TRIDENT HOLDINGS LLC

POLICY 1

MARCH 2026

Management Bonus Guidelines

1. General Managers, Assistant General Managers and Managers **must be currently employed by Trident Holdings LLC at time of bonus payout**, be food safety certified (by either State, Serve Safe or National Registry of Food Service Professionals) and in good standing to be eligible for bonus. Good standing means performing managerial duties consistently at a high level.
2. A General Manager, Assistant General Manager or Manager that transfers to another restaurant during any given accounting period will be paid bonus based on the results of the restaurant where they worked the most days during the accounting period.
3. Bonuses will be paid monthly and are paid one accounting period in arrears.
4. Each restaurant has a posted schedule for the fiscal year. Bonus payout dates are identified on this schedule.
5. Assistant General Managers and Managers just out of training need to have successfully completed the training program and all assignments and projects related to training and be food safety certified (Assistant General Managers & Assistant Managers) to be eligible for bonus payouts.
6. New restaurants will be eligible for bonus beginning opening day.
7. The pool split will be determined based on how many salaried managers worked in the restaurant for over 50% of the period.
8. Assistant General Managers new to our company will have a sixty day grace period to become food safety certified by an approved food safety course and test (Serve Safe or NRFSP).
9. Losses due to negligence, fraud, fines, penalties, unnecessary or unapproved repairs or expenditures may result in the loss or reduction of bonus payments. Approval from the ownership is required prior to this provision being enforced.
10. The company reserves the right to terminate or amend this plan following the completion of any accounting period.
11. Any missing money/deposits/assets lost via burglary, robbery, or other due to negligence could be charged against bonus payments. Approval from the ownership is required prior to this provision being enforced.
12. Any insurance claim, workers comp claim or liability due to negligence may be charged against bonus payments.
13. Any occasion that it is discovered that the restaurants food inventory has been misreported will be grounds for bonuses to be suspended for an amount of time to be determined subject to the direction of the Vice President of Operations.
14. General Managers, Assistant General Managers and Managers whom are demoted or elect to step down to a non-eligible position for bonuses are not entitled to and will not be paid bonus, effective immediately upon the date that they are no longer considered management. Thus, bonuses owed for a previous period that has still not been paid; will not be paid.

Administration

1. All payouts are subject to approval and review by Trident Holdings LLC
2. Any questions or comments regarding distributions under this plan will be directed to Chris Benner – Vice President of Operations & HR.
3. Trident Holdings LLC reserves the right to withhold or revise bonus payments due to disciplinary actions, up to and including termination.
4. Trident Holdings LLC reserves the right to deduct, forfeit or revise bonus payments for the following reasons, or other reasons not listed:

a. The restaurant is found to be operating in an unsatisfactory manner during a visit by a member of Trident Holdings LLC. Unsatisfactory conditions may include, but are not limited to, using outdated marketing materials, mishandling food product, not following management or hourly associate training programs, or failure to manager to the Captain D's corporate or Trident Holdings LLC standards of operation.
b. The incumbent is found to have disciplinary actions, up to and including termination.
c. The incumbent is found to have unresolved investigations.
d. If a restaurant receives a score below 80% on two consecutive health inspections (the initial score; not the revisit) or OSA inspections.
e. If management at the restaurant is in violation of Trident Holdings LLC policies, procedures or standards of operation.
f. If management or incumbent at the restaurant are in violation of cash or deposit handling procedures or inventory counting or accounting procedures.
g. If management at the restaurant are in violation of any applicable federal, state or local laws.
h. At anytime, a General Manager or Assistant General Manager is found to have sacrificed quality of the Guest experience, the Associate experience, or the business/financial experience in order to achieve their bonus, they may become ineligible for any or all of their bonus potential as deemed appropriate by Trident Holdings LLC.

5. If at any time a bonus payment is revised or withheld due to any of the above criteria, re-distribution of the bonus to other members of the management team will be at the discretion of Trident Holdings LLC.

By signing below I acknowledge that I have read and understand the guidelines and administration of the Trident Holdings LLC manager's bonus policy. Referred to as Trident Holdings LLC Policy 1.

TRIDENT HOLDINGS LLC

POLICY 2
MARCH 2026

Manager Standard Operating Procedure
Cash Handling & Financial Controls

1. Purpose
This policy outlines the required procedures for managers to ensure the accurate, secure, and compliant handling of all cash, deposits, and financial transactions in the restaurant. Consistent adherence protects company assets, maintains accurate records, and ensures operational integrity.

2. Scope
This SOP applies to all General Managers, Assistant General Managers, Restaurant Managers, Dining Room Supervisors, and Assistant Managers responsible for cash handling or financial oversight.

3. Manager Responsibilities
3.1 Managers must follow all cash-handling standards and ensure all employees comply with this policy.
3.2 Managers must monitor, audit, and document all cash activities throughout the shift.
3.3 Any discrepancy must be reported promptly to the Area Director.
3.4 Managers must never share login credentials, safe codes, or red swipe cards.

4. Petty Cash Procedures
4.1 Petty cash must be counted and logged at opening, mid-shift, and closing.
4.2 Petty cash must remain in the safe at all times unless being counted.
4.3 IOUs, paid-outs, cash loans, or personal transactions are strictly prohibited.
4.4 Any discrepancy in petty cash must be reported to the Area Director immediately.

5. Cash Drawer Management
5.1 Managers must assign drawers and ensure each Guest Specialist uses only their assigned drawer.
5.2 Drawer audits must be completed at the beginning and end of each shift, and mid-shift as needed.
5.3 Shortages or overages greater than **$2.00** must be documented using approved forms.
5.4 Consistent variances require corrective action.

6. Cash Pulls
6.1 Cash pulls must be completed during busy periods or when a drawer reaches $700 or more.
6.2 Each pull must be documented in the POS and sealed before being placed in the safe.

7. Deposit Preparation & Banking
7.1 Managers must prepare at least two deposits daily unless otherwise approved. The first deposit is completed before shift change from all of the day shift tills. This deposit amount must be entered into the backoffice POS.
7.2 Deposits must be counted under camera view, sealed, logged, and secured in the safe.
7.3 All cash overages must be included in the deposit, no exceptions.
7.4 Deposits are never left unattended and must be taken to the bank daily, either walked in or dropped into night depository.
7.5 Every day, seven days of the week, the AM managers go to the bank before 10:30am and drop the deposit from the night before

into the night depository. If they need change they go inside with the deposit.
7.6 Every day, seven days of the week, the AM managers go to the bank on their way home from their shift and put the deposit from
their daytime shift into the night depository.
7.7 Deposits must not remain in personal vehicles.
7.8 Any missing deposit may result in disciplinary action, including termination
7.9 The deposit will be repaid by a deductions to the management team's bonus pool until paid in full.

8. Deposit Shortages & Missing Deposits
8.1 Accounting will notify the restaurant of any shortages or variances.
8.2 Managers must review POS reports, bank slips, and video footage when investigating discrepancies.
8.3 Missing deposits require immediate Area Director involvement.
8.4 Missing or significantly short deposits may result in suspension or termination.

9. Safe Management
9.1 Safe must remain closed and locked; "day lock" is strictly prohibited.
9.2 Only authorized managers may access the safe.
9.3 Safe combinations must be changed within 24 hours when management turnover occurs.
9.4 Managers must verify that deposits and petty cash are properly stored.
9.5 At no time EVER will the owner of the franchise, a corporate official or the Area Director direct anyone to remove money from the safe for any reason. Management and Shift Leads must be mindful to never fall victim to phone scams or other types of scams.

10. Voids & Transaction Corrections
10.1 All voids must be completed within 30 minutes of the original transaction.
10.2 Managers must verify the void reason, review the order, and document appropriately.
10.3 Missing or incomplete void documentation may result in disciplinary action.

11. Counterfeit Bill Detection
11.1 Cashiers must verify all $50 and $100 bills using approved and provided detection equipment.
11.2 If a bill appears suspicious:
- Return it to the Guest
- Request a different payment method
- Document the event in the manager log

11.3 Counterfeit bills are not to be confiscated from the Guest, simply return and ask for different payment method.

12. Closeout Procedures
12.1 Prior to POS closeout, managers must ensure:
- All drawers are counted
- All deposits are logged
- Petty cash balances
- Variances match audit documentation

12.2 Closeout cannot be completed if audits and system totals do not match.
12.3 All paperwork must be finalized and stored before leaving the building.

13. Area Director Responsibilities
13.1 Area Directors will review petty cash logs, variance reports, and deposit accuracy.
13.2 They may conduct surprise audits at any time.
13.3 They are responsible for follow-up on discrepancies identified by Accounting.

14. Accountability

14.1 Failure to follow this SOP may result in disciplinary action up to and including termination.
14.2 Missing deposits, unapproved cash practices, falsification of documentation, or repeated variances are considered major violations.
14.3 Corrective action for all cash handlers must be documented and submitted to HR.

TRIDENT HOLDINGS LLC

POLICY 3

MARCH 2026

Management Meal Policy

1. Purpose

The purpose of providing free meals for Management is 2-fold:

1. To encourage management to experience our food & beverage products in order to ensure product quality, taste, proper portion control, product temperature, plate presentation.
2. To provide a food benefit as part of their overall compensation package.

The following guidelines explain the Company's manager meal benefit.

1. Management may have one meal per shift.
2. The value of the meal is not to exceed a price of $12.00 dollars.
3. The meal is rung up in the POS.
4. Unless approved by your Area Director, taking food home after your shift will be treated as a 50% employee discount and must be rung up at 50% discount.
5. There are no other approved discounted meal programs.
6. Failure to secure proper approvals for the guidelines outlined above will result in a payroll deduction for the un-approved expense.
7. Purchases of any food or paper products at cost by management, employees or Guests are not acceptable.
8. Unless staffing levels do not allow, managers are not to prepare their own meals.

TRIDENT HOLDINGS LLC

POLICY 4

MARCH 2026

Paid Time Off (PTO) Policy

1. Purpose

This policy outlines the eligibility, accrual, usage, and request procedures for Paid Time Off (PTO) for all crew-level employees, supervisors, and managers. It ensures consistent application of PTO benefits throughout the Company.

2. Eligibility

2.1 General Eligibility

- Employees who average 30+ hours per week are eligible to accrue and use PTO.
- PTO begins accruing on the date of hire.
- Employees become eligible to use PTO once they have accrued at least 30 hours by their first anniversary date.
- Team members must accrue at least 30 PTO hours every 12 months to retain eligibility. If 30 hours are not accrued, the balance resets to 0.

3. PTO Accrual – Team Members & Supervisors

3.1 Job Titles Included

- Hotline Team Member
- Coldline Team Member
- Supervisor

3.2 Accrual Schedule for Team Members & Supervisors

Years of Service	Accrual Rate	Max Annual Accrual	Usage Timing
0 – 5 years	0.0192 hours per hour worked	40 hours	Usable after each annual anniversary
5+ years	0.0384 hours per hour worked	80 hours	Usable every 6 months

3.3 Crew-Level PTO Rules

- PTO must be taken in full-week increments; single-day or partial-day PTO is not permitted.
- Employees must be scheduled for at least four (4) shifts in that week for PTO to apply.
- PTO must be used within 12 months of allocation. No additional PTO accrues beyond the 12-month limit.
- PTO cannot be used to offset overtime already worked.
- Unused PTO is not paid out upon termination unless required by state law.

4. PTO Accrual – Managers

4.1 Job Titles Included

- Assistant Manager (AM)
- Assistant General Manager (AGM)
- General Manager (GM)
- Multi-Unit Manager (MUM)

4.2 Accrual Schedule for Managers

Classification	Accrual Rate	Max Annual Accrual	Usage Timing
Hourly Manager (AM/AGM)	0.0384 hours per hour worked	100 hours	Every 6 months
Hourly Manager 5+ Years	0.0577 hours per hour worked	100 hours	Every 4 months
Salaried Manager (GM, MUM)	2 hours/week	100 hours	Every 6 months
Salaried Manager 5+ Years	3 hours/week	100 hours	Every 4 months

4.3 Manager PTO Rules

- PTO cannot be used during lockout periods:
    - Thanksgiving Week
    - Christmas Week
    - New Year’s Eve Week
- PTO must be scheduled at least four weeks in advance and approved at the appropriate level.
- No more than 10 vacation days may be held at once; accrual pauses once the cap is reached.
- Only Salaried Managers (GMs/MUMs) may take single-day or partial-day PTO.
- PTO cannot be used to offset overtime already worked.
- PTO does not accrue during unpaid leaves of absence.

5. Vacation Cash-In Policy (Assistant General Managers and General Managers Only)

5.1 Eligible Roles

- Assistant General Managers (AGMs) with 5+ years of service
- General Managers (GMs) with 5+ years of service

5.2 Not Eligible

- Team Members
- Shift Leaders
- Shift Managers
- Assistant Managers (AMs)

6. When PTO May Be Used

6.1 Team Members & Shift Leaders

- PTO is available after one full year of employment.
- Employees must average 30 hours per week and must have accrued at least 30 PTO hours.
- PTO must be taken in full-week increments.

6.2 Managers (AMs, AGMs, GMs, MUMs)

- PTO is usable every 6 months.
- Managers with 5+ years of service may use PTO every 4 months.
- Only salaried managers may take partial-day PTO.
- PTO cannot be used during designated lockout dates.

7. PTO Request Procedure

7.1 Submission Requirements

- All PTO requests must be submitted at least four (4) weeks in advance.

7.2 Approval Chain

- Team members and Supervisors submit requests to → GM
- Assistant Managers & Assistant General Managers submit requests to → GM then MUM
- General Managers submit to → MUM
- Multi-Unit Managers submit to → Human Resources

8. Checking Your PTO Balance

- Employees may view their PTO balance anytime in the ADP mobile app.
- Myself → Time Off → Balances

POLICY 5

MARCH 2026

Management Uniform Guidelines

Managers, Assistant General Managers and General Managers will follow the following uniform guidelines:

1. The approved Captain D's logo management shirt must be worn
2. The shirts may be ordered from the Captain D's approved uniform vendor.
3. The shirt can be long or short- sleeved.
4. Shirts must be clean, stain-free, wrinkle-free, tucked in, and in good repair not faded or worn out. Approved management shirts are as follows: Button down long sleeve or short sleeve (approved colors are black, blue or grey).
5. Golf style polo style shirts issued by the company as incentives may be worn by management, but only those shirts that have been issued by the company. No other golf style polo shirts may be worn.
6. The nametag must be worn opposite of the logo.
7. Black pants or slacks are to be worn (no jeans or denim material). NO Carpenter's style pants, baggie pants, bell-bottoms, frayed or torn pants, side pockets, loops for tools, etc.
8. A solid black or brown belt must be worn.
9. Shoes must be solid black or brown and slip resistant.
10. Visible tattoos must be approved by the Area Supervisor or otherwise visible tattoos must be covered.

Management Uniform Purchases

Newly hired managers or internal promotes into management will be provided with five shirts and a nametag. However, Trident Holdings LLC does not provide management with their uniforms on an ongoing basis. Management may order uniforms shirts and nametags and must pay for their purchases through payroll deduction. The company will not accept cash or checks for management uniform shirt or nametag purchases. The following steps are to be followed for management uniform shirt and nametag purchases.

1. Manager selects the sleeve length, size and color of shirt(s) they wish to order on the Trident Holdings management uniform shirt order form found inside the Shoes for Crews Binder at their restaurant.
2. The manager authorizes the uniform payroll deduction by signing and dating the form.
3. The form is the scanned and e-mailed to the HR office.
4. The HR office will order the shirts and forward the order form and payroll deduction authorization to the payroll company.
5. The form is then filed in the manager's employee file at the home office.
6. The payroll company will deduct the payment for the uniform shirts from the manager's forthcoming two paychecks.
7. The manager's uniform shirts will be shipped directly to the restaurant to their attention.
8. The company will provide managers with one nametag per year. If nametags are lost they need to be ordered and paid for the same way as the shirts.

TRIDENT HOLDINGS LLC

POLICY 6
MARCH 2026

Security Procedures

1. Purpose

The purpose of these procedures is to help provide a reasonable level of safety and security and to reduce the risk of robbery/burglary of a Trident Holdings' Restaurant. These procedures are of the highest importance, as Trident Holdings' wants every crewmember to be safe and secure at work. However, safety and security is a team sport. Use common sense and follow our procedures, or you may create an unforeseeable risk to yourself, others, the restaurant, and our valued brand and public trust.

These procedures promote a working environment that seeks to help you maintain a safe and secure workplace. These procedures address safety and security tips, provide guidelines and "non-negotiable" rules that apply to all crewmembers.

2. **General Guidelines**

Opening Procedures

Restaurants may only be opened by a member of management and Opening Procedures must be followed with no exceptions.

The opening member of management must drive around the building looking for suspicious signs, persons or vehicles before entering the restaurant. If any exist, leave the premises and notify the police immediately. DO NOT attempt to open the restaurant. If there are no signs of suspicious activity, enter the building. The opening manager must park as close as possible to the front door. Once inside the restaurant, the doors should be re-locked and remain locked until immediately before opening, other than the brief period it is unlocked to allow other scheduled crewmembers or delivery personnel into the restaurant.

Outside duties such as taking out trash, window cleaning, lot cleaning, etc. must only be performed with all doors remaining locked. The member of management should lock the door while the crewmember performs the outside duties. Once the outdoor duties have been completed the crewmember must use the doorbell to regain access to the inside of the restaurant.

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3. Door Bells

Crewmembers must know the location of the doorbell. The doorbell must be near the front door. The doorbell must be used before opening time.

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4. Security during Operating Hours

Before opening the restaurant, ensure that the safe is locked prior to unlocking the doors. Money must only be in the safe, the register, or the bank.

Allow only authorized crewmembers behind the counter or in the back of the restaurant.

Guests should be treated in the following manner:

- Greet all people who enter the restaurant to let them know you are aware of their presence.
- Loiterers should be asked if they need assistance and if not, request that they leave. If they do not leave after being asked, contact the police.
- Off-duty crewmembers, friends, or relatives must never be allowed to "hang-out" in the restaurant. They must be treated like any other paying guest.

By 9:00 p.m., all closing crewmembers must move their cars to a lighted area near the front of the restaurant.

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5. Closing Procedures

Just before closing time (15 to 30 minutes before close), all trash must be taken out for one last trash run. The rest of all trash must be neatly contained until the next morning. Under no circumstance is a crewmember to take the trash out of the building after closing time.

At the closing time of the restaurant, the closing manager must lock all doors. Prior to locking the front doors, check the restrooms to ensure that there is no one in them. Once all guests have left the restaurant, all exit doors, the drive- thru window, and the fire exit door(s) are to be locked. The closing manager must ensure that the safe and all monies are locked in the safe, along with the appropriate logs and paperwork showing all deposits, petty cash, opening cash by number of drawers, and any other funds or valuables in the safe.

Once the doors have been locked by the closing manager, the keys are to remain in the possession of the closing manager at all times. After closing, a member of management must escort crewmembers to the door, look around the perimeter outside of the door, unlock the door, let the crewmembers out, lock the door and watch them from inside the restaurant get into their cars safely. The member of management must remain with a minimum one crewmember and leave with that crewmember once all closing procedures are concluded.

Only a member of management can unlock the door to let guests and crewmembers out of the restaurant. No one, including crewmembers, Guests, friends or family members, is to be let back in the restaurant once the doors have been locked. A non-closing crewmember that has finished their tasks and clocked out must leave the restaurant before closing time. A non-closing crewmember that has a ride that is late in picking him or her up, may leave the restaurant after closing, provided the manager unlocks the door, watches the crewmember exit, immediately re-locks the door, and watches the crewmember make a safe exit. In the event that they are in the restaurant after the doors have been locked, they can leave the restaurant. The member of management must unlock the door to allow the crewmember(s) to leave. Under no circumstances are they to be allowed back in the restaurant after leaving

TRIDENT HOLDINGS LLC

POLICY 7

MARCH 2026

Management Bereavement Policy

1. Purpose

The purpose of providing paid time off to attend the funeral, pay respects and mourn the loss of a close relative.

In the event of a death in the family you will be given 2 days off (with pay) for the following relationships:

Grandfather	Grandmother	Grandfather-in-law	Grandmother-in-law
Aunt	Uncle	Cousin	

In the event of the death of an immediate family member you will be given 5 days off (with pay) for the following relationships:

Parent	Parent-in-law	Spouse	Domestic Partner	Sibling
Child/stepchild	Son-in-law	Daughter-in-law	Nephew	Niece

All management bereavement leave requests must be approved by the Area Supervisor. In light of the compensation for the leave; you may be required to provide a bulletin from the funeral services and/or obituary.

TRIDENT HOLDINGS LLC

POLICY 8

MARCH 2026

Posted notices, messages, signs policy

Purpose:

The purpose of ensuring that all communication in Trident Holdings LLC restaurants is consistent with a professional presentation and aligned with the Company's values, mission, culture, guidelines and policies as well as any State and Federal laws too.

All posted messages, bulletins, notices, memos meant for communication to team members must be reviewed and approved by an Area Supervisor before being posted, without exception.

All posted messages, bulletins, notices, memos must be typed and printed from a computer and printer. Nothing handwritten may be posted anywhere in our restaurants, this includes our dining rooms, front doors and restrooms.

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POLICY 9
MARCH 2026

Attendance – specific to management

1. Purpose

This policy details how Trident Holdings LLC counts absences and tardiness for the purposes of maintaining excellent Guest service throughout the business day. Because excessive absenteeism or tardiness can create a hardship for Guests and co-workers, occurrences of reported absence or tardiness in excess of 3 in a 12-month period may be grounds for corrective action, up to and including termination. In all cases, honest and truthful reasons for tardiness or absences are expected to be given. Giving false reasons for either will result in corrective action up to and including termination of employment.

Policy Definitions:

Managers are required to notify their General Manager of any absence, tardy, or early departure for every occurrence.
General Managers are required to notify their Area Supervisor of any absence, tardy or early departure for every occurrence.
General Managers are also required to notify their Area Supervisor of any absence, tardy or early departure for every occurrence in relationship to their managers. The word "Manager" throughout this policy applies to hourly managers, salaried managers and General Managers.

- Tardy is defined as the failure of a Manager to be at the restaurant ready to work at the scheduled starting time. A Manager is considered tardy five minutes or more past the start of the Manager's shift. A Manager who is tardy by more than three hours will be considered a missed day of work and subject to be made up (salaried managers).
- Early departure is defined as the failure of a Manager to complete the scheduled work shift. No occurrence will be counted in the event that an hourly Manager is asked to leave early due to business needs.
- No call/no show is defined as a Manager's failure to appear for work and to notify their General Manager/Area Supervisor of their inability to work a scheduled shift. This may result in a voluntary termination for job abandonment.
- Prescheduled time away from work is defined as time away from work that is approved in advance by your Area Supervisor. Prescheduled times away from work are not considered absences for the purpose of this policy.

Notification:

Occasionally, it is necessary to be absent from work due to illness or circumstances beyond one's control. It is the Manager's responsibility to try to find a replacement. When a Manager has an unscheduled absence from work, the General Manager/Area Supervisor is to be notified at least 4 hours prior to the start of the scheduled shift along with the name of a replacement if one can successfully be sourced. The replacement Manager is also expected to personally call (no text messaging or e-mailing) the General Manager/Area Supervisor to confirm that there will be a replacement at least 2 hours prior to shift start. Failure to follow these instructions will be subject to disciplinary action. Any sick call that is not within 4 hours will be considered an unexcused absence, which could result in termination. It is also the Manager's responsibility to speak (no text messaging or e-mail) to the General Manager/Area Supervisor personally during every day of an absence in order to advise them about an expected return to work date. An absence of consecutive, multiple days due to the same reason will be counted as one absence for the purpose of this policy. An absence that extends greater than 3 scheduled work days will require a note from a physician or clinic. **Salaried managers will be required to make up missed days from work either**

by swapping for their scheduled day(s) off or by working an extra shift(s) to cover for the managers that covered for them. The alternative is for salaried managers to be paid their salary pro-rated for the days of work that were missed.

In the event a Manager is absent due to a medical emergency, the General Manager or Area Supervisor should be contacted within 24 hours. If the Manager is not physically able to contact the General Manager/Area Supervisor them self, an immediate family member may do so on the Manager's behalf.

When concerns arise regarding a Manager's attendance, tardiness, early departure, shift interruption or improper notification, these are considered a performance issue and therefore subject to progressive discipline up to and including termination.

POLICY 10
MARCH 2026

Orientation and Training

1. Purpose

The purpose of ensuring that all orientation and training of newly hired employees at Trident Holdings LLC restaurants is consistent with the Captain D's formalized training program and consistent across our entire organization. We also strongly believe that a friendly, informative and welcoming orientation and a solid training program can distinctly improve employee retention.

Orientations:

All newly hired employees and managers must have the Captain D's formalized orientation conducted using the Captain D's orientation binder. This procedure is to be conducted following the checklist and guidelines in the Captain D's orientation binder. The orientation may only be conducted by the General Manager. Orientations conducted by another member of management beside the General Manager must be approved by the restaurant's Area Supervisor without exception. The General Manager must dedicate no less than 45 minutes to one hour of uninterrupted time to conduct orientations. Orientations for newly externally hired salaried managers must be conducted by an Area Supervisor.

Training:

All newly hired employees and managers must follow the Captain D's GSTP formalized training program. The checklist for each function must be used and followed. The GSTP basic training tracker file folders must be used for each newly hired employee and manager. Any exceptions must be approved by the restaurant's Area Supervisor. The GSTP certification tracker must be posted at each restaurant. The names of all members of the restaurant's team must be labeled onto the certification tracker poster. Trident Holdings LLC will reward each completed certification with a ten cent hourly raise. There are nine total possible certifications. Basic Training is not one of them. The certification demonstrations must be observed and validated by the restaurant's Area Supervisor.

Labor credit for orientation and training:

Restaurants may be eligible for a credit towards their labor dollars for the training of newly hired employees. The Company shall provide a credit of $150 for each newly hired employee up to two per accounting period. To be eligible for the credit the restaurant must send scans of the newly hired employee's orientation checklist (both sides) and the newly hired employee's basic training tracker file folder to the restaurant's Area Supervisor. The credit is all or nothing. Both the orientation checklist and the basic training tracker file folder must submitted to the Area Supervisor for consideration of the full credit of $150 per trainee. Only two training credits will be granted per accounting period. This limit is to encourage our management teams to be certain that they are making quality hires and retaining their people.

TRIDENT HOLDINGS LLC

POLICY 11

MARCH 2026

Company Policy for mileage reimbursement

1. Purpose

Employees who work in restaurants operated by Trident Holdings, LLC and its subsidiaries (the “Company”) may need to use their personal automobiles periodically for work-related trips. When an employee needs to travel to a meeting, to a training restaurant (other than the employee’s home restaurant), to an interview or to any other location required by the Company, the Company will reimburse the employee for mileage as follows:

Distance (Round Trip)	Amount
50 miles or less	Zero
51 miles through 100 miles	$20.00
101 miles through 200 miles	$40.00
201 miles through 300 miles	$60.00
301 miles through 400 miles	$80.00
More than 400 miles	$100.00

2. Reimbursement calculation and determining total traveled miles

2.1 This policy is based on a maximum National Gas Price Average of $3.00 a gallon. If gas prices exceed $3.00, the reimbursement will be increased by 10% for each $1 over $3.00.

2.2 The Company will use Google Maps (or its equivalent) to determine mileage. The employee must submit the request by e-mail message to HR within the same accounting period as the travel.

3. Scope

3.1 This policy applies to all restaurant employees of the Company not currently driving a company automobile.

POLICY 12
MARCH 2026

Policy for weekly invoices, documents and forms

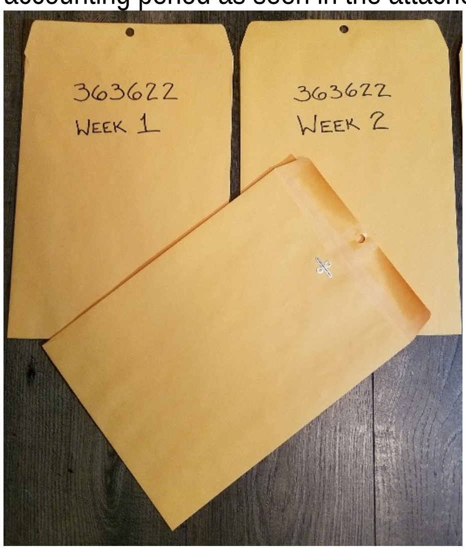
Purpose:

The purpose of ensuring that all invoices, paid outs, voids, pertinent documents and forms are reaching The Company's accounting and payroll personnel in a timely manner.

The following items need to be scanned and sent by e-mail:

- Any child support orders that may arrive by mail send to both HR and Beatrice Sullivan and copy your Area Supervisor. Do this IMMEDIATELY upon receipt.
- Any wage garnishment orders that may arrive by mail or by the Sherriff, send to HR and Beatrice Sullivan and copy Area Supervisor. Do this IMMEDIATELY.
- Any notice of an unemployment claim that may arrive by mail, send to HR and Beatrice Sullivan and copy your Area Supervisor. Do this IMMEDIATELY upon receipt.
- Any invoices of ANY kind like for repairs, landscaping or window cleaning send ONLY to Beatrice Sullivan and copy Area Supervisor. Please send these immediately upon receipt.

Each location is to keep large yellow manila envelopes on hand.
The large yellow manila envelopes are labeled with store number and the week of the accounting period as seen in the attached picture below.



Each week all of the following needs to be put into the envelope:

- All invoices of any kind
- All paid outs (with receipts attached)
- Credit card vouchers (signed by Guests) for transactions of $50 or greater
- All register receipts for voids
- Any completed, signed I-9 forms
- All completed enrollments for joining the D's Club
- Anything that has already been scanned and sent by e-mail:
  - New hire transaction forms
  - Any transaction forms

- Sheets for Hire tech surveys
- Direct Deposit forms
- Pay Card registrations
- Vacation requests

- **<u>Policy for weekly invoices, documents and forms (continued)</u>**

- At the end of the week the envelope is closed-up and a new envelope is started for gathering everything.

At the end of the period all 4 envelopes are picked up by the Area Supervisor along with any employee file folders for terminated employees.

Envelopes will be recycled as often as possible and returned to restaurants about every 4 weeks.

All employee counseling is to be saved in the “Counseling Binder” which is to be stored in a locked file cabinet.

POLICY 13
MARCH 2026

Management Scheduling, Attendance and Minimum Hours Policy

Purpose
To ensure that all General Managers and management provide leadership and direction throughout the business week for the benefit of Employees and Guests, and to ensure that each restaurant maintains the staffing coverage necessary to consistently deliver PF3nC.

Policy
General Manager (GM) Scheduling Requirements
- General Managers are required to work 50 hours per week.
- General Managers are required to work a minimum of 7 meal periods per week.

Restaurant Manager (Assistant General Manager) Scheduling Requirements
- Restaurant Managers are required to work 50 hours per week.
- Restaurant Managers are required to close a minimum of 2 times per week.
- Restaurant Managers are required to work a minimum of 7 meal periods per week.

Dining Room Supervisor (D.R.S.) and Assistant Manager (A.M.) Scheduling Requirements
- D.R.S. and A.M. positions are required to work 40 hours per week.
- D.R.S. are required to work a minimum of 7 meal periods per week.
- A.M.s will be scheduled to close as needed.

Additional Guidelines
- Any changes to the posted management schedule must receive Area Director approval, and this approval must be communicated by phone call only.
  Text messages and emails are not acceptable for schedule-change approval.
- All Managers must notify the Area Director before leaving early (before the scheduled end of a shift). This may be communicated by phone call, text, or email.
- If, during an accounting period, the restaurant receives more than four (4) food or service-related complaints occurring during the evening shift, or if the restaurant experiences extremely high food or labor costs, the General Manager may be required to close a minimum of once per week until performance improves.

Accountability
General Managers and Restaurant Managers must work a minimum of 200 hours per accounting period.
Dining Room Supervisors and Assistant Managers must work a minimum of 160 hours per accounting period, except in cases of extenuating circumstances.
Chronic absences will not be tolerated or accepted.
Arriving for work later than scheduled arrival times or leaving work before scheduled departure times without approval from Area Director will not be tolerated or accepted.
- Failure to meet these required hours may result in a reduction or cancellation of the Manager’s forthcoming bonus or further disciplinary action up to and including termination.
- Any negative balances for bonus will roll forward into future accounting periods until fully recovered.
- These deductions do not impact bonus calculations for other Managers or Area Directors.

POLICY 14
MARCH 2026

Hours of Operation Policy
Purpose
To ensure consistent guest service and operational standards, all restaurants must follow The Company's established minimum hours of operation.

Policy
Minimum Hours of Operation – Captain D's
- All Captain D's restaurants must unlock doors, open the drive-thru, and begin serving guests **no later than 10:30 a.m.** daily. Opening earlier is permitted.
- Restaurants must remain open and serving guests until:
    - **10:00 p.m.** Sunday–Thursday
    - **11:00 p.m.** Friday–Saturday

      Closing earlier requires prior approval from the Area Director.

Prohibited Practices
It is a violation of this policy to create the appearance that the restaurant is closed before the official closing time. Prohibited actions include, but are not limited to:
- Turning off signage, exterior lighting, or interior lights before closing time
- Locking the front doors before closing time
- Placing chairs on tables before closing time
- Intentionally not answering the phone at any time

Accountability
Managers and Shift Leaders are responsible for ensuring compliance with all required hours of operation.

If The Company determines that a Manager or Shift Leader has refused service during required hours of operation, opened late, closed early, or engaged in any of the prohibited practices outlined in this policy, disciplinary action will occur **up to and including termination of employment**.

TRIDENT HOLDINGS LLC

POLICY 15

MARCH 2026

Paid Out Policy

Purpose

This policy establishes the required standards and procedures for handling paid outs and making cash purchases. All restaurants must follow these guidelines to ensure consistency, accountability, and proper financial controls.

Policy Overview

The following standards for paid outs are **non-negotiable**:

1. Prohibited Purchases

- **Proteins:** Paid outs may **never** be used to purchase any protein products. This includes, but is not limited to, fish, shrimp, chicken, or any other items that must only be procured through a Captain D's approved vendor.
- **Proprietary Products:** Paid outs may not be used to purchase any substitution for a proprietary Captain D's products. Without Area Director authorization.
  Examples include:
  - Pup mix
  - Slaw mix and slaw dressing
  - Any Captain D's seasonings
  - Desserts
  - Fries
  - Poppers
  - Mozzarella cheese sticks
  - Cocktail or tartar sauces

Any product designated as proprietary must be purchased exclusively through approved corporate vendors.

2. Pre-Approval Requirement

- All paid outs must be communicated to and approved by the **Area Director prior to the purchase**.
- Retroactive approvals are not permitted under any circumstances.

3. Personal Purchases Prohibited

- Paid outs may **never** be used for personal items or consumption. Examples include:
  - Cigarettes
  - Candy and chewing gum
  - Gasoline
  - Energy drinks (e.g., "Monster," coffee beverages, etc.)
  - Any other items intended for personal use
- Personal purchases must always be rung up as a **separate transaction** with a separate receipt.

4. Employee Labor Payments

- Paid outs may not be used to compensate any individual employed by Captain D's for labor or services performed.

5. Approved Incentive Purchases

- Paid outs may be used for employee incentives **only if approved in advance** by the Area Director. Examples include:
  - Pizza parties
  - Gift cards
  - Lottery tickets for sales contests

- Christmas decorations
- Christmas celebration

Accountability

Failure to comply with this policy will result in disciplinary action, up to and including written documentation, suspension, or termination. The Company reserves the right to review and audit paid out activity at any time.

POLICY 16
MARCH 2026

Driving and Riding Time Compensation Policy

1. Purpose

The purpose of this policy is to ensure consistent compensation practices across all restaurants when hourly employees or managers are required to travel to mandatory meetings or to work at locations other than their designated "home" restaurant. This policy applies when travel exceeds the expectations of a normal commute.

2. Eligibility for Compensation

Hourly employees and managers are eligible for driving or riding time compensation when all of the following conditions are met:

1. **The travel is for company-required purposes**, such as:
   - Mandatory meetings
   - Scheduled shifts at a restaurant other than the employee's "home" store
2. **The travel is not to the employee's "home" store.**
3. **The one-way travel time exceeds two (2) hours.**

3. Compensation Rate

- Eligible driving or riding time will be paid at a rate of **$10.00 per hour**.
- This compensation is paid regardless of the employee's normal hourly or salary rate.

4. Impact on Hours Worked and Overtime

- Approved driving or riding time will be counted as **hours worked** for the payroll week.
- These hours will contribute toward determining **overtime eligibility** for hourly employees and hourly-paid managers.

5. Compliance

Managers must ensure all qualifying travel time is recorded accurately and submitted for payroll. Failure to follow this policy may result in incorrect compensation and corrective action.

TRIDENT HOLDINGS LLC

POLICY 17

MARCH 2026

Cash Handling Policy

1. Purpose

To protect company assets and maintain strict financial controls, The Company requires all cash to remain on premises unless removed for an approved business purpose. This policy outlines the only permitted reasons for cash to leave the restaurant and the consequences for violations.

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2. Authorized Reasons for Removing Cash from the Restaurant

Employees may remove cash from the restaurant **only** for the following purposes:

1. **Depositing cash at the bank.**
2. **Obtaining a bank change order.**
3. **Completing an approved purchase**, recorded as a paid-out transaction in the POS system.

No other reasons for removing cash are permitted.

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3. Prohibited Cash Removal

Removing cash from the restaurant for any purpose **other than** the three listed above is strictly prohibited.

The franchise owner, a corporate official, your Area Director, or law enforcement agency will NEVER ask you to remove money from the safe for any reason. Do not fall victim to phone scams or other types of scams.

Employees who violate this policy may be subject to **immediate termination**.

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4. Cash Loss Responsibility

If the restaurant experiences a cash shortage resulting from unauthorized cash removal—including missing bank deposits—the following will apply:

- The total amount of the loss will be **repaid to the restaurant**.
- Repayment will occur by **suspending all earned or future bonus dollars** until the full amount has been recovered.

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5. Accountability

All employees involved in handling or transporting cash are responsible for complying with this policy. Violations will be handled through the Company's corrective action process, up to and including termination.

TRIDENT HOLDINGS LLC

POLICY 18

MARCH 2026

Motor Vehicle Policy

Purpose

To protect Team Members and the public, all employees who drive for Trident Holdings must follow this policy and maintain acceptable driving standards. Violations may result in disciplinary action, up to and including termination.

General Driver Requirements

All drivers must:

- Be at least 21 years old (18–20 may be approved by an Area Director).
- Submit a Motor Vehicle Record (MVR) Release Form and meet insurance carrier requirements.
- Hold a valid driver's license issued by a state in the U.S.A.
- Maintain an acceptable MVR.
- Carry required insurance for personal vehicles used for business.
- Ensure personal vehicles meet state safety standards.

MVRs are checked at hire and annually. No employee may drive for company business without an approved MVR.

Company-Provided Equipment (Catering Vehicles)

Trident Holdings will provide:

- Hands-free device
- GPS device
- Dash camera

Drivers must pull over before using a phone and program GPS before driving.

Acceptable Driver Conduct

Drivers must:

- Use phones only with hands-free technology.
- Never text, email, or use apps while driving.
- Stop the vehicle before sending messages or making non-emergency calls.
- Wear seatbelts at all times.
- Follow all traffic laws and speed limits.
- Avoid headphones, smoking, eating, or drinking while driving on business.
- Only carry passengers when approved
- Never engage in behavior that is rude, hostile, aggressive or offensive
- Not have any weapons in the vehicle

Unacceptable Driver Conduct

Driving privileges may be revoked—and disciplinary action taken—for:

- Failing to report an accident.
- Possessing or using alcohol/drugs while on company business or premises.
- Possessing any weapons in the vehicle/on their person
- Driving under the influence.
- Driving a personal vehicle for deliveries without approved insurance.
- Reporting to work/driving while impaired.

- Engaging in behavior that is rude, hostile, aggressive or offensive

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Driver Eligibility Standards
Employees **will not** be permitted to drive if their MVR shows:

- **1 or more Type A violations** in the past 3–5 years.
- **3 or more accidents** (any fault) in the past 3 years.
- **3 or more Type B violations** in the past 3 years.
- **Any combination** of accidents and Type B violations totaling 4+ in 3 years.

Type A Violations (Severe)
Examples include DUI, drug-related driving offenses, reckless driving, hit-and-run, excessive speeding (25+ mph over limit), felony use of vehicle, fleeing police, unlawful operation, and allowing unlicensed drivers to operate a vehicle.
Type B Violations (Other Violations/At-Fault Incidents)
Includes all other moving violations, at-fault accidents, failure to report accidents, improper turns, failure to obey signals, failure to yield, unlawful passing, and similar infractions.
Employees are responsible for all tickets and citations they receive while driving.

Insurance Requirements

- Company insurance covers liability and physical damage **only for company-owned vehicles**.
- Personal vehicles used for company business **are not covered** by Trident Holdings.
- Employees must meet these minimum personal insurance limits:
  $100,000 / $300,000 / $50,000 (Bodily Injury per person / Bodily Injury per accident / property damage).
- Employees must report any changes in coverage and provide updated proof of insurance before expiration.

Employees must indemnify Trident Holdings for any claims resulting from failure to maintain required coverage.

Reporting Requirements
Employees must:

- Report any accident immediately to a supervisor and submit a Vehicle Accident Report within 24 hours.
- Disclose any citation, suspension, revocation, or moving violation **within 3 days**.
- Notify an Area Director for situations not covered in this policy.

Failure to disclose may result in disciplinary action or termination.

Policy Acknowledgment & MVR Release
By signing, the employee acknowledges:

- They have read and understand this policy.
- They consent to annual MVR checks as allowed by law.
- They agree to comply with all rules and maintain required insurance.
- They understand Trident Holdings is not responsible for damage to personal vehicles.
- They indemnify Trident Holdings for any claims resulting from failure to maintain required coverage.

TRIDENT HOLDINGS LLC

POLICY 19

MARCH 2026

Music and Television Policy

Purpose

To ensure a consistent, appropriate, and family-friendly environment for Guests, all restaurants must follow The Company's standards for music and television programming in dining rooms and kitchens.

Policy

Dining Room Music

- Only the satellite radio player is the approved music source. Only the Holly (Dec. 1st through Dec. 31st) and Yacht Rock Radio (the rest of the year) are approved stations to be played in the dining room.

Television Programming

- Televisions must only display:
- Sports
- Weather
- Children's cartoons (adult cartoons are prohibited, including but not limited to Family Guy, South Park and The Simpsons)
- Televisions must remain muted at all times with closed captioning enabled
- Volume may only be turned on upon Guest request
- Once the requesting Guest departs, the television must be returned to mute.
- Alternative programming is permitted only upon Guest request, subject to the following:
- Programming must be rated G or PG (suitable for all audiences)
- Programming must be returned to approved content once the Guest departs

Kitchen/Office/Back of The House Music

Music may be played in the kitchen/office/Back of the House under the following conditions:

- Prior to introducing music into the premises the Area Director must be notified
- The Area Director must approve:
  - ✓ The source of music
  - ✓ Confirmation that all Shift Leaders and Managers understand and will comply with this policy
  - ✓ Music must not contain profanity, lewd, obscene, or offensive lyrics
  - ✓ Music must not be audible to Guests at the front counter or drive-thru
  - ✓ Music must not interfere with food quality, speed of service, or cook-time standards

- ✓ If disagreement or disruption arises regarding music, the Shift Leader or Manager on duty should discontinue music

Accountability

- Managers and Shift Leaders are responsible for ensuring compliance with this policy.
- Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment.

ACKNOWLEDGEMENT OF RECEIPT

MARCH 2026

Captain D’s – Employee Policy Acknowledgement

By signing below, I acknowledge that I have received, read, and understand the Trident Holdings LLC (Captain D’s) policies listed below. I understand that these policies apply to my employment, that I am responsible for complying with them, and that violation of any policy may result in disciplinary action, up to and including termination of employment. I further understand that these policies do not constitute an employment contract and that my employment with the Company remains at-will.

Policy 1 – Management Bonus Guidelines
Policy 2 – Cash Handling & Financial Controls
Policy 3 – Management Meal Policy
Policy 4 – Paid Time Off (PTO) Policy
Policy 5 – Management Uniform Guidelines
Policy 6 – Security Procedures
Policy 7 – Management Bereavement Policy
Policy 8 – Posted Notices, Messages, Signs Policy
Policy 9 – Attendance Policy (Management)
Policy 10 – Orientation and Training
Policy 11 – Mileage Reimbursement Policy
Policy 12 – Weekly Invoices, Documents and Forms Policy
Policy 13 – Management Scheduling, Attendance and Minimum Hours Policy
Policy 14 – Hours of Operation Policy
Policy 15 – Paid Out Policy
Policy 16 – Driving and Riding Time Compensation Policy
Policy 17 – Cash Handling Policy
Policy 18 – Motor Vehicle Policy
Policy 19 – Music and Television Policy

Employee Printed Name: ____

Employee Signature: _____________________________ Date: ______________

Store Location / Number: ____