

COMPANY POLICY HANDBOOK

January 2022

NERANGIS MANAGEMENT CORPORATION
NERANGIS ENTERPRISES, INC.
NRV II, LLC
NL ENTERTAINMENT, LLC
HOMESTYLE HOSPITALITY, LLC
HH2, LLC

ABOUT THIS HANDBOOK

This Handbook supersedes any previous verbal or written policies, statements, understandings, or agreements concerning the terms and conditions of your employment. The Company reserves the right at its sole discretion to alter, change or terminate any of its policies, programs, or guidelines, including the contents of this Handbook, at any time without prior notice. This Handbook (and other policies, programs, and manuals issued from time to time) does not constitute promises or establish contractual rights between the Company and its employees. The Company reserves the right to change any term or condition of employment of any employee without prior notice, consultation, or agreement.

YOUR EMPLOYMENT IS AT WILL

The relationship that exists between the employer and each of its employees is “at will.” This means that an employee is free to terminate his/her employment at any time for any reason, with or without cause or notice. Similarly, the Company retains the right to terminate an individual’s employment at any time, for any reason, with or without cause or prior notice, at its sole discretion.

COMPANY BUSINESS POLICIES AND PRACTICES

It is the policy of the Company to conduct its business in compliance with applicable law and in conformity with the highest ethical and moral standards.

Policy guidelines in this manual have been established to govern the conduct of all employees of the Company, its subsidiaries, and its affiliates. No deviations from the policy guidelines are or will be permitted.

EQUAL OPPORTUNITY POLICY

The Company recognizes that progress in ensuring that opportunities exist for all our employees and prospective employees require more than policy statements alone. It requires positive, active participation and continuous attention and review. Each member of our management team at every location and level must continue to take every action necessary to make sure there are no barriers in the path of any employee seeking advancement in the Company and must continue to make efforts to provide equal employment opportunities for all employees.

The Company will continue to proactively seek to provide and ensure equal access to employment, promotions, transfers, pay increases, training and development opportunities and all other aspects of employment to all classes and groups of individuals regardless of sex, race, color, religion, national origin, disability, veteran status, age, or any other prohibited basis. Accordingly, all Officers, Directors, Managers and Supervisors for the Company must accept their responsibility and accountability to continually review their efforts and speak and act in a way that makes our Company a model of diversity.

Discrimination Prohibited

The Company strongly believes that employees and applicants for employment should be treated fairly and without regard to race, color, sex, religion, national origin, age, disability, veteran status, or any other prohibitive basis. This applies to all employment practices including recruiting, hiring, pay rates, training, and development, promotions and other terms and conditions of employment and termination.

Sexual Harassment Prohibited

The Company prohibits sexual harassment of any employee. Sexual harassment is intimidating and constitutes an abuse of power; therefore, it is inconsistent with THE Company's policies, practices, and management philosophy. Sexual harassment is defined as "unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature." Sexual harassment can take the following forms:

- Sexual conduct that interferes with another person's work performance or creates an intimidating, hostile, or offensive work environment.
- Personal decisions (e.g., promotion, raises, scheduling) made by a supervisor or boss based on the employee's submission to or rejection of sexual advances.
- Submitting to a sexual advance as a condition of keeping or getting a job, whether expressed in explicit or implicit terms.
- Any other action, comment, or reaction construed as sexual in nature may also constitute sexual harassment.
- These rules apply to both sexes equally.

Retaliation Prohibited

The Company encourages employees to freely report incidents of discrimination or harassment without fear of reprisal. The Company prohibits retaliation against any employee who has made a complaint about harassment or discrimination or has cooperated in the investigation of such a complaint. Retaliation includes any employment decision or other conduct made with the intent to punish an employee for complaining about or assisting in the investigation of discrimination or harassment.

Zero Tolerance Policy

The Company has a Zero Tolerance Policy for unlawful discrimination, including harassment and sexual harassment. Employees who violate this policy will be disciplined up to and including termination.

Employee Recourse

Any employee who feels subjected to discrimination or harassment should immediately report it to their Manager, Supervisor or Owner. Such reports will be investigated thoroughly. If the report has merit, disciplinary action will be taken against the offender. Depending on the severity of the misconduct, the disciplinary action could range from a warning to termination.

Management's Responsibility

It is the responsibility of every employee to prevent discrimination and harassment. Management employees that witness, or receive reports of discriminatory or harassing behavior, are required to take appropriate action. Managers who fail to promptly act on reports of discriminatory or harassing behavior will be subject to disciplinary action.

Employee Treatment of Customers, Suppliers and Vendors

The Company's employees are prohibited from discriminating against or harassing customers, suppliers, and vendors, based on race, color, sex, religion, national origin, age, disability or any other unlawful reason, while engaged in any work-related activities, training, or company functions. Management personnel who witness or receive reports of discriminatory or harassing behavior are required to take appropriate action, including immediately reporting such behavior to a store Manager, Operations Supervisor, or the Director of Operations.

Any violation of this policy may lead to disciplinary action, up to and including termination. This policy creates no contractual rights on the part on any person.

Be assured the Company Owners and senior management believe in the value of a diverse workforce, while providing an equal opportunity workplace free of discrimination and all forms of unlawful harassment.

A FEW WORDS ABOUT OUR GUESTS

Our guests are the lifeblood of our business. Therefore, our goal every minute the business is open is to make our guests glad they chose to visit us.

The priority for each team member is to provide full attention and focus to the needs of our guests. Satisfying guests results from a combination of things, primarily: 1) friendliness of the team, 2) the quality of products and services provided, and 3) overall cleanliness and appearance of the facilities. One thing wrong can prevent some from returning. However, several things done well can make guests very loyal to the business.

The bottom line is this: Please treat guests of this business as guests in your own home.

Training

Much of the business success can be attributed to our emphasis on training. We are committed to giving you the latest information about new technology and procedures to help you serve our guests. Your management team will discuss your training needs and provide you with the instruction you need to be successful.

Here are just a few examples you may learn:

- quality control, inventory management, building sales, equipment maintenance, and safety procedures.
- gain experience in interacting with people and troubleshooting.
- sharpen your teamwork skills.
- You may be cross trained in a variety of positions to broaden your job experience.
- Your experience with our highly recognized and respected company will improve your performance and career in any future job.

Career Opportunities

If you are interested in career advancement with the company, we invite you to please speak with the General Manager of your location. We are excited to help provide growth opportunities to those that excel at operations and customer service.

WAGE ADMINISTRATION

The company objective is for all staff to receive an annual performance evaluation, at which time wage increases may be considered, based on the performance of the employee and financial results of the company.

Each location shall have one General Manager, paid via salary, and all other company staff paid on an hourly basis. Any exception to this policy must be approved, in writing, by a member of the Company ownership. **Any company employee paid via salary must satisfy “Exempt” status requirements set forth by the U.S. Department of Labor, Fair Labor Standards Act (FLSA).**

Performance Rating

Your performance rating is used as a guideline to determine the amount of merit increase for which you are eligible:

Outstanding: Performance is always of exceptional quality.

Excellent: Consistently exceeds job requirements and expectations.

Good: Satisfies job requirements and expectations. Consistently a steady contributor.

Needs Improvement: Falls short of meeting job requirements and expectations.

Unsatisfactory: Significantly fails to meet job requirements and expectations.

Wage & Salary Increases

All wage increases recommended by the General Manager, must be submitted to the Operations Supervisor, or Operations Director for consideration. All increases for salary paid Management require the Director of Operations approval.

Reaching Maximum Salary Range

The Company may institute a Maximum Salary Range for any position, at any time without prior notice. If any salaried employee reaches the maximum salary range for their position, they will not be eligible for a salary increase until the ranges are adjusted by the Ownership at a future date. However, the employee will still be eligible for any company established or discretionary bonuses.

Work Hours

Work schedules are flexible and will vary due to business needs. All staff may occasionally be requested to work beyond a normally scheduled shift. Time off requests must be submitted a minimum of two weeks in advance.

All Salary Paid Managers and Staff will be scheduled to work a minimum of 45 hours per week.

Attendance

If any employee is unable to work a scheduled shift, they must provide adequate notice a minimum of 4 hours prior to the start of the work shift. Failure to provide adequate notice and/or repeated attendance issues may result in disciplinary action, including termination.

Overtime

If your job is classified as “non-exempt” (including most hourly paid positions), you will be paid at the overtime pay for all hours, or fractions thereof, worked more than 40 hours in any given week. However, your direct supervisor must approve the overtime before you work it. If you believe your work schedule may result in overtime, it is your responsibility to report it in advance to your direct supervisor. For less than 40 hours worked in any given week, your standard wage rate will be paid.

If an employee works in more than one location and exceeds 40 hours combined in a pay period, the “borrowing” store will be charged for the earned overtime pay.

Promotions and Transfers

All personnel promotions and transfers must be submitted by the Operations Supervisor for approval. Once approved, the Store Manager will notify the employee. A meeting will be set up with the Supervisor to discuss the change. An employee who refuses to accept any promotion, reassignment of job responsibilities, or demotion, or transfer to another company location, may be demoted or terminated.

Promotions will be based on employee performance, not any other factor - including seniority.

PAYROLL INFORMATION

Please ask your manager for the beginning and ending pay periods and pay days, and details regarding options of how you preferred to be paid (Pay Card, Direct Deposit, etc.)

EMPLOYEE BENEFITS**Health Insurance (Opt-In)**

The Company may offer to pay a percentage of “employee-only” health insurance premiums for all employees who qualify for health insurance coverage based upon guidelines set forth within the Affordable Care Act.

Each employee will be notified if/when they become eligible to participate in the company’s health insurance plan, based upon plan eligibility requirements and guidelines. If eligible employees opt to purchase health insurance, the employee portion of the insurance premiums will be paid by the employee using payroll deductions.

Any incremental elective insurance benefits such as dental, vision care and supplemental life insurance will be paid 100% by the employee. Additionally, any elective insurance coverage for an employee’s spouse and or dependent(s) will be paid 100% by the employee.

The company reserves the right to amend the company matching portion of health insurance premiums at any time at its sole discretion.

The employee is responsible for his/her portion of the Insurance premium regardless of the number of hours worked or pay earned during any pay period, or during a leave of absence. Failure by the employee to pay his/her portion of the Insurance premium for more than 30 days will result in cancellation of the insurance policy.

Insurance Coverage – Waiting Period

All salaried managers must satisfy a 90-day waiting period before becoming eligible.

If you opt not to enroll in the insurance plans offered at the time of your eligibility, you must wait until the next company open enrollment. You will be notified via the Paycom App of these enrollment times.

401K Retirement Investment Plan (Opt-In)

All employees are eligible to participate in the company’s *401K Retirement Plan* if they have completed at least one year with the company in which they worked at least 1000 hours and are at least 21 years of age.

This optional investment is made through salary deferral contributions from 2% - 15% of your pay each pay period. Your taxable income is reduced by the amount you contribute through salary deferral. The company may match part of the pay you contribute to the plan. Employer contributions change annually, are not guaranteed, and are determined in December for the

following year. Annual enrollment periods are January and July. If interested, please ask your manager for details.

Employee Food Discounts

Employees may receive discounts on food consumed during breaks while at work. Please ask your manager for details of any current Employee Food Discounts.

Paid Vacation

Management Staff are entitled to vacation according to the following schedule:

<u>Position</u>	<u>Time in Position</u>	<u>Annual Paid Vacation</u>
General Managers	Years 1 – 5	2 weeks
General Managers	+5 years	3 weeks
Hourly Managers	Years 1 – 5	\$750.00
Hourly Managers	+5 years	\$1,500.00

All Salary Paid Management are entitled to annual vacation time based on the above chart, beginning the first FULL calendar year in which they hold that position (January 1 – December 31). Since vacation time is based upon a combination of the position held for a calendar year and not on an accrual basis, if your employment with the Company is terminated for any reason, you will forfeit all unused vacation time.

Vacation time for all personnel must be approved by their store's Operations Supervisor at least four (4) weeks in advance. It is the General Manager's responsibility to obtain approval for all vacation for the staff at their location. All approved vacation must be marked on the payroll checklist, so it can be accurately tracked.

All Hourly Paid Management are entitled to annual vacation time based on the above chart, beginning the appropriate FULL calendar year in which they hold that position (January 1- December 31), only if they have worked a **minimum of 1700 hours** in the previous calendar year. Vacation pay will be received quarterly in evenly divided 25% increments, and not aligned with the actual time vacation is taken.

Salaried and non-salaried full-time personnel are not allowed to carry over vacation time—you must "use it or lose it" in the same calendar year. Vacation time cannot be exchanged for extra salary or compensation.

If you voluntarily terminate your employment with our company and are subsequently re-hired, your vacation time is calculated based on your most recent hire date.

Any exceptions to this vacation policy must be approved in advance, in writing, by company ownership.

Paid Time Off (PTO)

Effective January 1, 2022, All Company Salary Paid and Hourly Paid Management, Supervisory, and Administrative Staff shall be entitled to annual PTO according to the following schedule:

<u>Position</u>	<u>Time in Position</u>	<u>Annual Paid Time Off</u>
All Management	1 st Full Calendar Year	\$1,000.00

Annual PTO benefits begin the first FULL calendar year in which an employee holds a position in Salary Paid or Hourly Paid Management (January 1-December 31), and only if they have worked a **minimum of 1700 hours** in the previous calendar year. PTO will be paid quarterly in even 25% increments and not aligned with when individual PTO days are taken.

PTO may not be exchanged for extra vacation time, benefits, or compensation.

If you voluntarily terminate your employment with our company and are subsequently re-hired, your vacation time is calculated based on your most recent hire date.

If your employment with the Company is terminated for any reason, you will forfeit all unused PTO benefits.

Medical Absence

Any Medical Absence must be accompanied by documentation from a physician regarding the severity of illness/injury and expected duration of absence from work.

General Managers may allow management and staff to exchange work shifts with other team members to satisfy their originally scheduled number of work hours per week.

If a salary paid employee misses a work shift that is not made up, the amount of pay equal to the work time missed will be deducted from the employee's pay.

Family and Medical Leave

Pursuant to the federal Family Medical Leave Act, all employees of the Company are entitled to twelve (12) work weeks of leave, without pay, during any 12-month period, for one or more of the following reasons:

- To care for a newly born child.
- Placement of a child with the employee for adoption or foster care,
- Caring for a spouse, child, or parent of the employee, if the spouse, child, or parent has a serious health condition.
- A serious health condition that makes the employee unable to perform the functions of the employee's position.

When the employee returns from leave, he or she will be restored to the position held when leave commenced, or to a position with equivalent pay and benefits.

During leave, group health plan coverage will continue under the same conditions as before leave commenced. (The employee will be required to make his/her portion of the insurance payments during FMLA, as with any other leave of absence. Failure to provide the employee portion of the Insurance premium for more than 30 days will result in cancellation of the insurance policy.) The employee retains all other benefits accrued before leave commenced, but the employee does not continue to accrue any hourly vacation benefits or other length of service benefits during leave.

If the leave is foreseeable, the employee must give their supervisor written notice 30 days prior to the leave, if possible. If a 30-day notice cannot be given, the employee must give written notice as soon as they are aware that they will be requiring a leave of absence.

If the reason for a leave is a planned medical treatment the employee must make a reasonable effort to schedule treatment so as not to disrupt unduly our restaurant operations. If the reason for the leave is care for an ill spouse, child, or parent, or is due to the employee's illness, the employee must provide written certification of the medical condition by the appropriate health care provider.

If you are receiving any paid medical leave and/or vacation, Family Medical Leave will accrue simultaneously, commencing on the first day of your absence.

Worker's Compensation Benefits

In the unlikely event you are injured on the job, our company provides protection against job-sustained injuries and loss of work through worker's compensation insurance. Medical, hospital, and surgical expenses for job-sustained injuries are covered under this policy. To receive any Worker's Compensation Benefits, the following criteria MUST be met:

- Must occur on Company property while the employee is working.
- Must be immediately reported to a manager on duty.
- The Manager on duty MUST fill out and submit Employer Accident Report Form to the management office.
- Medical attention for on-the-job injuries must be administered by a medical provider specified by the company's workers comp insurance carrier. A list of approved providers is available at your location.
- The employee must return to work on the day specified by the company's approved medical provider.

THE COMPANY WILL NOT PAY FOR ANY EMERGENCY ROOM BILLS UNLESS THE MANAGER ON DUTY SENDS THE EMPLOYEE TO THE EMERGENCY ROOM AT THE TIME OF THE INJURY.

Personnel Administration

Minimum Employment Age

Persons under the age of 15 are not eligible for employment with the company.

Interviews

A reference check should be completed on each applicant prior to the interview date.

Rehiring of Personnel

If an applicant has previously worked at any location of this company, the hiring manager must contact the office to determine if the applicant is eligible for rehire. If the applicant is hired, the employee must follow the same administrative procedures as any new hire.

Orientation

Every new hire must be provided an orientation regardless of prior work experience.

Employees must provide valid identification, as specified on the federal I-9 form. If an employee cannot produce proper identification at the time of orientation, STOP THE ORIENTATION and reschedule for a later date. Advise the employee that they cannot be hired by our Company unless they can produce proper identification at the time of hire/orientation.

I-9 Forms

All employees must complete an I-9 form when hired. It is the responsibility of the manager providing the orientation to ensure that the I-9 form is properly completed and filed.

W-4 Verification

All employees must complete a W-4 form, with their correct and valid Social Security number. If a new hire, or current employee, is discovered to have provided an invalid Social Security number, they will be allowed three (3) days to apply for a valid number through a local Social Security office, and a grace period of up to 30-days to present a valid. If the employee does not provide a valid Social Security card within 30-days of being notified by the company, their employment will be terminated.

Dress Code

Please see your manager for the required dress code for your specific business location. All employees are required to a full uniform including dark slip-resistant shoes for health and safety reasons.

Personal Hygiene and Grooming

It is company policy to stress the highest standards possible in all phases of operations, including standards regarding cleanliness and neatness. Therefore,

- All employees are required to maintain the highest standards relating to personal hygiene including regular bathing and use of deodorant, clean hands and fingernails, and not excessive use of cosmetics.
- Uniforms and clothing worn to work must be clean, in good repair, and free of wrinkles.

Drug & Alcohol Policy

Using drugs and/or alcohol may impair your ability to perform your job-related responsibilities in a safe and effective manner. Employees are expected to embody the highest standards of professional conduct and responsibility in dealing with our customers, their fellow employees, and with products and equipment we use while conducting our business.

While working or conducting any company business, or operating any vehicle for company purpose, either on, or off, company premises, YOU MAY NOT USE, SELL, BUY, PURCHASE, TRANSFER, POSSESS, INGEST, OR HAVE PRESENT IN YOUR BODY, either ALCOHOL, or ANY ILLEGAL DRUG, or ANY LEGALLY CONTROLLED SUBSTANCE WHICH IS NOT PRESCRIBED SPECIFICALLY TO YOU.

Violations of this policy will result in disciplinary action, up to and including termination and prosecution.

You are not prohibited from taking any prescription medication used in a lawful manner (i.e., the medicine must be prescribed specifically to you by a medical professional), nor are you prohibited from taking nonprescription medication while you are on the clock or on Company time. If your condition warrants the use of a controlled substance prescribed specifically to you for an acute illness or injury, please strongly consider calling out sick for safety reasons (using the established call-out procedures).

Telephone and Cellphone Usage

The telephone in the restaurant is to be used for business purposes only. No personal calls are to be made or received from this phone. Calls may only be allowed if approved by a manager.

Use of any employee's personal cell phone for personal matters while working is prohibited. This includes, but not limited to, cellphone calls; texts, email, Internet usage and/or social media, etc.

Smoking

There shall be no smoking by any employee of the Company in any area except those designated by Management for smoking. Employees are not allowed to smoke while on the clock. Smoking is never permitted for employees while in contact with, or in view of customers or the public during a work shift. This applies to all employees of the Company.

Employee Parking

Park your vehicle only in 'Employee Parking' area(s) designated by the General Manager of your location.

Examples of Misconduct and Disciplinary Actions

The following are *examples* of violations that may result in immediate termination of employment:

- Disorderly conduct on company property

- Immoral conduct or indecency
- Abusive language or profanity to superior, another employee or customer
- Acts of dishonesty such as giving away or deliberate mishandling of company property
- Possession of, use of, or distribution of any alcoholic beverage, controlled substance not accompanied by a legal prescription, or any illegal drug
- Possession of any weapon.

In addition to the above, if any infraction of company rules is deemed to be of such magnitude or severity as to bring discredit or shame to our company, or anyone connected with it, immediate dismissal may occur at the sole discretion of the management staff.

Termination of Employment

If your employment with the Company is terminated for any reason, you will forfeit all vacation and other benefits.

LOCAL STORE MARKETING

Charitable Donations and Company Sponsorships

All requests for sponsorships, or donation of company property or services must be directed to the corporate management office for consideration.

This company does not provide cash or monetary donations. Do not redirect monetary requests to the management office.

SOLICITATION

No organization, individual, or employee may make direct requests or solicitations for donations or cash, on Company property, which are not directly related to the Company's core business.

Uses of Company property which are intended to benefit charitable causes, event participation, group membership, collection of non-cash donations, or any other activity which may be construed as solicitation at the Company's discretion, require prior approval by the Director of Operations, or company ownership.

SAFETY / SECURITY

The top priority of this business is the personal safety for our team members and guests. Our objective is to do everything possible to ensure that you and your fellow team members are provided with a safe work environment.

To help us continue to provide a safe place to work, please feel free to provide any safety suggestions you may have to the attention of your management team, so any unsafe condition may be corrected immediately.

Please do your part to maintain a safe work environment by working safely, wearing safety equipment when required, observing all safety rules, and keeping your workplace neat and clean.

Security During Business Hours

All “non-guest access doors”, including back doors, kitchen doors and emergency doors, must remain locked unless accepting deliveries, taking out trash, on in the case of emergency. No employee or guest may enter or exit any business through any “non-guest access doors” unless supervised by the Shift Manager. Employees are not permitted to loiter on store property during, or after, their work shift for the day. No unauthorized persons are permitted in employee work areas, or outside of regular guest areas, while not working.

Keys

Door keys must be changed when a management person is terminated. Record of these changes will be maintained by the General Manager.

All stock areas will be kept locked when not in use. This includes during operating hours.

Safe Procedures

Safe combinations will be given only to management personnel that require access to the safe. Safe combinations will be changed each time there is a change in management personnel with safe access. The safe is to be the responsibility of only one manager at any time.

Cash Policy

- **Any incident of an employee diverting cash, giving away company products, services, or property may result in immediate termination and legal prosecution.**
- All cash shortages more than Two Dollars (\$2.00) must be documented.
- Any shortage more than Twenty Dollars (\$20.00) will result in the Store Manager and Supervisor being immediately notified. If the money is not located, the police will be contacted. The employee is not permitted to leave the location until the money is located, or until the police complete the investigation.
- Only one person will be assigned to any cash drawer at one time.

Handling of Deposits

The previous night’s deposit must be deposited in the bank every day before 2:00 p.m.

Management personnel are responsible for their deposits. When making deposits, attempt not to set a predictable pattern of time, path to the bank, etc., that may potentially compromise security.

RECORDS RETENTION

The following documents will be retained by the Company according to the following schedule:

Item	Duration
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Cash Sheets	7 years
Employment Applications (not hired)	3 years
Employment Applications (terminated)	3 years
Payroll Records	7 years
Crew Schedules	3 years
Time Clock Records	7 years
I-9 Forms	3 years
Accounts Payable Items	7 years

HEALTH DEPARTMENT VISITS

The General Manager is directly responsible for overseeing all Health Department visits and reports. All reports received from the State Health Department must be provided to the Operations Supervisor.

CORPORATE OFFICE:

177 KERNTOWN COMMONS BLVD.
Winchester, VA 22602
PH: (540) 667-1322

ACKNOWLEDGEMENT

I have received, completely read, and fully understand all policies, procedures, and employment guidelines explained in this handbook, **revised January 1, 2022.**

I understand this Handbook supersedes any previous verbal or written policies, statements, understandings, or agreements concerning the terms and conditions of my employment.

I understand that the employment relationship which exists between the Company and each of its employees is "at will"; which means any employee is free to terminate their employment at any time for any reason, with or without cause or prior notice. The Company similarly retains the right to terminate an individual's employment at any time, for any reason, with or without cause or prior notice, at its sole discretion.

Employee Signature

Date

Employee Printed Name