be copied for personal use.

You agree and understand that, as an employee of the company, you are responsible for obeying all local, state, federal, and international laws regarding the use of our computers. Any attempt to break those laws through the use of the company's computers or networks may result in charges and fines being levied against you. In such an event, you agree and understand that the company will fully cooperate with authorities to provide any information necessary. The company's email and Internet access systems (which are provided for your use) are for business use only. As such, you agree and understand that the company may monitor email and Internet access systems at will, including the full content of any messages therein, without further disclosure to you. The following rules regarding the Computer Systems Policy are in no way an exhaustive list.

1. Do not share your user login credentials or passwords with anyone. No employee may attempt to access another employee's computer systems or data without authorization.
2. Do not delete, examine, copy, or modify files and/or data belonging to other users without their consent.
3. Do not use company computers for other commercial purposes or personal profit.
4. Do not send harassing, obscene, sexually explicit, and/or other threatening emails. Use of company computers for immoral, illegal, or unethical purposes is prohibited and may result in immediate termination.
5. Files imported or transferred must be checked for viruses before being opened. All computers must have current virus-detection software installed

6. Any unauthorized, deliberate action, which damages or disrupts a computing system, alters its normal performance, or causes it to malfunction, is prohibited.
7. Downloading and/or installing any program which has not been approved by the or included with the computer when it was placed into service is prohibited.
8. Attempts at sending unsolicited junk mail, “for-profit” messages, or chain letters are prohibited.
9. Dissemination of proprietary or confidential company information via electronic means without appropriate authorization is prohibited.

Employee Conduct and Work Rules

Sanctuary Social, LLC expects its employees to behave professionally and with integrity to ensure that the work environment is safe, comfortable, and productive. Employees should be respectful, courteous, and mindful of others’ feelings and need to maintain a positive work environment.

It is not possible to list all forms of unacceptable workplace behavior. Based on common sense and our company’s culture, honesty, and ethics, any policy violation, overt misconduct, or other issue deemed by management to warrant disciplinary action may result in such action, up to and including termination. Administration of disciplinary action and/or termination due to misconduct, policy violations, or behavior unacceptable in the workplace will occur at the sole discretion of management. An employee can expect immediate termination for, among other things:

1. Reporting inaccurate or inflated payroll time.
2. Theft of SANCTUARY SOCIAL, LLC, fellow worker’s or guests belongings.

Any questions about the conduct policy should be directed to an uninvolved Supervisor. If your Supervisor is involved, contact Andrew Hagelman at 513-265-1040. Or as a last resort, if Andrew Hagelman is involved, please call Summer Estridge 859-652-6909. Be reminded that Sanctuary Social, LLC reserves the right to terminate an employee for any reason at any time.

This statement of prohibited conduct does not alter or limit the employment at-will employment.

If you decide to resign from employment at SANCTUARY SOCIAL, LLC, we ask you to provide a two weeks’ written notice of your intention. Failure to provide

such notice will result in ineligibility for re-hire. SANCTUARY SOCIAL, LLC will process your final paycheck based upon the information on hand regarding your hours on the regular schedule of paydays set for company employees, and mail it to the residential address on file.

Personal and Company Owned Communication Devices

The purpose of this policy is to define standards, procedures, and restrictions for end-users who have legitimate business uses for connecting a personally-owned mobile device to the company's corporate network. This mobile device policy applies, but is not limited, to all devices and accompanying media that fit the following classifications:

- Smartphones and tablets
- Portable media devices
- Portable gaming devices
- Laptop/notebook computers
- Any mobile device capable of storing corporate data and connecting to a network

The policy applies to any hardware and related software that is not corporately owned or supplied but could be used to access corporate resources. That is, devices that employees have purchased for personal use but also wish to use in the business environment. The overriding goal of this policy is to protect the integrity of the business data that resides within the company's technology infrastructure. This policy intends to prevent this data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an insecure network where it could potentially be accessed by unsanctioned resources. A breach of this type could result in loss of information, damage to critical applications, loss of revenue, and damage to the company's public image. Therefore, all users employing a mobile device connected to the company's corporate network, and/or capable of backing up, storing, or otherwise accessing corporate data of any type, must adhere to company defined processes for doing so. For approval and further information, contact your supervisor.

Company-Provided Portable Communication Devices (PCDs), including cell phones, tablets, and computers, should be used primarily for business purposes. Employees have no reasonable expectation of privacy regarding the use of such devices, and all use is subject to monitoring, to the maximum extent permitted by applicable law. This includes, as permitted by law, the right to monitor personal communications as necessary. Some employees may be authorized to use their PCD for business purposes. These employees should configure their PCD for business use. Communications sent by a personal PCD also may be subject to monitoring if sent through the company's networks, and the PCD must be provided for inspection and

review upon request. When sending a text message or using a PCD for business purposes, whether it is a company-provided or personal device, employees must comply with applicable company guidelines, including policies on sexual harassment, discrimination, conduct, and confidentiality.

Personal Visitors and Telephone Calls

Disruptions during working hours can lead to errors and delays. Therefore, Sanctuary Social, LLC's policy is that while an employee is being paid, their personal telephones not be visible or available. Calls and texts may only be made or received after working hours, or during lunch or break time. For safety and security reasons, employees are prohibited from having personal guests visit or accompany them anywhere in our facilities other than the public areas.

Inspections

Sanctuary Social, LLC wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Sanctuary Social, LLC prohibits the control, possession, transfer, sale, or use of such materials on its premises. The company may require employees while on company or guest property, to agree to the inspection of their persons, personal possessions, and property, work areas including desks, cabinets, workstations, packages, handbags, briefcases, and other personal possessions or places of concealment. The cooperation of all employees is required to successfully administer this policy. Desks, lockers, closets, and other storage devices may be provided for the convenience of employees but remain the sole property of the employer. Accordingly, any authorized agent or representative of the employer can inspect them, as well as any articles found therein.

Smoking

Smoking "vaping" or using e-cigarettes is not allowed on Sanctuary Social, LLC premises.

Confidential Company Information

The protection of confidential business information and trade secrets is vital to the interests and success of this organization. Such confidential information includes but is not limited to the following examples: financial information, employee information, food preparation recipes and procedures. Anyone who discloses trade secrets or confidential business information will be subject to disciplinary action (including possible discharge), even if they do not benefit from the

disclosed information. The absence of a confidentiality agreement does not absolve the employee from responsibility.

Dissemination of proprietary or confidential company information via electronic or other means without appropriate authorization is prohibited.

It is extremely important that all confidential information remains so, and particularly not be disclosed to our competitors. Any employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of the company may be subject to discipline including immediate termination.

How to Handle the Media

SANCTUARY SOCIAL, LLC's point of contact for all media inquiries is Andrew Hagelman. No other employee should make, give, or discuss cases, guests or situations with anyone in the media (reporters, journalists, correspondents). Andrew Hagelman will approve all press releases that are given to the media by Sanctuary Social, LLC, in writing.

Any reporter, calling, writing or coming to the Office will be directed immediately to Andrew Hagelman. If Andrew Hagelman is not on sight, contact him immediately. If he is unavailable by phone, send him a text message with the concern/reporter contact information.

Make sure to note the reporter's name, the media outlet they work for, and their deadlines that they need to meet, what type of context (live interview, prerecorded interview for television, radio or print).

No Solicitation / No Distribution

Sanctuary Social, LLC works hard to maintain a pleasant and cooperative relationship with employees in all matters. However, no business relationship can operate efficiently if there are frequent work interruptions. As such, employees may not solicit for any cause or distribute literature of any kind (for themselves or another employee) for any purpose during working time.

Non-employees are not permitted to solicit guests or employees or distribute materials for any purpose.

Conflict of Interest and Business Ethics

All active employees must notify the company before they take outside employment so that the company will have reasonable notice to decide whether it sees, at that time, any conflict of interest. An employee may hold a job with another organization as long as they satisfactorily perform their job responsibilities with the company, including scheduling requirements, and that the position is approved in advance. Employees should consider the impact that outside employment may have on their health and physical endurance and safety. All employees will be judged by the same performance standards and will be subject to the employer's scheduling demands, regardless of any existing outside work requirements. The company retains the right to terminate employment if it considers a second job to be a cause of impeding an employee's performance.

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Employees can seek further clarification on issues related to the subject of acceptable standards of operation. Situations that would constitute a conflict in most cases include but are not limited to: bribes, bonuses, fringe benefits, unusual price breaks, or excess volumes designed to benefit another company, an employee, a relative, an acquaintance or guest.

Equipment and Property Including Intellectual Property

Employees are prohibited from any unauthorized use of the company's intellectual property, such as audio and video, print materials, and software.

Equipment essential in accomplishing job duties is often expensive and difficult to replace. Improper or unsafe use of equipment can result in disciplinary actions being taken, up to and including discharge. Employees are expected to follow safety standards and guidelines.

Social Media Policy

Information published on any social networking site should not reveal any information designated by Sanctuary Social, LLC as confidential and must not disclose any trade secret, such as financial information, employee information, food preparation recipes and procedures. This also applies to comments posted on other blogs, forums, and social networking sites. The company respects the right of any employee to maintain a blog, web page, or to participate in a social networking site. All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking.

Employee Dress & Hygiene Policy

Employees are expected to dress in a manner appropriate to their work environment and exercise good hygiene. Appropriate attire and dress are required at

all times, including the proper personal protective equipment. When a situation arises regarding the appropriateness of attire, the manager or supervisor will be responsible to counsel the employee using their best judgment as to the determining factor. Employees dressed inappropriately or who exercise poor hygiene may be disciplined up to and including termination. Examples of appearance concerns include, but are not limited to:

1. Employees preparing food must wear a hairnet and gloves.
2. Comfortable close-toed black shoes.
3. No Chipped Nail Polish.
4. Clean & Kept Hair.
5. No tattoos on head, neck, or hands; no offensive tattoos.
6. No Short Pants without Approval.
7. No Gauges, or Facial Piercings.
8. Hostesses may wear approved Sanctuary Social logo items, black dress, skirts, or dress-pants.
9. All other Guest-Facing Employees will wear Black Pants

SECTION 5 – MERCHANT ACCOUNT AND CASH POLICIES AND PROCEDURES

In our continuing efforts to provide the security for customers' credit and debit card transactions and to become PCI security-compliant, SANCTUARY SOCIAL, LLC offers the following policies and procedures.

1. Only authorized personnel are allowed to run a guest's credit and debit card. At no time should anyone other than authorized personnel handle the machine in any way.
2. No guest should ever be left alone in the same room as the Point of Service (credit card machine).
3. Each employee must read the attached information on how to "run" a credit card and how to protect the information being processed.
4. Only run a guest's credit or debit card for the amount of the transaction (nothing over the exact amount); run a card on the day that it is authorized, not before or after.
5. If the guest is not a guest that is readily-recognized, the employee should ask for a photo i.d. Also compare the signature on the photo i.d. and the back of the credit or debit card each time a card is run.
6. If the person making the payment is not the cardholder, the employee must obtain the cardholder's authorization before the transaction is run.

7. For guests that authorize payment by phone, gather the following information:
 - 7.1. Full name on the card;
 - 7.2. Account number;
 - 7.3. Expiration Date;
 - 7.4. Amount of transaction;
 - 7.5. Security Code on back (3 digits for MC and Visa – 4 digits for AmEx);
 - 7.6. Street address of the billing address for the card;
 - 7.7. Zip code for the billing address for the card;
 - 7.8. Direct authorization from cardholder to run the card, on that date, for that amount;
8. Once the Point Of Service is connected, run the credit card as directed and immediately "settle" the transaction.
9. No credit card information, such as credit card numbers, security codes, or expiration dates is to be transmitted by end-user messaging technologies such as email, instant messaging, chat, or blogging.
10. All employees must report any suspicious activity regarding the Point of Service or merchant account. Any employee that is approached by someone (inside or outside). The employment of SANCTUARY SOCIAL, LLC must report all suspicious activity to Management or the security officer. No employee will run a credit card for any other purposes than to take a payment or retainer from a guest that is to be deposited into SANCTUARY SOCIAL, LLC's account.
11. At no time should a "service technician" come by the establishment and announce an "inspection" or "audit" of the Point of Service machine or any data entry or ports. Turn away anyone purporting to be from the credit card company, merchant account, banking official or other company who is not scheduled. Notify Management of the person and all suspicious activity.
12. All service technicians must be scheduled. Before allowing any scheduled service technician access to the Point of Service or data ports, verify and copy their credentials with the contact information on file from their dispatchers. A staff member will remain present at all times the technician works on the system. The service technician must write down all work undertaken in a report. SANCTUARY SOCIAL, LLC shall retain the report for at least six months.
13. Hardcopy media must be destroyed by shredding, incineration or pulping so that cardholder data cannot be reconstructed. SANCTUARY SOCIAL, LLC will secure the container storing information waiting to be destroyed to prevent access to its contents.

Storing Credit and Debit Card Information

SANCTUARY SOCIAL, LLC will not file electronically or in the guest's paper file, a copy of the credit or debit card – front or back; nor the expiration date or security code from the back of the card.

SANCTUARY SOCIAL, LLC requires all of the card's information for each transaction each time a guest needs to make a payment. If stored, Management will store this information and if it is in an electronic format, it will be password protected.

Incident Identification

Employees must remain aware of their responsibilities in detecting security incidents to facilitate the incident response plan and procedures. All employees have the responsibility to assist in the incident response procedures. Some examples of security incidents that an employee might recognize in their day-to-day activities include, but are not limited to:

1. Theft, damage, or unauthorized access: For example, papers missing, broken locks, missing log files, video evidence of a break-in or unscheduled and unauthorized physical entry.
2. Fraud – inaccurate information within databases, logs, files or paper records.

Incident Response

Responses can include or proceed through the following stages: identification, severity classification, containment, eradication, recovery, root cause analysis, notification of applicable card associations, and improvement of security controls.

Visa Provides the compromised Visa accounts to Visa Fraud Control Group within ten (10) business days. For assistance, contact 1-(650)-432-2978. The Visa Fraud Control Group shall instruct on securely sending account numbers. Sanctuary Social, LLC shall provide all potentially compromised Visa accounts. Visa will distribute the compromised Visa account numbers to issuers and ensure the confidentiality of entity and non-public information. See Visa's "What to do if compromised" documentation for additional mandatory procedures. Find that document at:

http://usa.visa.com/download/merchants/cisp_what_to_do_if_compromised.pdf

For MasterCard: SANCTUARY SOCIAL, LLC shall contact its merchant bank for specific details on what to do following a compromise. The Merchant Manual at

http://www.mastercard.com/us/wce/PDF/12999_MERC-Entire_Manual.pdf

SANCTUARY SOCIAL, LLC's merchant bank will assist when you call MasterCard at 1-(636)-722-4100.

For Discover Card contact SANCTUARY SOCIAL, LLC's relationship manager or call the support line at 1-(800)-347-3083 for further guidance.

Alert all necessary parties. Be sure to notify: Merchant Bank Local FBI Office U.S. Secret Service (if Visa payment data is compromised) Local authorities (if appropriate)

1. Perform an analysis of legal requirements for reporting compromises in every state where guests were affected. The following source of information must be used: <http://www.ncsl.org/programs/lis/cip/priv/breach.htm>
2. Collect and protect information associated with the intrusion. In the event that forensic investigation is required SANCTUARY SOCIAL, LLC will work to identify appropriate forensic specialists. Eliminate the intruder's means of access and any related vulnerabilities. Research potential risks related to or damage caused by intrusion method used.

SANCTUARY SOCIAL, LLC will perform Root Cause Analysis and Lessons Learned not more than one week following the incident, members of SANCTUARY SOCIAL, LLC and all affected parties will meet to review the results of any investigation to determine the root cause of the compromise and evaluate the effectiveness of the Incident Response Plan. SANCTUARY SOCIAL, LLC will review other security controls to determine their appropriateness for the current risks. SANCTUARY SOCIAL, LLC shall update any identified areas of the plan, policy or security control, which can be made more effective or efficient.

Security Awareness

SANCTUARY SOCIAL, LLC shall establish and maintain a formal security awareness program to make all personnel aware of the importance of cardholder data security.

Cash

Bussers cannot touch cash. Servers, including bar tenders are responsible for their own cash tickets. Employees who open a cash drawer are responsible for the balance of the cash drawer.

Opening/Closing the Establishment

Procedures for Opening and Closing will be provided by Management And will differ based upon employee category. Opening duties are expected to be completed within 30 minutes, but no later than opening doors to the public.

Closing duties are expected to be completed within 30 minutes of close. If Closing duties take any longer than 30 minutes, Management must be informed at the beginning of the next shift.

Section 6 – We Will Treat You Right - Time Away from Work and Other Benefits

Benefits Overview

This handbook contains descriptions of some of our current employee benefits. Many of the company's benefit plans are described in more formal plan documents available from the Management. In the event of any inconsistencies between this handbook or any other oral or written description of benefits and a formal plan document, the formal plan document will govern.

The information presented here is intended to serve only as an overview. The details of specific benefit plans are available from the Management.

Meals

Employees may consume fountain soda, regular (non-specialty) coffee, or tea without charge. An employee who works a six-hour shift is eligible for \$15 retail cost of food without charge. All meals must be accounted-for by a Supervisor before consumption.

Paid Holidays

Sanctuary Social, LLC observes the following holidays: Thanksgiving Day, and Christmas Day. Sanctuary Social, LLC pays all eligible Full-time employees for these observed holidays.

Vacation Benefits

Sanctuary Social, LLC provides, as a benefit, paid vacations for its eligible employees. Submit requests for time off at least two weeks in advance to a

supervisor, who may approve or deny the request based on company resources. The company is flexible in approving time off when doing so would not interfere with company operations. Vacation days are granted by the Scheduling Manager only on a full-day or half-day basis.

A regular employee is eligible to receive paid time off after 6 months of fulltime service. Employees must earn and accrue vacation benefits before they may be used. Employees should consult the Payroll Manager regarding the amount of vacation leave they accrue each pay period.

Sick Leave

Situations may arise where an employee needs to take time off to address medical or other health concerns. The company requests that employees provide notification to their supervisor as soon as practicable when taking time off.

Jury Duty

Sanctuary Social, LLC understands that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law.

It is the policy of the company to comply with all federal and state rules and regulations regarding jury service.

Employees who are selected for jury duty must provide a copy of their jury summons to the Scheduling Manager. Employees released from jury duty are expected to return to work promptly.

Military Leave

Sanctuary Social, LLC is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is the company's policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion, or another benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised their rights under applicable law or company policy. If any employee believes that they have been subjected to discrimination in violation of company policy, the employee should immediately contact an uninvolved Supervisor. If your Supervisor is involved, contact Andrew Hagelman at 513-265-1040. Or as a last resort, if Andrew Hagelman is involved, please call Summer Estridge 859-652-6909.

Employees taking part in a variety of military duties may be eligible for unpaid military leave under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service, and funeral honors duty, as well as time spent being examined to determine fitness to perform such service.

Employees requesting leave for military duty should contact the Scheduling Manager.

Family Medical Leave Act Leave

The company offers leave consistent with the requirements of the federal Family and Medical Leave Act (FMLA). Under the FMLA, an employee may be eligible for an unpaid family and medical leave of absence under certain circumstances, if the employee works within a seventy-five (75) mile radius of fifty (50) or more company employees.

Under the federal FMLA, a person who has worked as an employee of this company for at least 1,250 hours in the previous twelve months is eligible for FMLA leave. Up to twelve weeks of unpaid leave per year are available for the following reasons:

- The birth of a child and care for the newborn child;
- Placement of a child into adoptive or foster care with the employee;
- Care for a spouse, child, or parent who has a serious health condition; or
- Care for the employee's own serious health condition.
- To care for a spouse, son, daughter, parent, or next of kin (defined as the nearest blood relative) who is a "covered servicemember" and who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of member's office, grade, rank or rating.

A military caregiver is eligible to take a total of 26 weeks of leave.

If the need for leave is foreseeable, employees should notify a supervisor 30 days prior to taking FMLA leave. If the need for FMLA leave arises unexpectedly, employees should notify a supervisor as soon as practicable, giving as much notice to the company as possible.

Employees may be required to provide: medical certifications supporting the need for leave if the leave is due to a serious health condition of the employee or the employee's family member; periodic recertification of the serious health condition; and periodic reports during the leave regarding the employee's status and intent to return to work. Employees must return to work immediately after the serious health condition ceases, and employees who have taken leave because of their own serious health condition may be asked to submit a fitness-for-duty certification before being allowed to return to work.

Leave may be taken on an intermittent or reduced schedule to care for an illness; yet may not be taken intermittently for the care of a newborn or newly adopted child, unless that care is for a serious illness. When leave is taken intermittently, the company may transfer the employee to another position with equivalent pay and benefits, which is better suited to periods of absence.

Subject to certain conditions, the employee or the company may choose to use accrued paid leave (such as sick leave or vacation leave) concurrent with FMLA leave.

The company will maintain group health insurance coverage for an employee on family and medical leave on the same terms as if the employee had continued work. If applicable, arrangements will be made for the employee to pay their share of health insurance premiums while on leave. The company may recover premiums paid to maintain health coverage for an employee who fails to return to work from family and medical leave.

If an employee would like the company to maintain other paid benefits during the period of leave, premiums and charges which are partially or wholly paid by the employee must continue to be paid by the employee during the leave time.

Family and medical leave will not result in the loss of any employment benefit accrued prior to the date on which the leave commenced. However, an employee on family and medical leave does not continue to accrue benefits (e.g., sick leave or vacation leave) during the period of family and medical leave. Questions regarding particular benefits should be directed to the Scheduling Manager.

Upon returning from FMLA leave, an employee will be restored to their original job or an equivalent job with equivalent benefits, pay, seniority, and other employment terms and conditions as provided by the Family and Medical Leave Act.

Employment Records

In order to obtain employment, all employees provide the company with personal information such as their address and telephone number. This information is saved in the employee's personnel records. Please inform the Payroll Manager of any changes to personal employment information, including emergency contact.

Changes to your address, marital status, etc. can affect your withholding tax and benefit coverage.

Upon written request, the company may permit employees to inspect their personnel records. Employees should contact the Payroll Manager to schedule a time to view personnel records. Inspections will occur in the presence of a company official. If an employee disagrees with any portion of the personnel record and a correction cannot be agreed upon, the employee may submit an explanatory statement to be attached to the records.

Nursing Parents Policy

Sanctuary Social, LLC supports breastfeeding parents by accommodating those who wish to express breast milk during the workday while separated from a nursing child.

For up to one year after the child's birth, any employee who is breastfeeding their child will be provided reasonable break times as needed to express breast milk. Sanctuary Social, LLC will designate a private, non-bathroom space for this purpose as needed. If applicable, these breaks may run concurrent with scheduled or paid break times but are otherwise considered unpaid unless designated by state law. Where the Nursing Parents Policy and state-specific or municipality-specific mandates differ, the more generous of the two will apply.

Additionally, the company permits the storage of expressed breast milk on the property, either in a refrigerator or an employee-provided cooler, so long as the storage container is clearly labeled. Employees storing milk on the property assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration, and tampering.

Company Vehicles Policy

All employees authorized to drive company-owned or leased vehicles or personal vehicles in conducting company business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately. A valid driver's license must be in your possession while operating a vehicle off or on company property. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times. Company-owned or leased vehicles may be used only as authorized by management. Employees who drive on company business must abide by all state or local laws prohibiting or limiting portable communication device use, including cell phones and tablets, and other devices while driving.

References

Sanctuary Social, LLC will respond to reference requests through our Payroll Manager. Verification of employment: our Payroll Manager handles the verification of employment requests. If contacted to verify employment, our Payroll Manager will provide your first and last days worked, and your eligibility for rehire. Our Payroll Manager will not communicate any other information about your employment without your express written consent.

Section 7 - Acknowledgment

Reciept and Aknowledgement of Employee Handbook

I received and understand the meaning of this handbook, and terms contained herein.

Employee's Printed Name:

Position:

Employee Signature:

_____ Date: _____

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.

Receipt of Non-Harassment Policy

Sanctuary Social, LLC prohibits intentional and unintentional harassment of any individual by another.

Employee's Printed Name:

Position:

Employee Signature:

_____ Date: _____

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.

Reciept of Sexual Harassment Policy

Sanctuary Social, LLC prohibits harassment of any employee by any Supervisor, employee, customer, or vendor on the basis of sex or gender. The purpose of this policy is to ensure that, at the company, all employees are free from sexual harassment.

Employee's Printed Name:

Position:

Employee Signature:

_____ Date: _____

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.