



AIRMAN SERVICES, INC.
HOUSTON
EMPLOYEE HANDBOOK

March 22, 2013

THE POLICIES SET FORTH IN THIS DOCUMENT REPLACE ANY PREVIOUS VERSIONS OF THESE POLICIES. BY YOUR ACCEPTANCE OF EMPLOYMENT, OR CONTINUATION OF EMPLOYMENT, YOU AGREE TO ABIDE BY THESE POLICIES. THE POLICIES SET FORTH IN THIS DOCUMENT MAY BE CHANGED BY AN OFFICER OF THE COMPANY AT ANY TIME, WITHOUT PRIOR NOTICE. NOTHING IN THIS DOCUMENT IS INTENDED TO CREATE A CONTRACT WITH THE EMPLOYEE.

ABOUT THIS HANDBOOK

This handbook is directed to all employees of the companies listed on the cover page. The companies listed and their affiliates will be referred to in this handbook as the “Company” or as “we.” The employee is sometimes referred to as “you.”

From time to time, portions of this handbook will be revised, but we may not be able to republish the entire handbook each time a change occurs. Therefore, some material may become obsolete without prior notice to you. If any information contained in this version of the handbook is in conflict with information contained in a later version of this handbook or supplement thereto, the later version or supplement will be followed. As the contents of the handbook change, those changes will be posted or otherwise distributed to you. You are solely responsible for regularly updating your handbook. Changes are only effective if in writing and authorized by the President or a Vice President of the Company.

You should read this handbook thoroughly. You will be asked to sign several different acknowledgment forms, stating that you have read, understood and agree to the policies set out in this handbook. If you do not understand any of those policies, please ask your Manager or a member of the Company’s Human Resources Department.

By accepting employment with the Company (if you are a new employee), or continuing your employment with the Company (if you currently are an employee), you agree to abide by all of the Company’s policies and procedures.

THE CONTENTS OF THIS HANDBOOK ARE PRESENTED AS A MATTER OF INFORMATION ONLY. THE LANGUAGE USED IN THE HANDBOOK SHOULD NOT BE CONSTRUED AS CREATING A CONTRACT OF EMPLOYMENT BETWEEN THE COMPANY AND ANY OF ITS EMPLOYEES. THE COMPANY RETAINS THE RIGHT, THROUGH ITS PRESIDENT OR A VICE PRESIDENT, TO UNILATERALLY MODIFY OR AMEND THIS HANDBOOK, AT IT’S SOLE DISCRETION, WITH OR WITHOUT NOTICE TO THE COMPANY’S EMPLOYEES.

AIRMAN SERVICES, INC.

MANAGER POLICY HANDBOOK

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WELCOME TO THE COMPANY!

Who We Are

The Company provides management and administrative support to Star Concessions, Ltd. The Company and its affiliates provide a broad range of food, beverage and retail concession services to airports and other nontraditional venues. At DFW International Airport we operate several food and beverage units including Cool River, Cantina Laredo and III Forks as well as two mix use gas stations. With other affiliates the Company also operates several other food and beverage establishments located inside the Dallas Love Field Airport, Houston Intercontinental Airport and LAX International such as Cantina Laredo, Campisi's, and Whataburger just to name a few.

Airman Services, Inc. employs all restaurant and retail management personnel, and provides management services to the various entities in the Star Concessions company group. The Company also provides all necessary corporate support, including accounting, human resources, legal and general administrative support.

Categories of Employees in the Company

Because the Company provides a variety of different services, there are several different categories of employees who work for the company. In some instances, there may be differences in policies or benefits depending on the applicable employment category.

The most basic difference between the types of employees who work for the Company is that some are ***exempt***, while others are ***non-exempt***. Exempt employees are paid a salary rather than an hourly wage, and are not eligible to receive overtime pay. Non-exempt employees may be salaried, but generally are paid an hourly wage, and must be paid overtime in accordance with applicable law.

The basic categories of employees working for the Company include:

Corporate Officers. This category includes officers of the Company and its affiliates. Officers at present include the Chief Executive Officer, President, the Chief Financial Officer, the Vice President of Human Resources, the Vice President of Administration, and the Vice President of Design. Policies set forth in this manual do not apply to corporate officers.

Operations managers. This category includes all salaried restaurant and retail managers, including airport general and senior managers. Operations managers are exempt managers.

Exempt corporate office employees. This category includes salaried corporate professional and administrative employees whose job functions require consistent exercise of independent discretion.

Non-exempt corporate office and supervisory employees. This category includes all corporate office employees who are paid an hourly wage rather than a salary.

Our Corporate Philosophy

We think it's time for something different (and better) at airports. Airport customers are no different than any other restaurant or retail customers, except that they tend to be in more of a hurry, be under more immediate stress, and have their hands full of luggage and a tired kid or two. They want the same dining and shopping choices and the same quality and value at the airport as they have at the mall or driving home from work. Airport customers want familiar brands, offered in attractive, user-friendly surroundings, without paying exorbitant prices just because they happen to be a captive audience. For years now, certain airport food and beverage operators have taken shameless advantage of their customers, offering unappetizing, unimaginative, unhealthy food and low-quality, generic souvenirs and unconscionably high prices. It doesn't have to be that way. We think we can offer familiar brands at reasonable prices, with good service in a nice setting, and still make money for our airport partners and ourselves.

Our approach to doing business in airports has five basic elements:

1. Use of recognized national and regional concepts mixed with proprietary concepts that incorporate local specialties and brands
2. Emphasis on attractive, innovative design
3. Insistence on outstanding customer service and overall high quality of operations
4. A realistic financial plan, both for capital expenditures and rents/concession fees, that enable our airport partner and ourselves to receive an appropriate rate of return
5. Implementation of an appropriate marketing plan for our operations in the airport. This strategy applies equally to food and beverage and retail operations.

Obviously, your role in the Company will vary depending upon your specific job classification. However, we expect all of our employees to remember that our ultimate success as a company depends on our ability to provide exceptional customer service and quality of operations, in a cost-effective manner. Your job function may be related only indirectly to actual operation of our restaurants or retail stores but all of our jobs exist only for so long as we continue to deliver and support first class, profitable field operations.

BASIC EMPLOYEE INFORMATION

INTRODUCTORY PERIOD AND PERFORMANCE APPRAISALS

The company considers your first ninety days of employment to be an introductory period. You are learning about the Company, and the Company has a better opportunity to assess your skills and aptitude. During this time, your supervisor should give you regular feedback about your performance. You should receive informal evaluations from your supervisor during training. Thereafter, performance reviews will be conducted once a year each April.

Normally, your rate of pay will not be adjusted prior to your first anniversary date with the Company. Depending upon your job performance, your rate of pay may be adjusted in connection with the performance review in April. Thereafter, your rate of pay will be adjusted not more than annually, in conjunction with a performance review and based on job performance, unless you receive a promotion before your next performance review. If you receive a promotion, your rate of pay may be adjusted at that time. Please remember that pay increases are not automatic. Whether you receive a pay adjustment will depend upon many factors, which will vary depending upon your position. Your supervisor will discuss with you in more detail the specific compensation criteria applicable to your position.

Please remember that, regardless of any regular scheduling of performance reviews or changes in status, you remain an “employee at will” at all times. What that means is explained in more detail separately in these materials.

CODE OF CONDUCT AND ETHICAL BUSINESS POLICY

Air Star LTS/Marquis-IAH, LLC Code of Conduct and Ethical Business Policy (“Ethics Policy”) has been established to:

- promote honest and ethical conduct, including fair dealing and the ethical handling of conflicts of interest;
- promote full, fair, accurate, timely and understandable disclosure;
- promote compliance with applicable laws and governmental rules and regulations;
- ensure the protection of business interests, including corporate opportunities, assets and confidential information; and
- Deter wrongdoing.

All managers and employees of the Company are expected to be familiar with the Ethics Policy and to adhere to those principles and procedures set forth below that apply to them.

To the extent that you have any questions regarding the Ethics Policy or its interpretation or application, or become aware of any existing or potential violation of it, you are required to contact your General Manager or your direct supervisor promptly. Failure to do so is itself a violation of this

Ethics Policy. Managers should contact the General Counsel or Human Resources directly. A manager or employee who is unsure of whether a situation violates the Ethics Policy should discuss the situation with his or her General Manager or supervisor or General Counsel, as applicable, to prevent possible misunderstanding and embarrassment at a later date. Each manager or employee must:

- Notify the appropriate person promptly of any existing or potential violation of this Ethics Policy.
- Not retaliate against any manager or employee for reports of potential violations that are made in good faith.
- Encourage managers and employees to ask questions, seek guidance, report suspected violations or express their concerns regarding compliance with this Ethics Policy.

It is the policy of the company to conduct its business affairs fairly, impartially, with integrity and in an ethical and proper manner. This means, among other things, the Company's managers and employees must:

- Act with integrity, including being honest and candid while still maintaining the confidentiality of information where required or consistent with the Company's policies.
- Observe both the form and spirit of laws and governmental rules and regulations, accounting standards and company policies.

Our company has a history of succeeding through honest business competition. The Company does not seek competitive advantages through illegal or unethical business practices. Each manager and employee should endeavor to deal fairly with the Company's guests, vendors, service providers, suppliers, competitors and employees. No manager or employee should take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any unfair dealing practice.

Conduct that may raise questions as to the Company's honesty, integrity, impartiality, or reputation, or activities that could cause embarrassment to the Company.

COMPANY PROPERTY

All managers and employees should protect the Company's assets and ensure their efficient use. All assets of the Company should be used only for legitimate business purposes. In addition managers and employees are prohibited from abusing, destroying, damaging or defacing company property, tools, equipment or property of others.

COMPLIANCE WITH LAWS

Managers and employees are required to obey all federal, state and local laws and regulations while conducting business on behalf of the Company, including antitrust and trade regulation laws, environmental laws, franchise laws, liquor laws, employment laws, product safety laws, advertising laws, etc. It is the personal responsibility of each manager and employee to be sufficiently

knowledgeable of and adhere to the standards and restrictions imposed by those laws, rules and regulations.

Managers and employees are prohibited from knowingly entering into transactions that would violate any laws or regulations. If you have a question as to the legal validity of an action, you should discuss the matter with the General Counsel.

ADMINISTRATION OF THE CODE OF CONDUCT

From time to time managers and employees will be required to review the Ethics Policy and acknowledge in writing their understanding and compliance with it.

All managers and employees of the Company are responsible for conducting themselves in a manner consistent with the Ethics Policy.

You should also be aware that many violations of the Ethics Policy are also violations of law and may subject you and/or the Company to severe penalties, fines or other consequences.

AIRPORT SECURITY

Because we work in an airport environment, we must obey all the policies and procedures set forth by the TSA – Transportation Security Administration. Please be aware that you will be expected to abide by and follow these rules specifically in regards to your security identification badge which you obtained before orientation and following the TSA employee's instructions when going through the security checkpoint. You will be required to handle yourself professionally when going through security and to respect the TSA employees. If they tell you that you must be searched for example, you must comply with their request. The TSA is of course a separate agency from our company and can detain you and even prevent you from entering through the security checkpoint if you are disrespectful, argue with them regarding their request, or refuse to cooperate. If you are denied access through the checkpoint due to your behavior or you violate any of the TSA rules regarding security in the airport you will be disciplined up to and including termination without prior warning.

The airport security badge that you were issued before orientation should be worn at all times while in the airport. The badge must be worn on the front of your shirt visible to the public. The badge does not replace your company issued nametag. Both must be worn while you are on duty at all times. You will not be allowed to work your shift without your security badge. If you leave your badge at home, for example, it is against company policy to have a manager escort you through security to work. Engaging in this behavior will result in the immediate termination of your employment and you could be subject to fines levied upon you by the Airport and the TSA. **You are required to return the security badge and proximity card, if applicable, upon the request of proper authorities, transfer or termination of employment, or while on a leave of absence. Failure to return your security badge could result in a financial penalty being levied against you or the Company. Gaining access to the secured area with a security badge after you are no longer employed by us is absolutely forbidden and could result in large fines levied against you by the TSA of up to \$20,000 and you could face criminal charges. You must also return your security badge and/or proximity card if it is damaged, mutilated or has expired.**

You will be responsible for immediately notifying us and Airport Operations of any lost or stolen security badges and proximity cards. A penalty charge will be imposed for the replacement of any lost or stolen security badge. The fee amount will be the current charge of the Airport Operations at the time of the occurrence.

If your badge is lost or stolen, it is your responsibility to notify Star Concessions and Airport Operations immediately. A penalty charge will be imposed for the replacement of any lost or stolen security badge. The fee amount will be the current charge of the Airport Operations at the time of the occurrence. Once you have reported your badge lost or stolen it can no longer be used if found at a later date. When a previously reported lost or stolen badge is found, you must bring it to Star Concessions or the badging office immediately. Failure to return the previously reported lost or stolen badge will result in immediate termination of your employment. In addition, in the event you attempt to use the previously reported lost or stolen badge to gain access to the secured area, you will be immediately terminated as well as face possible criminal charges from the TSA.

If your Airport Security Badge becomes damaged it is your responsibility to return what is left of the security badge immediately to Star Concessions or Airport Operations. We will not issue a new badge application without the remains of the damaged badge. The same rule applies to expired badges.

You are required to surrender the Airport Security Badge upon request of proper authorities, transfer or termination of employment, or while on a leave of absence. Failure to return your security badge will result in a financial penalty being levied against you or the Company. **Further, if you fail to return your security badge upon request or termination and use the badge to gain access to the secured area of the airport, you could be fined up to \$20,000 and face criminal charges from the TSA.**

HOURS OF WORK AND ATTENDANCE

Regardless of your job classification, regular, prompt attendance is a very important aspect of doing your job.

The terminal General Manager or Director of Operations, as appropriate, will set operations managers' schedules. Corporate office employees' schedules will be set by their direct supervisor.

All employees, exempt and non-exempt, are expected to work their scheduled hours unless prior arrangements have been made with the employee's supervisor. If you are sick or have a personal emergency that prevents you from working as scheduled, please notify your supervisor as soon as you know that you will be unable to come to work. We expect this notification to be via telephone made by the employee themselves and not by a family member.

The Company retains the right to require substantiation of the reason for the absence and/or certification that you are healthy enough to return to work in certain instances – for example, if you are sick for more than one day we may require you to provide a doctor's note before we allow you to return to work.

Operations managers do not have their compensation adjusted for absences of less than a day, but operations managers who regularly miss part of a scheduled work day due to illness or personal reasons may be subject to disciplinary action.

Because operations managers place our business at risk if they can not come to work, they are required to get their shift covered by another manager if they can not work their shift. The shift change must be approved by their direct supervisor. If a manager can not cover their shift their direct supervisor must be notified no less than four hours prior to their shift starting for the afternoon shift and the night before for an opening shift. Absences of a day or more over and above allotted paid sick and personal leave may be unpaid for operations managers.

Operations managers are generally required to work between 50 and 55 hours per week based on the needs of the business.

Exempt corporate office employees are required to work a minimum of 45 hours per week and possibly more depending on work load. Exempt corporate office employees generally will not have their compensation adjusted for absences of less than a workweek due to bona fide illness or urgent personal business; however, frequent absences may result in disciplinary action.

For non-exempt corporate office employees, absences over and above allotted paid sick leave, whether full day or partial day, may be unpaid.

Excessive absenteeism, regardless of the reason, will be grounds for disciplinary action, up to and including termination. The Company does not define “excessive absenteeism” as any specific number of absences; rather, it is any absenteeism that in the Company’s judgment interferes with the orderly functioning of the unit.

You should understand that the Company considers “no call, no show” to be a very serious breach of the minimum standards of attendance required for all employees. If you miss a scheduled shift and do not call ahead of time (or when the first unit employee is scheduled to report to work, if you are working the opening shift), you will be disciplined absent extraordinary circumstances. The minimum disciplinary action for this is a written warning but can result in immediate termination. Without limiting the Company’s ability to discipline you for a lesser number of infractions, if you “no call, no show” for two consecutive shifts, the Company will assume that you have voluntarily terminated your employment.

Please see the “Sick Leave” and “Personal Leave” policies appearing later in this handbook.

PAYROLL PROCEDURES

We are on a Bi-weekly pay period. Our workweek runs from Wednesday through Tuesday. Your paycheck will be made available to you the Monday following the end of the prior pay period or every other Monday. We are currently on a Money Network pay card or direct deposit system. Upon hire, you should have signed up for one of these options to receive your bi-weekly pay. If you are on this system, you will also receive a paycheck stub in the mail explaining your hours and net pay. In the event that you are not on the automatic pay card or direct deposit, your paycheck will be mailed to you.

It is essential that you provide us with all necessary documents to allow us to put you in our payroll system. These documents should have been explained to you as part of your orientation.

For your protection, you may be asked to present a photo ID when picking up your paycheck—so always bring one with you. If anyone else picks up your paycheck, you will need to provide the Company and that person with written authorization to do so.

It is very important that you check your bi-weekly paycheck stub for accuracy and promptly bring any mistakes or discrepancies to our attention.

Separately in these materials, you will sign a form authorizing us to make deductions from your paycheck to correct any such errors, so it is in your best interest to get any mistakes corrected as soon as possible, so that large deductions at a later date do not result.

Since the subject of your salary is your personal business and is confidential, please do not discuss your salary with anyone in the Company other than your Manager or the Human Resources Department.

TIME RECORDS

All employees, including exempt employees, are expected to record their actual hours of work. All exempt status employees with the exception of company officers are required to keep a time sheet by the bi-weekly pay period and are required to turn in their time sheet to their supervisor and the corporate office no later than Thursdays following the end of each pay period. All non-exempt hourly employees are required to clock in and out on the current corporate office time keeping system.

Time records are the basis for calculating compensation for non-exempt employees, but are subject to verification and audit by the employee's supervisor. Compensation for exempt employees will not be adjusted based on hours logged on times records (other than full-day absences in excess of allotted sick and personal days, as noted above). Exempt employee time records are used by the Company only to monitor attendance, scheduling and workloads.

FULL TIME STATUS

An employee is considered a full time employee if (a) he/she is designated as a fulltime employee at the time of hire and works on average at least 35 hours per week on a regular basis or (b) he/she works on average at least 35 hours per week in any consecutive six-month period, regardless of whether he or she was designated as a full time employee at the time of hire. Full time employees are eligible for certain benefits, which are not available to part time employees, such as vacation pay. The 35 hours per week defines full time for benefit eligibility only. Please see the Hours of Work and Attendance section of this handbook for other work hours required based on position classification.

OVERTIME

As required by applicable federal and state law, non-exempt employees will be paid at an overtime rate for all hours worked over 40 hours in any Company work-week (which is Wednesday through Tuesday). Currently, the required overtime rate is one and one-half times your regular rate of pay. The value of meals furnished to you under the Company's meal policy, which is explained later in these materials, will not be included in your regular rate of pay for purposes of calculating overtime.

All hourly employees are non-exempt employees and are eligible for overtime.

The Company's overtime policy will automatically be changed as necessary to comply with any changes in federal or state law.

Exempt employees (including operations managers) are not eligible for overtime.

EMPLOYMENT AT WILL

I understand that I am an employee at will and that myself or the Company for any reason whatsoever may terminate my employment with the Company at any time. I further understand that no representative of the Company, other than the President (or the President of the General Partner of the Company if the Company is a limited partnership), has any authority to modify or change my status as an employee at will and that any such modification must be in writing. I understand that the Company has issued employee manuals and handbooks, and that the program and policies contained in these handbooks and manuals are intended as guidelines only which may be amended or modified at any time by the Company. I acknowledge that they do not constitute the terms of a contract of employment guaranteeing continued employment for a specific term.

Without waiving its right to terminate any employee at will, at any time, the Company may elect to terminate an employee without prior notice for reasons including, but not limited to:

1. Not reporting for an assigned shift or a mandatory employee meeting.
2. Improper shift covering procedures.
3. A negative confrontation with a guest or employee. (This includes any discussion of tips.)
4. Lack of performance/inability to do the job.
5. Any integrity issue or theft from the Company, Company guests, or fellow employees. This includes giving/taking food or beverages without the manager's approval.
6. Improper handling of cash, credit cards, vouchers, or anything else given in payment for items sold at a Company unit.
7. Ordering items (food or bar) without properly ringing such items up as sales, or using other employees' numbers when ringing food or drinks.
8. Frequent tardiness.
9. Breach of confidentiality
10. Physical abuse, verbal abuse, or sexual harassment of another employee, a manager, or a guest.
11. Conduct or behavior not suitable to the Company's environment.
12. Refusal and/or failure to follow management instructions.

13. Insubordination towards management.
14. Falsifying and/or omitting information from the employment application.
15. Any behavior deemed by management to be detrimental to the Company, the Company's guests, employees, or managers. This includes poor judgment decisions that place the company or assets in jeopardy.
16. Serving alcohol to minors or improper ID checks.
17. Consistent discrepancies in inventory counts (such as bottled beer).
18. Failure to properly report tips.
19. Working "off the clock" for tips only.
20. Violating any Company policy or procedure

The Company may from time to time use a shopping service to anonymously observe and report on employee performance. The Company may use the results of any such report in evaluating your performance, and may take disciplinary action, including termination, based in whole or in part on the results of any such report.

EMPLOYEE SAFETY PLAN

**YOU ARE RESPONSIBLE FOR YOUR OWN PERSONAL SAFETY, YOUR CO-WORKERS,
AND OTHERS THAT MIGHT ENTER YOUR WORK AREA.**

The Company has workers' compensation insurance coverage to protect you from damages because of work-related illnesses or injuries. We are a subscriber to the Texas Workers' Compensation Act. All job-related injuries are handled through the workers' compensation coverage, which has provisions for medical care, pharmaceuticals, and indemnity payment as required by applicable law.

ACCIDENT AND INJURY REPORTING

It is critical to follow the proper procedure after an employee accident occurs. The steps an employee must comply with are as follows:

1. Report the accident or injury, in full detail, to the Manager and/or your supervisor immediately. Any delay could result in denial of coverage to you. It is very important for your protection to report all accidents or injuries immediately, even if they seem very minor at the time. A slight injury without proper care could lead to serious complications, and if the accident or injury is not promptly reported workers' compensation benefits may be lost.
2. Immediate medical evaluation is required for accidents and injuries other than very minor, first aid type injuries (for example, a small, shallow cut with very little bleeding that can

obviously be treated with a Band-Aid, a very minor burn where there is no blistering or significant reddening of the skin). In particular, all “slip and fall” incidents should result in immediate medical evaluation, as should any incident where there is a possibility of a back, neck, or knee injury. Your Manager will give you instructions about the proper procedures to be followed to obtain medical evaluation, including the location of the clinic that is in the Zenith Insurance network to provide initial medical evaluation and treatment. Refusal to obtain medical evaluation (other than on religious grounds, with appropriate substantiation) may be grounds for suspension without pay until presentation of a doctor’s release to return to duty.

3. If medical treatment is necessary, all appointments must be kept until the physician issues a full return-to-work release. If you do not return for follow-up visits, we reserve the right not to allow you to return to work until you have a full return-to-work release.
4. In order to minimize any loss of income to you, we have an aggressive return to work policy. The Company will make every effort and generally will accommodate light duty restrictions, so that you may return to work as soon as possible.

If you have any questions about the proper procedures to be followed, please ask your Manager or the Human Resources Department. Failure to follow these procedures may result in disciplinary action, up to and including termination.

Abuse of the workers’ compensation system (for example, pretending to be injured when you are not so that you may receive temporary income benefits) is not only a violation of company policy that will result in your termination, it may also be a crime that will subject you to prosecution.

GENERAL SAFETY RULES

The Company strives to provide a safe and healthy workplace for all of our employees. Your cooperation in this is essential. The following is a list of some of the more general safety rules we expect you to follow. This is not an all-inclusive list. The fact that there is no specific rule covering a particular hazardous condition does not excuse carelessness or disregard of common sense in the performance of your job. Abuse or disregard of these rules, or other safety rules communicated to you from time to time, is a violation of Company policy and may result in disciplinary action up to and including termination, depending on the severity of the violation.

In order to minimize accidents and injuries, all employees should abide by the following rules:

1. Report unsafe conditions to a Manager or a Safety Committee member immediately.
2. Never operate any machine unless (a) you have been trained in its operation and have been authorized to operate it by a supervisor and (b) all guards and safety devices are in place and in proper operating condition. If a supervisor asks you to use a machine that you do not feel you can operate safely, please tell the supervisor—do not attempt to operate the machine.

3. Keep all tools in safe working condition. Never operate defective tools or equipment. Report unsafe tools and equipment to your immediate supervisor.
4. Do not leave materials and/or equipment in aisles, walkways, stairways, roads, or other points of entrance and exit.
5. Always use a cutting glove when using knives.
6. Do not ride in any Company vehicles (or any vehicles belonging to a Company employee which are being used in the course and scope of employment) unless a seat and a seat belt are provided. Seat belts must be securely fastened at all times.
7. Always use a step ladder to reach items above your head. Do not step on equipment or counters that are not designed to lift you to a higher level.
8. Place ladders on a substantial base and do not use ladders with broken, split or missing rungs or rails. All ladders are to extend at least three feet above the landing platform and be securely fastened.
9. No smoking near flammable materials (and remember, smoking generally is prohibited at all Company facilities anyway).
10. Compressed gas cylinders must be secured in an upright position.
11. All posted safety rules must not be removed except with management's authorization.
12. Horseplay will not be tolerated.
13. Familiarize yourself with the locations of fire extinguishers and fire exits in your work areas.
14. Never lift anything that weighs over 30 pounds without assistance from another employee or lifting device such as a dolly or cart. Always use your knees to lift and not your back.
15. Clean up wet floors immediately and place wet floor signs in the area before you begin to clean up the spill.
16. Always wear your approved non-skid shoes while in the unit.

YOUR ROLE IN KEEPING A SAFE WORKPLACE

While the Company will do all it can to maintain a safe workplace, we must have the commitment and involvement of each of our employees. In addition to always using common sense and following the safety rules set forth above, you can help by giving us input on ways to make the workplace safer. Each airport will have an employee Safety Committee, which will be made up of representatives from each unit. These committee members will meet periodically to pass on ideas from the unit on safety, as well as provide feedback on what the Company does. Please share your ideas with these committee members. Also, safety will be discussed at our periodic employee meetings. And you can always let your Manager or the Human Resources Director know if there is a safety hazard in your unit or if you have an idea for how to make a safer workplace.

NOTICE TO EMPLOYEES CONCERNING WORKERS' COMPENSATION IN TEXAS

COVERAGE: Your employer has workers' compensation insurance coverage from Zenith Insurance Company to protect you in the event of work-related injury or illness. This coverage is effective from November 15, 1995. Zenith Insurance Company will handle any injuries or illnesses, which occur on or after that date. An employee or a person acting on the employee's behalf, must notify the employer of an injury or illness not later than the 30th day after the date on which the injury occurs or the date the employee knew or should have known of an illness, unless the commission determines that good cause existed for failure to provide timely notice. Your employer is required to provide you with coverage information when you are hired or whenever the employer becomes, or ceases to be, covered by workers' compensation insurance.

EMPLOYEE ASSISTANCE: The commission provides free information about how to file a workers' compensation claim. Commission staff will explain your rights and responsibilities under the Workers' Compensation Act and assist in resolving disputes about a claim. You can obtain this assistance by contacting your local Commission field office or by calling 1-800-252-7031.

SAFETY HOTLINE: The commission has established a 24-hour toll-free telephone number for reporting unsafe conditions in the workplace that may violate occupational health and safety laws. Employers are prohibited by law from suspension, termination, or discrimination against any employee because he or she in good faith reports an alleged occupational health or safety violation. Contact the Division of Workers' Health & Safety at 1-800-452-9595.

You may elect to retain your common law right of action if, no later than five days after you begin employment or five days after receiving written notice from the employer that the employer has obtained coverage, you notify your employer in writing that you wish to retain your common law right to recover damages for personal injury. If you elect to retain your common law right of action, you cannot obtain workers' compensation income or medical benefits if you are injured.

RELEASE AND WAIVER OF LIABILITY POLICY

The Company sometimes sponsors activities and events for our employees that do not require your attendance. It is your option to attend or not. This policy states that if you are injured or are involved in an accident at one of these events, you are responsible for any injuries and damages. Because your attendance is voluntary, the Company is not liable for injuries, damages, and any resulting claims.

PAID HOLIDAYS

Since we operate in an airport environment, our units are open every day. Unfortunately, holidays are among our busiest days, since people are traveling then. This means that it is highly likely that operations managers will be asked to work on some days that might normally be considered holidays, and possibly that corporate office employees will be asked to work on days that might normally be considered holidays.

Every effort will be made to rotate regularly scheduled holidays among operations managers so that no operations manager has to work a disproportionate number of holidays. Operations managers who are required to work on a regularly scheduled holiday will not receive extra compensation or additional holiday. (Operations managers are given a larger number of personal days off than other employees in order to compensate for having to work some regularly scheduled holidays.)

It may also be necessary for exempt or non-exempt corporate office employees to work on one or more regularly scheduled holidays. Generally, the corporate offices will be closed on regularly scheduled holidays, but minimum staffing may be necessary in order to provide support to field operations.

Again, every effort will be made to rotate regularly scheduled holidays among employees so that no one will have to work a disproportionate amount of holidays. Corporate exempt employees who are required to work on regularly scheduled holidays will not receive extra compensation, but may take off an amount of time equal to the hours worked on the holiday at another time, if the employee's supervisor consents. Full time corporate non-exempt employees who are required to work on a regularly scheduled holiday will be paid in accordance with the Company's holiday policy, as set forth below.

The Company considers the following days to be paid holidays:

New Year's Day	- January 1
Memorial Day	- Last Monday in May
Independence Day	- July 4 th
Labor Day	- First Monday in September
Thanksgiving Day	- Fourth Thursday in November
Christmas Day	- December 25

Operation managers and all full time corporate office employees (exempt and non-exempt) who are not scheduled to work on a regularly scheduled holiday will be paid for the holiday at the employee's regular daily rate of pay (hourly employees will be deemed to have worked the employee's regular daily shift). Full time and Part-time, non-exempt corporate office employees who (a) are required to work by their supervisor on a regularly scheduled holiday or (b) have their supervisor's consent to work on a regularly scheduled holiday will be paid holiday pay equal to the employee's regular rate of pay for the employee's regular daily hours, plus the employee's regular rate of pay for the hours actually worked on the holiday.

For corporate office employees, our current plan is that for Christmas and New Year's, if December 25 and January 1 are a Saturday, the preceding Friday (i.e., December 24 and December 31) will be considered the regularly scheduled holiday and the corporate office will be closed; if December 25 and January 1 are on a Sunday, the following Monday (i.e., December 26 and January 2) will be considered the regularly scheduled holiday and the corporate office will be closed.

When Christmas and New Year’s are on a weekend and the regularly scheduled holiday is then shifted to the Friday before or the Monday after, the same rules apply for full-time non-exempt (i.e., hourly) employees as for any other regularly scheduled holiday. This means that full-time non-exempt employees will not generally be expected to work on the regularly scheduled holiday and will be paid for a regular shift at the employee’s regular rate of pay (the “holiday pay”). However, there may be times when your supervisor needs you to work on the regularly scheduled holiday.

FLOATING HOLIDAY

Corporate office employees (exempt and non-exempt) who have been a full time employee of the Company for twelve continuous months may take one floating holiday at any time during the next twelve months. Operations managers do not receive floating holidays. Corporate office employees must provide the employee’s supervisor with a two-week prior notice before taking a floating holiday. Every effort will be made to accommodate requests for floating holidays; however, there may be times when scheduling concerns prevent the employee being given the day off when requested.

As with other holidays, you will be paid for a floating holiday as though you had worked an eight-hour shift at your regular rate of pay in effect at the time of the holiday. Floating holidays may be accrued and carried forward from year to year, but are forfeiting upon involuntary or voluntary termination of employment.

EMPLOYEE VACATION POLICY

Operations Managers

After six months of continuous full time employment, you will begin to accrue paid vacation. Vacation eligibility is calculated after an employment anniversary, as follows:

First 6 months	0 vacation days
After 6 months	5 vacation days every six months
After 36 months	7.5 vacation days every six months
After 96 months	10 vacation days every six months
After 10 th anniversary	12.5 vacation days every six months

Vacation is not earned until after the six month anniversary date, and is earned at six-month intervals thereafter. The entire six-month period must be completed before the additional vacation time is earned.

You must request vacation in writing, to your supervisor, at least four weeks prior to the time you wish to take vacation. Your supervisor must approve all vacation. While we will try to accommodate properly made vacation requests, it may not always be possible to do so.

Please remember that working in an airport environment may require you to work during heavy travel times, when you might expect to want to schedule vacation, such as holidays and spring break. Further, all vacations requested between May 21 and September 6 each year must be approved by the President or the CEO of the company.

Employees whose employment is involuntarily terminated forfeit all accrued vacation time, and will not receive payment from the Company for this time, unless otherwise required by applicable state law.

If the Company is required to pay a terminated employee for accrued vacation, the Company may deduct from this amount all amounts owed by the employee to the Company, to the extent permitted by applicable state and federal law. Employees who voluntarily terminate employment and give at least two weeks' notice will be paid for accrued but unused vacation days at the time of termination. If the Company pays a terminated employee for accrued vacation, the Company may deduct from this amount all amounts owed by the employee to the Company, to the extent permitted by applicable state and federal law.

Vacation pay is determined by multiplying your average daily salary by the number of vacation days requested. Your average daily salary is based on the preceding twelve months of service and is arrived at by dividing your average base salary for a bi-weekly pay period by ten days. Only your base salary is used in calculating vacation pay. Bonuses, if any, are not included.

Payment will be included in the regular paycheck that covers the vacation period. Vacation pay may not be collected early. A proper vacation request must be submitted by the employee and signed by the employee's supervisor before vacation pay will be issued.

Accrued but unused vacation time may be carried forward at the rate of no more than ten vacation days per calendar year, but in no event may the maximum total accrual exceed 30 days. Once the maximum accrual is reached, you may not accrue additional vacation time in excess of the maximum accrual. Only after you take some of the accrued time can additional vacation time be earned again.

Any benefit plan in which the employee is participating in, remain in effect during vacation.

Full time employees who reach their one year anniversary may also "sell" a portion of their accrued but unused vacation time back to the company. Several provisions must be met as stated below. The vacation pay amount will be calculated in the same way as if the employee had taken the time off. Otherwise, the employee may not receive vacation pay without taking time off.

- 1) Your employment must be in good standing meaning you can not be on a probation period or have been given a performance evaluation recently that places your job in jeopardy or in a needs improvement position.
- 2) You can only sell up to half of your accrued but unused vacation days up to and not to exceed 10 days in a 12 month period.
- 3) You can submit to sell vacation no more than twice in a 12 month period meeting the limits set above.

- 4) Based on the amount of request submitted, it may be denied depending on availability of company funds or it may be paid out over a couple of pay periods.
- 5) All requests must be submitted and approved by your direct supervisor on a PTO form and then final approval will come from the President of the Company.

In very unusual circumstances, the Company may allow employees to donate accrued but unused vacation time to fellow employees who are on medical or personal leave for an extended period and would otherwise suffer adverse economic consequences. Any such requests will be considered on a case-by-case basis.

SICK LEAVE

Operations Managers

Exempt Operations Managers will accrue sick days at the rate of 2 hours per month (which equals three days per year) for the entire period of employment. The Company will consider, on a case-by-case basis, allowing the employee to borrow against future sick days, but never beyond maximum accrual for the employee's employment year. Unused sick leave remaining at the end of the year is carried forward from year to year indefinitely.

There is no reimbursement for unused sick leave upon termination of employment, regardless of the reason for termination. This leave should only be used (a) when you are too ill to come to work; (b) when the illness of your child requires your absence from work; (c) when you or your child has a doctor's appointment which may require independent verification that you or your child was in fact ill or at the doctor. Sick leave is not supposed to be used in lieu of vacation leave or personal leave.

ABUSE OF SICK LEAVE (I.E., USING SICK LEAVE WHEN YOU ARE NOT SICK OR A CHILD FOR WHICH YOU HAVE CUSTODIAL RESPONSIBILITY IS NOT SICK) WILL RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING DISMISSAL.

PERSONAL LEAVE

Operations Managers

Full time operations managers start to accrue personal leave upon beginning employment at a rate of 3.33 hours per month of employment. After one year of continuous employment, each operations manager accrues five days of paid personal leave per calendar year. Personal leave is to be used for times when personal business requires the employee's absence from the job during normal business hours. Personal leave may also be used in case of illness, if the employee has exhausted his or her accrued sick leave. (However, sick leave should never be used in lieu of personal leave.) Unused personal leave may be carried forward from year to year indefinitely. There is no reimbursement for unused personal leave upon termination of employment, regardless of the reason for termination.

BEREAVEMENT LEAVE

We understand that losing a family member can be very difficult and we care very much about the mental state of our employees. In the event that you have a spouse, parent or child pass away, the company's bereavement policy offers paid leave from one to six weeks based on the situation. Bereavement leave needs to be approved by the Director of Operations and submitted to payroll.

LEAVE OF ABSENCE

There may be times when family or medical concerns require your absence from work for an extended time. A federal law, the Family and Medical Leave Act ("FMLA"), sets out certain circumstances in which the Company is required to allow you to take an unpaid leave of absence. These might include, among other things, a serious medical condition, an emergency involving an active military immediate family member, the birth or adoption of a child, or the serious medical condition of a spouse, parent or child. Under the FMLA, you may take up to twelve weeks of unpaid leave in any twelve-month period (measured backwards from the date any FMLA leave is used). FMLA leave can be used on either a continuous or intermittent basis. The exception to intermittent leave is the birth, placement for foster care or adoption of a child CANNOT be taken intermittently and must be used within one year of the birth or placement of the child. Employees who are approved for intermittent FMLA leave must continue to comply with the company's regular 'call-in' and other attendance reporting policies to the extent possible. You can contact the human resource department for request of FMLA or your manager.

The FMLA also imposes certain requirements on the employee. In order to use the FMLA, you must have been employed by the Company for one year, and have worked at least 1,250 hours during the previous twelve months. If the reason for the leave is foreseeable, you must request the leave at least thirty days in advance. You may be required to provide medical certification to support a request for leave of absence under the FMLA. You may also be asked to provide evidence of fitness for duty when you are ready to work and that fitness for duty must be a full release unless the FMLA is for a work related injury. Any employee who fraudulently obtains or uses a family or medical leave will be subject to termination.

During any family or medical leave, your length of service status, for purposes of benefit eligibility, will continue in good standing, and any accrued benefits such as vacation will remain in place; however, you will not accrue additional vacation or other benefits for the time period while you are on family or medical leave. The company reserves the right to terminate employees who have exhausted FMLA leave.

If you participate in any group insurance plans, you must continue to pay our share of premiums while on leave, or your insurance is subject to termination. The FMLA requires the Company to restore you to the same or a substantially equivalent position when you return from FMLA leave.

Please see your Manager, or contact the Company's Human Resources Manager, if you believe you may be eligible for, and require an unpaid leave of absence under the FMLA.

Whether or not you request FMLA leave, any absence from work of five days or longer that otherwise would qualify as FMLA leave will be considered as FMLA leave by the Company.

Because we value our employees, and understand that there may be special circumstances which require an extended absence from work outside of the requirements of the FMLA, the Company will consider granting unpaid leave of absences in other circumstances, even if not required by the FMLA, on a case by case basis. There is no guarantee, that such leave will be granted, and we reserve the right to impose terms and conditions on any such leave that may vary from employee to employee.

During any such leave, any accrued benefits such as vacation will remain in place; however, you will not accrue additional vacation or other benefits and the time you are off will not count in your length of service with the Company.

Upon completion of leave, we will make a good faith effort to return you to your same or an equivalent position; however, we cannot guarantee you that a position will be available. Please consult with your Manager or the Human Resources Manager if you find yourself in a situation where you believe a leave of absence may be necessary.

CIVIC DUTY LEAVE

If you are required to report for jury duty, serve on a jury, assist the police as a witness in a criminal investigation or serve as a witness in a court of law in a case in which you are not directly or indirectly a party, and this requires your absence from a regularly scheduled shift, you will be paid for any regularly scheduled hours that you miss while fulfilling one of these civic duties. You will be paid at your regular rate of pay at the time of your absence, minus any payment received from the courts or a party to the case. However, the Company reserves the right to impose a reasonable time limit on the period for which you may receive pay for civic duty leave, subject to applicable law. In order to receive pay, you must present a certificate of jury service or other verification from the court confirming that you were present. You must inform your supervisor immediately upon becoming aware that your absence from a regularly scheduled shift will be required, and let your supervisor know approximately how long you will be absent. You must check in with your supervisor on a daily basis and keep him or her informed about the status of the legal proceeding.

YOUR RIGHTS UNDER USERRA – THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

REEMPLOYMENT RIGHTS

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- ☐ you ensure that your employer receives advance written or verbal notice of your service;
- ☐ you have five years or less of cumulative service in the uniformed services while with that particular employer;
- ☐ you return to work or apply for reemployment in a timely manner after conclusion of service; and
- ☐ you have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

RIGHT TO BE FREE FROM DISCRIMINATION AND RETALIATION

If you:

- ☐ are a past or present member of the uniformed service;
- ☐ have applied for membership in the uniformed service; or

_ are obligated to serve in the uniformed service;
then an employer may not deny you:
_ initial employment;
_ reemployment;
_ retention in employment;
_ promotion; or
_ any benefit of employment
because of this status.

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

HEALTH INSURANCE PROTECTION

_ If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.

_ Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

ENFORCEMENT

_ The U.S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.

_ For assistance in filing a complaint, or for any other information on USERRA, contact VETS at **1-866-4-USA-DOL** or visit its **website at**<http://www.dol.gov/vets>. An interactive online USERRA Advisor can be viewed at <http://www.dol.gov/elaws/userra.htm>.

_ If you file a complaint with VETS and VETS is unable to resolve it, you may request that your case be referred to the Department of Justice or the Office of Special Counsel, as applicable, for representation.

_ You may also bypass the VETS process and bring a civil action against an employer for violations of USERRA.

1-800-336-4590

The rights listed here may vary depending on the circumstances. The text of this notice was prepared by VETS, and may be viewed on the internet at this address: <http://www.dol.gov/vets/programs/userra/poster.htm>. Federal law requires employers to notify employees of their rights under USERRA, and employers may meet this requirement by displaying the text of this notice where they customarily place notices for employees.

MEALS

Operations Managers

Operations managers receive a 100% discount on food and non-alcoholic beverages from any of the Company's restaurants except for units located inside Terminal D at DFW International Airport. Company owned Restaurants located inside Terminal D at DFW International will offer operations managers who do not work in Terminal D a 50% discount on food and non-alcoholic beverages.

Single unit managers, who work in a Terminal D restaurant, receive 100% discount on food and non-alcoholic beverages from the units in which they work only. If those managers eat in a unit where they do not normally work in Terminal D, the 50% discount would apply.

All managers must ring up all their food and beverages for all discounts and must sign and print their name on the ticket. We require that managers at the DFW International Airport, who eat during their shift, only eat in units located inside the terminal in which they are working during each shift to avoid long lapses in supervision during business hours.

Of course, it is strictly forbidden to consume alcoholic beverages while on duty, so your employee meal discount can never be used for the purchase of alcoholic beverages. Further, if you decide to dine in one of our units while you are off duty and you would like to purchase alcoholic beverages, you must be completely out of uniform.

INSURANCE

At present, the Company makes available certain group medical, dental and disability insurance programs to its full time Airman Services, Inc. employees. Details of these programs, including eligibility requirements and the cost to you, will be provided to you under separate cover. Please note that these insurance programs are subject to change at any time, without prior notice.

DRUG AND ALCOHOL POLICY

As you are probably aware, every segment of our society is affected by the increasing drug abuse problem. It affects our schools, our children, our families, and in recent events, our work environment.

We have no reason to believe that the Company is exempt from the drug abuse problem. As an employer, we have a responsibility to provide a safe working environment at all times for our employees, as required by law, and for the general public as well. Individuals whose judgment or dexterity is impaired by mind-altering drugs (including alcohol) are a threat to fellow workers. Our units often require working in close quarters, in proximity to sharp objects such as knives and slicers, and hot ovens, steam tables and food. Further, for security reasons we cannot permit employees who participate in illegal drug use to have access to Company funds.

The Company's policy is as follows: Employees are prohibited from reporting to work or from performing any work for the Company while impaired by any drug (including alcohol), or under the influence of any drug (including alcohol). Employees are prohibited from using, possessing, selling or transferring any controlled substance or illegal drug while on Company property, or in a Company vehicle, or while on duty. Employees are prohibited from consuming alcohol while on duty. While it is not our intent to intrude on the private lives of our employees, off-the-job illegal drug use which could adversely affect an employee's on the job performance or which could jeopardize the safety of other employees, the public or Company facilities, or where such usage could jeopardize the security of Company finances or business records, or where such usage could adversely affect customers' or the public's trust in the ability of the Company to carry out its responsibilities, will not be tolerated. Employees who are involved in or suspected of involvement in off-the-job use of illegal drugs will be considered in violation of this policy.

To enforce this policy in a fair and effective manner, the Company reserves the right to require that an employee take a test to determine the presence of a controlled substance, drug, or alcohol in an employee's body, in the circumstances described in this policy.

For the purposes of the policy, the terms "controlled substance" and illegal drug" include, but are not limited to cocaine, crack, marijuana, heroin, opium, opiates, and hallucinogenic substance, and any non-prescription depressant or stimulant. For the purpose of this policy, the term "drug" also includes alcoholic beverages and prescription medications and drugs as well as inhalant substances such as glue and solvents, but does not prohibit the proper use of prescription drugs when such drugs are taken as directed by the employee's doctor. However, if you are taking a prescription drug or otherwise under

going prescribed medical treatment which could create a state of impaired judgment or dexterity, you must notify your Manager or the Human Resources Director immediately, for your own safety as well as the safety of your coworkers.

Any employee found to be in violation of this policy will be subject to disciplinary action, including immediate discharge.

All applicants are required to sign an acknowledgment and consent form stating that they have read a copy of and, if employed, agree to comply with this policy and consent to testing as provided below. All applicants who refuse to sign the acknowledgment form will not be offered employment.

As a condition of their continued employment, all current employees will be required to sign an acknowledgment form stating that they have read and agree to comply with the terms of this policy, and consent to be tested for the presence of drugs or alcohol under the circumstances described in this policy.

It is not the Company's intention to discourage employees with substance abuse problems from seeking help. Employees who believe that they have a drug or alcohol problem can contact their Manager or the Company's Human Resources Director for referral assistance. However, voluntarily acknowledging a substance abuse problem will not prevent disciplinary action if a drug or alcohol-screening test is positive prior to volunteering, or if the employee's impairment has previously resulted in unacceptable job performance or has endangered the employee or others.

All Company employees may be required to take a drug test on a random basis from time to time, without prior notice. Any such random drug testing will be administered on a unit-by-unit basis and will apply to all employees working in that unit.

The Company may require a drug test when it has a reasonable basis to believe an employee is under the influence of a controlled substance, drug, or alcohol. Without limiting the foregoing, anyone exhibiting unsafe behavior that may indicate the presence of alcohol and/or drugs in the system or unsafe behavior that would jeopardize the safety and welfare of that person or others may be required to undergo a drug and/or alcohol screening.

Further, the Company may require a post-injury drug screening for all employees injured on the job, when medical evaluation is deemed appropriate under the Company's workplace injury policy. In routine cases all post-injury drug screening will be administered in the form of a urine test immediately following the injury. However, in cases where there is an indication of alcohol consumption contributing to the accident, or where an employee is unable to provide a sufficient amount of urine for testing, or for whatever reason, a blood-screening test will be administered.

In addition, employment in, or promotion to, a position in which the employee is given keys to a restaurant and/or keys or a combination to a safe, may be contingent upon passing a drug test. This applies to bartenders, employee in "lead" or Assistant Manager Positions, and Managers.

All tests will be conducted in a manner that respects an individual's privacy. The test results will be maintained in a confidential file and made available only to those management representatives who are responsible for enforcing this policy.

A positive drug test which indicates the presence of an illegal drug or controlled substance will result in immediate suspension for further investigation, and generally will result in termination absent

extraordinary circumstances, regardless of the amount of the illegal drug or controlled substance or when it was consumed. A positive drug test that indicates the presence of alcohol may result in termination, if the consumption of alcohol was recent or a level, which indicates possible impairment.

The Company retains the right to search all Company property or areas under the control of the Company, including, but not limited to, parking areas designated by the Company, desks, Company vehicles, and other Company property used by employees on a daily basis. The Company may conduct searches when it has reasonable suspicion that an employee is manufacturing, distributing, dispensing, possessing, using, or under the influence of drugs or alcohol while on Company property. (The Company may also conduct such searches when it has reasonable suspicion that stolen Company property may be concealed.)

The Company from time to time may revise this policy. All new revisions shall be provided to each employee, either directly or through posting in a conspicuous place at each place of business of the Company. Each employee is consenting to this policy, as revised, by his or her continued employment with the Company.

ON-PREMISES CONSUMPTION OF ALCOHOL WHILE OFF DUTY

Employees are not allowed to purchase or consume alcoholic beverages at any unit operated by the Company, even if the employee is off duty and out of uniform. This applies even if it is the employee's day off or the employee is traveling for personal business. This is necessary in order to preserve the image and integrity of the Company's operations at all times. We also do not allow Star Concessions' employees to purchase any alcoholic beverages from either of our company owned C-Stores at DFW Airport.

Violation of this policy will be grounds for disciplinary action, up to and including immediate termination if warranted by the circumstances of the violation, as determined by the Company in its sole discretion. Without in any way limiting the foregoing restrictions, employees should understand that an employee who is clocked out, but still in uniform, who consumes alcoholic beverages in any of the Company's units will be considered no differently than an employee who consumes alcoholic beverages during the course of his or her shift-this will be grounds for immediate termination without prior warning.

INTRA-COMPANY RELATIONSHIPS

Although we of course hope that all of our employees like each other and enjoy each other's company, because of the potential disruptive effect on the work environment, the Company strongly discourages employees who are at the same employment level (that is, neither employee supervises the other) from entering into romantic or sexual relationships. The Company absolutely forbids employees from entering into romantic or sexual relationships with another employee who is either a superior or a subordinate position. It is also prohibited for a supervisor to have relatives directly working under them in a subordinate position.

We feel this is necessary both to guard against sexual harassment (or the perception of sexual harassment), as well as to make sure that all of our employees are being treated fairly, and that there is no perception of favorable treatment to a particular employee based on a personal relationship.

The employment of any employee in a superior position who violates this policy will be terminated. The employment of any subordinate employee involved may be terminated depending upon the facts and circumstance of the violation. For example, the Company will terminate the employment of any Manager who attempts to initiate a romantic or sexual relationship with an hourly employee in the same or another Company unit, whether or not the relationship develops. Similarly, the Company will terminate a superior member of the corporate management team who enters into a romantic or sexual relationship with a subordinate member of the team or any of the Company's unit staff personnel. In addition, operations managers are not allowed to socialize with subordinates while off duty, unless (a) at a Company-sponsored or approved function. (b) at a business meal (that is, a meal the primary purpose of which is to discuss business, such as an evaluation) or (c) with the prior approval of the President of the Company or the Director of Operations.

While we want our operations managers to have cordial relationships with all subordinates, operations managers should avoid developing personal relationships with subordinates which could affect the manager's ability to objectively supervise the employee (or which could be perceived as having done so).

SEXUAL HARASSMENT

Policy Statement

The Company is committed to providing a safe and comfortable working environment for all of its employees, and to maintaining an environment that encourages respect for the dignity of each individual employee.

In keeping with this goal, the Company prohibits its employees from engaging in harassing conduct, including sexual harassment, and will take appropriate action to protect its employees and the employment relationship. The Company will also take all reasonable steps to prevent or eliminate sexual harassment by non-employees, including, customers, clients, and suppliers who come in contact with its employees.

This policy applies to all employees, including supervisors and non-supervisory employees, and to all phases of the employment relationship, including, but not limited to, recruiting, hiring, testing, upgrading, discipline, promotion, demotion, transfer, layoff, termination, rates of pay, benefits and selection for training.

Definition of Sexual Harassment

Sexual harassment is any type of sexually-oriented or gender-oriented conduct, whether intentional or not, that is unwelcome and either (1) is implied or stated to be a term or condition of employment or a factor in evaluating an individual's employment; or (2) has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment can be male directed towards female, female directed towards male or same gender directed towards same gender.

While the most common sexual harassment is peer towards peer, it can also be superior towards subordinate, subordinate towards superior, non-employee towards employee, and employee towards non-employee.

Prohibited Behavior

Sexual harassment usually involves unwelcome sexual statements or jokes, sexual advances, or requests for sexual favors. The following are some examples of conduct that, if unwelcome, can generally be considered harassment:

- Sexual jokes, language, epithets, or slurs;
- Sexual advances, propositions, or invitations;
- Offering employment benefits in exchange for sexual favors;
- Threatening or making reprisals after a rejection of a sexual advance or request for sexual favors;
- Using offensive demeaning terms that have a sexual connotation, or using sexually degrading or vulgar words to describe or refer to a person;
- Use of any offensive or demeaning terms based upon a person's gender;
- Inquiries or questions about a person's sexual conduct or habits;
- Suggestive or obscene letters or notes;
- Displaying of sexually suggestive or derogatory objects or pictures, cartoons, drawings or posters;
- Leering or making sexual gestures;
- Physical conduct such as unwanted touching, assault, or physical intimidation such as interfering with or blocking normal movements.

Duty to Report Violations of this Policy

Employees who are subjected to harassment, or those who observe harassing behavior by or towards another employee, are required to immediately report the facts of incident(s) to one of the following: Human resources, in-house counsel, the most available Company Officer, or the Company President. In addition, supervisors must report any and all conduct of which they are made aware, which violates, or may violate, this policy.

The Company prefers that such reports be made in writing, although oral reports will be accepted. If you receive a complaint of sexual harassment from another employee, you must report it immediately to Human Resources, in-house counsel, the most available Company Officer, or the Company President.

Discrimination Will Not Be Tolerated

The Company will not tolerate discrimination against any employee who makes a report or complaint in good faith or who assists the Company in investigating a report or complaint, even if the investigation produces insufficient evidence of a violation or the charges cannot be proven. Disciplinary action, however, may be taken if an employee, in bad faith, makes a false or frivolous accusation of misconduct.

The Company Will Investigate Every Complaint or Report

Any reports or complaints made pursuant to this policy will be taken seriously and will be fully investigated by the Company. Employees who have knowledge of the circumstances surrounding the investigation will be expected to make every effort to assist the Company and cooperate with the Company in its investigation.

Upon notification of alleged improper conduct, the Company will immediately commence an investigation and take whatever action is necessary to ensure that this policy is followed. All reports and complaints will be handled confidentially as possible and information will be disclosed only as it is necessary to complete the investigation and resolve the matter.

Harassing Conduct Will Result in Disciplinary Action

Any employee found to have acted in violation of this policy against harassment, including sexual harassment, will be subject to disciplinary action, up to and including the possibility of discharge.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION STATEMENT

The Company is firmly committed to the principle of equal employment opportunities. This principle is applied in all personnel actions, with the objective of hiring and promoting individuals who meet high standards of character, education, and occupational qualifications, who can work efficiently, and who show capacity for growth.

The Company offers employment opportunities without regard to race, color, sex, age, religion, national origin, marital status, sexual orientation, or disability. All aspects of the employment relationship including recruiting, hiring, training, working conditions, compensation, promotion, discipline, and termination are subject to this policy. The Company monitors its employment procedures to make certain that no discrimination occurs and that none of its procedures results in an adverse impact, however inadvertently, on minority or protected groups.

Specific goals of this policy are to:

- Make sure that all employment decisions are consistent with the principle of equal employment opportunity.
- Place each employee in a position that is best suited to his or her aptitudes and skills.
- Treat each employee fairly and equitably at all times.

- Recognize the importance of each employee's work to overall Company performance.
- Offer each employee a fair opportunity for self-development and advancement.
- Sensitize management personnel to equal employment opportunity issues and compliance standards.
- Promptly identify and eliminate any overt discrimination as well as any policy or practice that may have an unintentional adverse impact on minority or protected groups.
- Provide an internal administrative review of charges of discrimination.
- Insure that promotion decisions are based on valid occupational qualifications.
- Have all employees demonstrate sensitivity to and respect for all other employees.

The Company's compliance with equal opportunity laws and regulations shall in no way affect its exclusive right to hire, direct and schedule its work staff, nor shall it affect the Company's ability to plan, direct and control operations; to hire, terminate and lay off employees; to announce rules and regulations; and in all respects to carry out the ordinary and customary functions of management, including but not limited to termination of employees at will to the extent permitted by applicable state laws. Subject to applicable laws, all policies, benefits, procedures, and operating methods are subject to change or discontinuation at the option of the Company's management.

In order to effectively promote and implement this policy of equal employment opportunity, this policy statement shall be placed in all employee handbooks and shall be made available during normal working hours at the Company's headquarters. From time to time, the Company may undertake recruitment, training, and promotion efforts targeted towards minorities, women, disabled individuals, and veterans of military service.

Special emphasis will be given in Manager training programs to the need to avoid discriminatory practices and the need to affirmatively implement equal employment opportunities.

Suggestions, concerns and complaints regarding the Company's equal employment opportunity policies and procedures should be directed to the Human Resources Director.

Upon written request of any employee, the Human Resources Director will investigate any charges of discrimination against another Company employee, including officers of the Company. After a charge of discrimination is filed, both the employee charged with unlawful or inappropriate conduct and the employee allegedly injured will be promptly and separately interviewed regarding the charge.

A written statement summarizing the charges, the statements of the parties, the conclusion of the Human Resources Director and a recommendation of what remedial action to take, if any, shall be submitted to the President of the Company within two weeks after the completion of the interview process. The written record will be kept in a file separate and apart from the involved employees' regular personnel files. All charges will be handled with the greatest possible degree of confidentiality, consistent with conducting a thorough investigation.

There will be no retaliation for making a charge of discrimination.

OUTSIDE EMPLOYMENT

Because of the time demands of employment with the Company, as well as the need for confidentiality, employees are required to devote their full time to the business of the Company and are not permitted to hold other jobs, either full or part time, without the prior written permission of the President of the Company, which permission may be withheld in the President's sole discretion. In addition, employees of the Company may not have an ownership interest in a business, which is competitive with, or potentially competitive with, the Company or any affiliate, other than a passive investment in a publicly traded company.

CONFLICTS OF INTEREST

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for the employee, or a relative, friend, or business associate, in connection with the Company's business dealings with outside firms and vendors.

If you are aware of any actual or potential conflict of interest involving you, you must make full disclosure to the Company. All employees are strictly prohibited from accepting or arranging for any such personal gain. Among other things, a personal gain may be a kickback, bribe, substantial gift, or other special consideration.

Without limiting the foregoing, all employees are prohibited from receiving gifts or other items of value from anyone who does business with the Company or its affiliates, including vendors or prospective vendors, without the Company's prior written permission.

This includes tickets to sporting events. The only exceptions to this are (a) promotional items of nominal value (e.g., a T-shirt or pen with vendor's logo would be acceptable, and in no event may the reasonably estimated value of the item exceed \$15) and (b) occasional business meals which are incidental to business which the employee and the vendor need to conduct, and then only if the employee notifies the Director of Operations or the President of the Company ahead of time or within twenty-four hours after the meal. For example, if an operations manager has scheduled a meeting with a vendor or potential vendor, and it is more convenient for the operations manager to conduct the meal at the noon hour, and the vendor pays for the lunch, the operations manager must inform the Director of Operations or the President of the fact of the lunch, the identity of the vendor, and the approximate dollar value of the meal no later than twenty-four hours after the meal takes place.

The Company considers violation of this policy to be a very serious offense. Violations of this policy may result in disciplinary action, including termination without warning, even for a first offense, if the Company believes that the employee has received money or an item of substantial value from a vendor. The employee should also be aware that in certain circumstances such conduct might be illegal and subject the employee to possible criminal sanctions. The Company may refer any such violations to the appropriate authorities for prosecution to the fullest extent of the law.

WORKPLACE SOLICITATION

Except for bona fide company purposes, non-employees are prohibited from coming on Company premises to solicit, survey, or petition employees or guests or to distribute literature or other materials for any purpose at any time. Furthermore, employees are prohibited from distributing any form of literature or other material during working time or in their work areas that is not related to the Company's business purpose and authorized by management. Employees are also prohibited from soliciting other employees for any cause during their shift.

VISITORS

From time to time you may have a friend or family member who needs to make a visit to you while at work. We understand that certain circumstance may warrant these visits. However, visitors are not allowed when the restaurant is closed nor in the back of the house for any reason at any time. Further, we expect you to make your visits very brief and insure that the visit does not interrupt the business. If you know that you may have a visitor coming to see you prior to your shift, you need to inform the manager on duty.

WORKPLACE VIOLENCE

Acts or threats of physical violence, including intimidation, harassment, coercion and/or other disruptive behavior which involve or affect the Company or which occur on Company property are prohibited.

Examples of conduct prohibited by this policy include the following:

- 1) All threats or acts of violence, which occur on Company property or involve an employee of the Company.
- 2) Hitting, fighting, pushing, or shoving an individual or throwing objects;
- 3) Threatening to harm an individual or that individual's family, friends, associates, or property;
- 4) The destruction or threat of destruction of property owned, operated, or controlled by the Company;
- 5) Making harassing or threatening telephone calls, letters or other forms of written or electronic communications;
- 6) Intimidating or attempting to stalk or coerce an employee;
- 7) The possession of firearms, weapons, or any other dangerous devices on Company property;
- 8) Any other conduct that would cause a reasonable person to believe that violence may occur.

If a violent act or altercation occurs, employees should retreat to a safe location and call 9-1-1.

Each employee must report to the Manager any violation or potential violation of this policy and incident or threat or act of violence.

Nothing in the policy alters any other reporting obligation established in Company policies or in state, federal or other applicable law.

This policy prohibits retaliation against any employee who, in good faith, reports a violation of this policy. As reasonably possible, the Company will maintain the confidentiality of the reporting employee and of the investigation, consistent with the need to investigate and take action.

Employees shall refer any questions regarding this policy to their General Manager. Any employee who violates this policy will be subject to disciplinary action up to and including termination of employment.

OPEN DOOR POLICY

The Company promotes a working atmosphere in which employees can feel free to talk with any member of the management staff. If you have a question, suggestion or concern, we encourage you to talk with your Manager; General Manager and/or Area Manager first, so appropriate action may be taken. If your Manager, General Manager or Area Manager cannot be of assistance, you may call the Human Resources department at 214-353-3959.

CONFIDENTIAL INFORMATION

From time to time, you may be given access to certain confidential information of the Company. This could include financial information, details of arrangements with vendors, recipes, and information provided to the Company by franchisors. You are allowed to use this information only in the course of doing your job.

You are strictly prohibited from disclosing this information to anyone who does not work for the Company, or from using this information for any purpose other than the performance of your job. Certain employees may be required to sign non-disclosure agreements as a condition of employment or continued employment.

PRE-EMPLOYMENT DOCUMENTATION

Prior to your employment, you completed an employment application and should have furnished us with certain required documentation, including proof of eligibility to work legally in this country, a receipt or TABC card evidencing completion of an Responsible Alcohol Service Training course (for certain employees), and a food handler's permit if applicable. If you are an operations manager, it is your responsibility to insure that these certifications are kept valid and renewed timely.

If at any time we discover that any information on your application was false, deliberately misleading or contained a material omission, we may terminate you immediately.

If at any time we discover that for some reason required pre-employment documentation was not furnished or is incomplete, we will ask you to furnish the required documentation right away. If you are unable to do so, we may terminate you immediately.

SMOKING

Smoking by employees is not allowed anywhere in our restaurants or retail stores, including back rooms and storage areas. Smoking is not allowed anywhere in any of our offices, including private offices, nor anywhere else on Company premises, nor in outside areas immediately adjacent to Company premises (that is, smoking is not permitted in areas that other employees of the Company have to work through in order to get to Company premises, such as right outside the front door of an office building).

APPEARANCE AND ATTIRE

Employees of the Company are expected to be properly attired and well groomed at all times. Operations managers must wear business attire while on duty at the Company's restaurants, retail stores and airline clubs. Acceptable business attire for operations managers is defined in more detail in a separate appearance policy. Managers must wear nametags while on duty in the units or in the terminals.

Because restaurant operations managers not only must set a good example for our employees, but also must be prepared to work in the units handling food, they are expected to otherwise adhere to all grooming and dress restrictions applicable to hourly workers in our restaurants from time to time.

TELEPHONES

Because of the limited number of telephone lines in our offices, please strictly limit personal calls at work. Under no circumstances will personal long distance calls be charged to the Company without permission from the President of the Company.

ITEMS FOUND IN THE UNIT

The Company requires that all items of personal property (including credit cards) or money found in any of our units must promptly be turned over to the Manager on duty at the time. It will be the Manager's responsibility to take these items to the security checkpoint lost and found as a requirement of the airport. Unless you see a guest leaving an item and can catch them before they leave the immediate area of the unit, you should not attempt to remove lost property from the unit even if you are trying to return it to the owner.

If you find unattended luggage in a unit and its owner is not in the unit, notify a Manager or supervisor immediately. For security reasons, it is very important that unattended luggage be reported to airport security personnel right away. Requests from customers to watch over their luggage for them must be politely but firmly declined.

Any employee who removes items found in the unit in violation of this policy will be subject to disciplinary action, up to and including termination.

COMMUNICATION WITH THE PRESS

From time to time, members of the print or broadcast media may contact one of our units or the corporate office asking to either film one of our operations or interview our employees. All such requests made at the unit level must be referred to the corporate office, to the President of the Company (if available), to the Director of Operations (if available), to the General Counsel (if the first two are not available), or to the Vice President of Human Resources (if the first three are not available). If you are confronted with such a request, you should politely inform the reporter that our corporate policy requires all communications with the media are to be handled by our corporate office—no exceptions.

SOCIAL NETWORKING POLICY

Employees have no right to privacy with respect to any information sent, received, created, accessed, obtained, viewed, stored, or otherwise found at any time on company systems. The hardware, software, and all communications, files and records transmitted through and residing on those systems are, at all times, company property and may be monitored or viewed by the company, without your consent or notice to you.

We recognize that social networking can be an important and effective means of communication. However, you may not access social network web sites while on company time, except for business-related purposes, and you **must not** utilize social networking to do any of the following:

1. Harass, threaten, libel, malign, defame, disparage, or discriminate against co-workers, managers, our customers, or anyone else.
2. Write about, post pictures of, or otherwise refer to any company employees without their permission.
3. Disclose confidential information belonging to the company.
4. Disparage the company or its owners, officers, or managers.
5. Speak on behalf of the company, its owners, officers, or managers. If you choose to identify yourself as a company employee in your personal social network accounts, you must state that any views expressed are your own and not those of the company or any person or entity affiliated with the company.
6. Engage in any unlawful conduct or conduct that is dishonest, inappropriate, or otherwise contrary to company policy.

Any violation of this policy will be subject to discipline, up to and including termination. The company reserves the right to modify, discontinue, or replace this policy or any of its terms, without notice.

POLICY CONCERNING DISTRACTIONS WHILE DRIVING

Star Concessions recognizes that distractions while driving are hazardous. Such distractions include involved conversations with a passenger, eating, drinking, loud music, and the use of cell phones and similar devices, among others. In general, all employees must avoid or minimize all of such distractions while driving on company time or in a company-owned vehicle.

In addition, the use of a company-owned cell phone or other device in any manner while driving is prohibited, except when the employee, using his or her best judgment, believes there is an emergency or other situation that warrants its use. An employee may not use his or her own personal cell phone or similar device for business purposes related in any way to our company while driving or for any purpose while driving a company-owned vehicle. For these purposes, the use of such a device includes making and receiving calls, listening to voice mail, and writing or reading text messages or emails,

Except when circumstances warrant otherwise as mentioned above, while on company time, while driving a company-owned vehicle, and while conducting business related to our company, all employees must stop their vehicles in a safe location in order to use their cell phones safely.

An employee who receives a traffic citation or who is involved in an accident while or as a result of being in violation of this policy will be solely responsible for the consequences of such action. In addition, an employee who violates this policy will be subject to disciplinary actions, up to and including termination.

SECRET SHOPPER REPORTS

Periodically we send secret shoppers to shop our restaurants. Secret shoppers are an outside company hired to measure our service, atmosphere, loss prevention and overall performance of our stores. During your tenure with the company your performance may be shopped by a secret shopper. When this happens a report will be generated on your performance during the time the shopper visited you. During training you will learn all the requirements for guest service, cash handling, food service, etc. You will be expected to perform to this level of expectation. That expectation is very simple – follow all our policies, be friendly and outgoing to the guest, and give the best service you can possibly give every day. Your manager will discuss with you the results of a secret shopper visit. During that time you may be coached on how to improve your service, for example, if needed or any other issue that needs addressed. If you receive multiple coaching sessions regarding your service and you were performing up to the standard all times before your secret shopper reports, unfortunately you will be immediately terminated. In the event you are observed violating a cash handling policy during a secret shopper visit and it is reported on the shopper report, you will also be immediately terminated.

WARNING TO EMPLOYEES **TEXAS IDENTITY THEFT NOTICE**

Under section 32.51, Penal Code, it is a state jail felony (punishable by confinement in a state jail for not more than two years) to obtain, possess, transfer, or use a customer's debit card or credit card number without the customer's consent.

TERMINATION

There are two types of terminations:

Voluntary—Termination of employment at your request. Employees are requested to give at least two weeks written notice prior to termination. Employees who “no call, no show” for three consecutive shifts will be assumed to have voluntarily terminated employment.

Involuntary—Termination of employment at the Company’s request. Notice will vary depending on the circumstances.

Employees who voluntarily terminate their employment may be asked to schedule an exit interview with a Manager or the Human Resources Director to discuss the reasons for termination.

Employees who voluntarily terminate their employment may be asked to schedule an exit interview with the employee’s supervisor or the Vice President of Human Resources to discuss the reasons for termination.

Accrued but unused sick leave, personal leave, and floating holidays are forfeited upon termination, whether voluntary or involuntary. Accrued but unused vacation generally will be forfeited upon termination except that (a) accrued but unused vacation will be paid to any employee who gives at least two weeks’ notice prior to voluntary termination, and (b) accrued but unused vacation will be paid to any terminated employee if the employee had made a proper vacation request prior to termination and the Company asked the employee to defer the vacation due to staffing needs, but only to the extent of the deferred vacation.



**AIRMAN SERVICES, INC.
HOUSTON**

**POLICY SIGNAGE
PACKAGE**

MARCH, 2013

ACKNOWLEDGEMENT FORM

I acknowledge that I have received a copy of the following Air Star-LTS/Marques-IAH, LLC policies. I acknowledge that I have read each policy completely and I agree to comply with the terms of each policy.

1. Code of Conduct and Ethical Business Policy
2. Security Policy
3. Attendance Policy
4. Employment at Will
5. Employee Safety Plan
6. General Safety Rules
7. Vacation Policy
8. Release and Waiver of Liability
9. Uniforms and Personal Hygiene
10. Meal Policy
11. Intra-Company Relationships
12. Sexual Harassment
13. Equal Employment Opportunity
14. Employee Weapons Policy
15. Workplace Solicitation
16. Visitors Policy
17. Workplace Violence
18. Anti-Bribery Policy
19. Shopper Report Policy
20. Social Networking Policy

I understand that Policies are continually reviewed and may be changed, amended or terminated at any time. By signing this and any other policy, I understand that I am still an employee at will and the signed policies do not in anyway create a contract of employment.

I understand that Policies are not and were not intended to serve as a contract between the Company or any of its related companies, and myself regarding the nature or duration of my employment, or any promise of future benefits.

My signature below indicates that I have read, understand and am in compliance with each policy listed as well as other policies written in the handbook and is a condition of my employment with the Company. I further understand that if I violate the terms of the policies during the course of employment, I may be subject to discipline, up to and including termination.

In addition, I certify that neither I nor any member of my family have engaged in any activities over the last year and the current year which are inconsistent with, are in conflict with, or may have the appearance of being in conflict with the Code of Conduct and Ethical Business Policy. I understand that I am obliged to report any such activities and failure to do so will be considered a violation of this policy.

Signature of Employee / Printed Name

Date

DRUG AND ALCOHOL POLICY

ACKNOWLEDGMENT AND AGREEMENT

I agree to fully cooperate with this maintenance of the Company's drug-free workplace program and understand that my failure to cooperate will be sufficient grounds for termination for my employment.

I acknowledge that I have read and understand the foregoing Drug and Alcohol Policy (the "Policy") of the Company, and agree to comply with the terms of the Policy. I understand that if the Company employs me, I may be requested to take a drug or alcohol test. As a condition to my employment and/or my continued employment by the Company, I consent to take drug and/or alcohol tests under the circumstances set forth in the Policy.

I understand that the compliance with the terms of the Policy is a term and condition of my employment and my continued employment with the Company. I further understand that if I violate the terms of the Policy during the course of my employment, I will be subject to discipline, up to and including discharge.

I further understand that, subject to applicable law, the Company shall be the sole judge of the acceptability of any test results. I also understand that should the results of the drug and/or alcohol screening indicate or confirm the presence of (1) illegal drugs or a controlled substance, (2) an excess of prescription drugs and/or (3) alcohol, I will be subject to disciplinary action, including termination of my employment with the Company without further warning. I further understand that coverage under Texas workers' compensation insurance may be adversely affected.

Employee Signature

Date

Printed Name

AUTHORIZATION FOR PAYROLL DEDUCTIONS

I authorize the Company, my employer, to make the following deductions from my paycheck, to the extent otherwise allowable under applicable law:

- (a) My share of insurance premiums for any group insurance plans in which I elect to participate, including any amounts necessary to make up for any past errors in calculation of those premiums or other failure to make proper deductions;
- (b) Any previous overpayment of wages;
- (c) Any salary advances or loans; or
- (d) Any fines levied against the Company, or against me but which the Company pays in order to continue, in the Company's sole opinion, the orderly conduct of its business, by any governmental authority, or any other expense incurred by the Company, as a result of my violation of (i) any law or regulation (such as a violation of the Transportation Security Administration rules for the airport at which I work), (ii) any rule or policy of the airport at which I work (such as parking fines), or (iii) any violation of Company policy including cash handling where I am responsible for all funds received from the automatic banking machine and sales collected.

If the amount of any of the foregoing deductions would result in a substantial reduction in the amount of my regular paycheck, I may request that the Company make such deductions over an agreed-upon time period. ***However, I understand that the Company is not obligated to do so, and may make the entire deduction from one check (or from more than one check, if one check is insufficient).***

Notwithstanding the foregoing, it is the Company's intent to comply with all applicable wage and hour laws at all times, and this policy will automatically be revised as necessary to comply with such laws.

Employee's Signature

Printed Name

Date

USE OF E-MAIL, VOICE MAIL, AND COMPUTER NETWORK SYSTEMS

The Company respects the individual privacy of its employees. However, an employee cannot expect privacy rights to extend to work-related conduct or the use of Company-owned equipment, systems, or supplies. Examples of such Company-owned equipment, systems, or supplies include telephone systems (including cellular phones, pagers and two-way radios) and associated voice mail or other messaging systems, computers, and computer network systems.

Although you may have individual access codes to voice mail, e-mail, and computer network systems, these systems are accessible by the Company at all times and may be subject to periodic unannounced inspections by the Company for business purposes. All system pass-codes or passwords must be available to the Company upon request. Employees are prohibited from the unauthorized use of the access codes of other employees to gain access to their e-mail and/or voice mail messages. Unauthorized access to any Company e-mail or computer system (i.e., “hacking” into any such system) is prohibited.

Except for authorized personal use of company cellular phones, pursuant to a separate written agreement between the Company and the employee, employees may use e-mail, voice mail and computer network systems for Company business only and not for personal purposes. This includes accessing a non-Company system from Company equipment (i.e., using your Company supplied computer to access a personal e-mail account or Internet service provider, unless it is for business purposes). Any exceptions must be specifically and individually approved by an officer (the president or a vice president) of the Company. Without limiting the prohibition on personal use, in no event may any Company-owned equipment, system or supply be used in a way that might be disruptive or offensive to others, including but not limited to the transmission or receipt of sexually explicit material, or material containing ethnic or racial slurs. Should you receive unsolicited e-mail or other material that may fall into one of those categories, please report it to your supervisor, so that the Company may attempt to take actions to prevent the further receipt of such material.

A good rule of thumb: if you would not be allowed to have it at the workplace if it were on paper, it shouldn't be on your computer screen either. If you would not be allowed to have access to the information if it were in a file cabinet or sitting on someone's desk, you aren't allowed to access it on the computer.

Never, ever, download anything off of e-mail or the Internet onto the Company's computer network without first checking with a system administrator. Downloads from unscreened sources could contain viruses that could damage or destroy data on the Company's network. You may download data onto your hard drive if it is for an authorized business use and if there is virus-detection software running on your hard drive. If you don't understand the difference between downloading something onto your hard drive and onto the network, never download anything anywhere without assistance from a system administrator.

Personal or other inappropriate use of the Company's equipment, systems or supplies will result in disciplinary action, up to and including termination without prior warning, depending on the severity of the offense.

I have read and agree to the Company's policy on Use of E-Mail, Voice Mail, and Computer Network Systems.

SIGNATURE

PRINTED NAME

DATE

**POLICIES AND PROCEDURES
SPECIFIC TO YOUR AIRPORT,
UNIT, OR POSITION**

MANAGER UNIFORMS AND PERSONAL HYGIENE

The appearance that you project goes a long way in forming our customers' impressions of our Company. If your clothes are clean and neat, you are well groomed and you present yourself with pride and a professional demeanor, the customer will be favorably impressed. If your clothes are dirty or worn, your hair is messy, you are slouched, you don't smile, etc., the customer is going to think that you, and by extension, the Company, just really doesn't care that much. In addition, if you are not appropriately dressed and groomed, you are going to have a hard time holding your subordinates accountable for these things.

Attire

Men should wear either long or short-sleeved button down oxford shirts. They must be professional in color, clean and pressed. Pants should be dress slacks, professional in color, clean and pressed. A belt and nametag should also be worn at all times. Pullover polo shirts and sleeveless shirts are not allowed.

Women should wear professional suits, dress, skirts, or pants. Shorts, mini-skirts, low cut blouses or shirts are not allowed. Shirts should be professional blouses short or long sleeved or short or long sleeved button down oxford shirts professional in color, clean and pressed. When wearing pants with a tucked in shirt, a belt is required. Your nametag must be worn at all times. Pullover polo shirts and sleeveless shirts are not allowed.

Facial Hair

Except as specifically provided in this policy, employees must be clean-shaven every day (no stubble!). No beards are allowed except in those instances in which a medical condition necessitates the growth of facial hair. In those instances, a physician's note must be provided to the Company before you start to work and must be renewed with a current note every 12 months. Mustaches and goatees are permitted but must be neatly trimmed and close cut. Sideburns cannot extend below the earlobe.

Nametags

You must wear a nametag while you are on Company premises.

Hair Restraints

If you work in a position that requires a hair restraint, you will be provided with one upon hire. If the hair restraint issued to you is a ball cap or visor, you will need to wear them faced forward on your head.

It is not allowed to wear a cap or visor backwards, upside down, or in any other manner than the normal faced forward position. Managers who are required to work behind the food line or in the food prep area for any amount of time are required to wear a hair restraint no different than all hourly employees in the same position.

Hair

Your hair must be clean and well groomed at all times. Hairstyles must be conservative, and should be professional in style and color. Your hair can only be a color that could generally be expected to occur naturally (i.e., no bright pinks, greens, etc.). Long or bushy hair must be close to the head or securely fastened away from the face. Only reasonably sized hair ornaments that blend with the uniform will be allowed.

Men's hair must be off the collar or tucked up under a hat.

Jewelry and Makeup

Makeup must be conservative and tasteful.

NO VISIBLE PIERCING JEWELRY IS ALLOWED. THIS INCLUDES:

EARINGS

NOSE RINGS

EYEBROW RINGS

TONGUE RINGS and/or CHIN RINGS

Only **one** ring on your left hand is permitted (a wedding set would be considered one ring). Do not wear rings that protrude or dangle, as this can be hazardous.

No visible necklaces or bracelets are allowed. You may wear one watch.

Make-up should be minimal. No unusually bright or colorful lipstick is permitted.

Tattoos are required to be covered and not visible for employees whose job requires them to be in view of customers for some or the entire shift.

Personal Hygiene

Cleanliness and caring for your personal hygiene is a requirement.

Bathe at least daily and use deodorant.

Brush your teeth at least daily and use mouthwash or breathe mints as needed to maintain pleasant breath.

Chewing gum is not permitted.

No excessive perfume or cologne is permitted.

Fingernails should be clean and neatly trimmed. Nails cannot be longer than ¼ inch beyond the fingertip. The only nail polish permitted is clear and acrylic or adhesive nails are not allowed.

Hands and fingernails should be clean and well maintained at all times. Frequent and thorough hand washing is a critical safety requirement in our business. Hand washing must follow any act that offers even a remote possibility that the hands have picked up contaminants.

Always wash your hands after the following: using the restroom; touching areas of your body such as ears, mouth, nose, hair or scratching anywhere; using a handkerchief or tissue; hand contact with unclean equipment, work areas or soiled rags; handling of raw food, particularly meat and poultry; handling of money; smoking cigarettes; eating; or finishing any type of food preparation. You should always wash your hands before starting any type of food preparation.

Shoes

Because you will be working in a food and beverage area where floors may have the tendency to be slippery, you are required to wear non-skid shoes.

Employee Signature

Printed Employee Name

Date

PARKING AT HOUSTON IAH AIRPORT

Parking for all employees working at IAH Airport will be paid for by the Company. However, you must park **ONLY** in the approved area every day and your correct automobile information must be provided to receive a terminal parking hang tag. The approved area for Terminal B employees is in the Terminal A/B parking garage on level 8 **only**. To have this parking privilege, you must have provided your correct license plate number, state, make, model, and year of vehicle in which it is issued upon hire. If you turn in an incorrect number or state, you will be responsible for the charges incurred and they will not be reimbursed.

WE DO NOT REIMBURSE FOR PARKING TICKETS INCURRED BY THE IAH AIRPORT FOR ANY REASON EVEN IF IT IS THE AIRPORT'S FAULT. YOU ARE RESPONSIBLE FOR ANY AND ALL FINES OR FEES THAT YOU MAY RECEIVE.

While the Company is providing you with paid parking; in order to make it easier for you to get to your job, neither the Airport nor we can take any responsibility for your car. For your personal safety and the safety of your property, please use common sense and reasonable safety precautions when you travel to and from the parking facility to your job. Please report any suspicious activity to your Manager right away, so that he or she can report it to the Airport. You should lock your vehicle at all times. It is never a good idea to leave valuables in plain sight in your vehicle, and it is preferable not to store valuables in your car while it is parked at the Airport.

Neither the Company or any of its affiliates, nor the Airport, nor any Airlines, will be responsible for any injury to you or loss of or damage to your property or the property of others while parked in the designated IAH parking area, regardless of whether such loss is caused by the negligence of the Company or its affiliates or the Airport or any Airlines. You release the Company, its affiliates, the Airport and any Airlines, and all of their respective officers, directors, agents, employees, contractors, and representatives, from any and all liability for any such loss.

Employee Signature

Date

HOUSTON WHATABURGER - IAH

CASH HANDLER PROCEDURES AND POLICIES

Most of our restaurants are very busy thus creating quite a bit of cash to be handled by our employees. Because of this issue we have very strict cash handling policies. The main thing to remember is that all sales must be rung real time, all cash must be placed in the cash drawer and all checks must be closed out real time. Failure to follow these policies could result in the immediate termination of your employment. Below are specifics regarding our cash handling rules.

BEGINNING OF SHIFT FOR CASHIERS:

1. Receive your bank from the manager on duty.
2. Count your bank and insure the correct amount has been given to you.
3. Sign the cashier deposit log stating that you received your bank and the amount – you must fill out the deposit log and sign it at the beginning and end of each shift.
4. **PROCEED TO YOUR REGISTER IMMEDIATELY AND PUT YOUR BANK INTO THE REGISTER. DO NOT STOP AT RESTROOM, IN THE HALL WAY, ETC.**

DURING YOUR SHIFT FOR ALL EMPLOYEES WHO HANDLE CASH:

1. **ALL SALES MUST BE RUNG UP AT THE TIME OF PURCHASE INCLUDING EMPLOYEE MEALS.**
 2. **IT IS AGAINST COMPANY POLICY TO RING SALES AFTER THE GUEST HAS LEFT YOUR REGISTER OR GIVEN YOU TENDER. IT IS AGAINST COMPANY POLICY TO PLACE MONEY IN AN OPEN CASH DRAWER WITHOUT RINGING THE SALE FIRST. YOU ARE RESPONSIBLE FOR ALL SALES RUNG UP. YOU ARE RESPONSIBLE FOR MAKING THE CORRECT CHANGE.**
 - a. **IF YOU ARE OBSERVED NOT RINGING SALES “REAL TIME” BY A SHOPPER OR A MEMBER OF MANAGEMENT, IT WILL RESULT IN THE IMMEDIATE TERMINATION OF YOUR EMPLOYMENT.**
 3. **NO ONE IS TO BE IN YOUR DRAWER EXCEPT YOU!!! NOT EVEN A MANAGER. REMEMBER, YOU ARE RESPONSIBLE FOR THIS MONEY, IF YOU LET SOMEONE ELSE USE YOUR DRAWER, YOU ARE STILL RESPONSIBLE!!**
 4. **IF RECEIVING CREDIT CARDS AS PAYMENT, BE SURE TO FOLLOW THE FOLLOWING STEPS:**
 - Be sure the credit card is presented from the cardholder
 - If receiving credit cards as payment, be sure the customer signs the voucher. Staple the signed credit card voucher and the closed check receipt onto the guest check. You are responsible for the credit card vouchers just like cash, if you lose one, you will be short the amount of the charge.
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- **YOU CAN NEVER ACCEPT A CREDIT CARD NUMBER ONLY FOR ANY PURCHASE EVEN IF THE CREDIT CARD COMPANY AUTHORIZES THE**

PURCHASE – IN THE EVENT THAT YOU HAVE TO MAKE A SECOND TRANSACTION WITH THE SAME CARD, YOU STILL MUST HAVE THE CARD TO MAKE THE TRANSACTION, YOU MAY NEVER RING UP ANY SALE WITH JUST A CREDIT CARD NUMBER.

- Verify that the name on the card matches the name signed on the receipt
- **YOU CAN NEVER GIVE A GUEST CASH BACK FROM A CREDIT CARD PURCHASE IN ANY FORM**

5. IF RECEIVING AIRLINE VOUCHERS AS PAYMENT, BE SURE TO VERIFY THE FOLLOWING:

- a) Date of voucher must be that day – they are only good for 24 hours
- b) The dollar amount and number of persons eligible to use the voucher
- c) Whether the voucher can be used for alcoholic beverages
- d) If Military voucher, determine if it is an actual voucher or a military check. Military checks are handled differently than Military Vouchers. See below on how to handle a Military check. Make sure the person whose name is in the upper left-hand corner signs the voucher. No alcoholic beverages are allowed on a Military voucher.
- e) DO NOT close voucher payments to cash
- f) Attach receipt to voucher and put in cash drawer
- g) Under NO CIRCUMSTANCES should change be given to a guest paying with voucher only
- h) The purchase amount of the meal may never exceed the maximum amount stated on the voucher, even by one cent (unless the guest pays the difference) or the voucher will be invalid.
- i) **BE SURE TO WRITE THE AMOUNT, DATE, AND THE NAME OF THE UNIT ON THE BACK OF EVERY VOUCHER – NO EXCEPTIONS.**
- j) Vouchers are just like cash, if you lose one you will be short the amount of the voucher

6. HANDLING MILITARY CHECKS

- a) Military checks are treated the same as cash.
- b) When receiving a Military Check, please verify the person's name on the check with the person handing you the military check for payment.
- c) Military checks must be filled out by the guest only. Please ask the guest to fill out the military check completely before leaving the table.
- d) If the guest fills out the military check for above the amount of the food and beverage due, the rest may be used as a gratuity as long as the check is not made out for an amount above the maximum stated on the check.
- e) If the guest does not fill out the military check, do not fill out the check yourself. Bring the check to a manager to fill out. The manager may only fill out the check to the exact amount of the food and beverage ticket and not one penny more.
- f) Military checks are federal documents. DO NOT ALTER, FILL IN, OR OFFER TO FILL OUT A MILITARY CHECK FOR A GUEST. If you alter a military check in any way or it is discovered that you filled out the military check in excess of the meal face value because the guest did not fill it out, you will be immediately terminated.
- g) Military checks are treated as cash in the POS system. If you close out a check to a military check and cannot produce that check, that amount will be counted as a shortage and subject to the variance policy.

- h) Military checks must be deposited as an envelope drop and the closed guest check relating to the military check must be stapled directly to the military check and deposited at the end of your shift. Please see more information on envelope drops later in this policy document.

- 7. **No calculators, pennies, loose coins, straws, paperclips, loose staples, or any other unnecessary objects are allowed on or around your cash drawer or POS terminal during your shift. You should never place anything in the extra coin slot in the cash drawer except rolled coins. When such items are found near the drawer, counter or extra coin slot we will automatically perform a cash audit on your drawer because we will suspect you are not ringing sales.**

END OF SHIFT

Cashiers are required to make a blind drop. That means you must deposit the amount of the bank you began with and all of your sales. A manager will not tell you the amount of the sales you need to drop. Do not ask your manager to run a financial tape and advise you of your drop amount. Not making a blind drop and having or obtaining sales information prior to making or dropping your sales deposit will lead to your immediate termination. Managers are not allowed to run your employee financial reports prior to dropping your money.

- 1) Go the manager's office or designated area and count down your drawer to the amount you started with away from the guests.
- 2) Everything else in excess of your original bank amount is your "blind" drop.
- 3) Place the drop in the envelopes provided to you and give it to your manager.
- 4) Sign the cash deposit log stating the amount you have dropped.

OTHER PAPERWORK

- 1) Complete your paperwork by neatly gathering the list of articles below combined with a rubber band or paperclip and place in the area designated by your manager. The articles listed below are part of your total deposit and it is your responsibility to turn all of these in at the end of your shift. If any of the articles are missing, this will be considered a shortage and the appropriate variance policy will apply.
 - a. (Top of pile) Copy of POS shift report (Food Servers Only)
 - b. Comps and voids accompanied by their closed checks signed by a manager
 - c. (Bottom of pile) Credit Card vouchers accompanied by their closed checks separated by category
 - d. Coupons, BOG's, Gift Certificates stapled to the check redeemed on and 'VOIDED' written across the front.

VARIANCES

THE LEAD, KEY OR MANAGER WILL NOTIFY EMPLOYEES OF VARIANCES. IF THE VARIANCE IS \$25.00 OR LESS, THE FOLLOWING PROCEDURES WILL OCCUR:

- 1) Variances of \$5.01 (five dollars and one cent) over or under to \$15.00 (fifteen dollars) will result in a write up.
- 2) Variances of \$5.01 (five dollars and one cent) over or under to \$15.00 (fifteen dollars)(that occur four times in any consecutive 28 day period will result in additional corrective action up to and including discharge.
- 3) Variances of \$15.01 (fifteen dollars and one cent) over or under to \$25.00 (twenty-five dollars) will result in a one day, unpaid suspension. A second violation within 28 days of the first violation will result in corrective action up to and including discharge.

IF THE VARIANCE IS \$25.01 (twenty-five dollars and one cent) OR MORE, THE EMPLOYEE WILL BE TERMINATED OR MOVED INTO A NON-CASH HANDLING POSITION IMMEDIATELY. THE NON-CASH HANDLING POSITION WILL ONLY BE OFFERED IF EMPLOYEE HELD THIS POSITION PRIOR TO BECOMING A CASHIER.

CASH AUDITS

At any time audits, may be performed on your bank or daily sales. You and at least one representative of management will be present for an audit. During a cash audit, if you are found to be over in money above \$10.00 you will be subject to immediate termination without warning.

At any time you may be visited by a member of our loss prevention secret shopper service. If you are observed not ringing a sale real time or otherwise violating any of the cash policies listed above you may be immediately terminated depending on the severity of the situation.

Printed Name _____ Signature _____ Date _____

OPERATIONS MANAGER'S CASH CONTROL STANDARDS AND RESPONSIBILITIES

The cash procedures below are to be performed when each cash handler is ready to leave the premise – regardless whether or not it is at normal shift change.

CASHIER PROCEDURES FOR PICKING UP BANKS

1. Cashiers must receive their bank from the manager on duty, count it, and sign the cash deposit log.
2. **IT IS YOUR RESPONSIBILITY TO HOLD THE CASHIER ACCOUNTABLE FOR COUNTING THEIR BANK AND SIGNING THE CASH DEPOSIT LOG.**

CASH DEPOSIT LOGS

1. All cashiers must fill out the cash deposit log when they receive their bank and after they deposit their sales. Every drop is a blind drop – do not run an employee financial and give it to the employer prior to them making their deposit.
2. When these steps are followed, it minimizes the time spent investigating incidents.
3. You must get a total of the receipts attached to the employee financial for each employee to insure what they wrote on the cash deposit log is accurate.
4. If a cashier's shift sales report does not reflect the amount the cashier or bartender claims they dropped then you must discipline the employee according to the variance policy.
5. Look carefully at the employee's shift report. Make sure they have all credit card receipts and the tips are correct and have not been altered. In addition, insure that all Military vouchers are filled out correctly with attached receipts and that Military checks are being deposited with cash.
6. Look at their comps, voids, and discounts to determine a problem. The employee should never have more than .5% of voids versus sales. Look carefully at their cash to credit card ratio to insure they are within the same range as other employees on the same shift.

SAFE COUNTS / CHECK OUTS / CHANGE FUNDS

1. The opening manager is responsible for counting the safe each morning before they hand out banks for the cashiers and bartenders.
2. Log the amount of the safe on the safe count sheet. If there is a variance from the night before you must notify the General Manager and Area Director right away. Do not wait.

3. The opening manager is responsible for checking cashiers that worked on their shift before they leave for the day. In addition, the opening manager is responsible for preparing the prior day deposit envelope for the armored car carrier.
4. Opening managers must retain the receipt from the armored car carrier in the designated book for cash deposits for the store.
5. All deposits, safe counts and banks must be accounted for and ready for the next shift. The opening manager will make a deposit and place it in the safe in the amount due for their shift. If there is a variance to the amount called for from the POS system you must alert your General Manager and Area Director right away.
6. The closing manager is responsible for counting the safe each afternoon when they arrive to the store and recording that amount on the safe count. The same procedure must be followed as listed above if there is a variance from the opening manager.
7. The closing manager is responsible for checking out all cashiers that worked on their shift before they leave for the day. All deposits, safe counts and banks must be accounted for and ready for the next shift. The closing manager will make a deposit and place it in the safe in the amount due for their shift. If there is a variance to the amount called for from the POS system you must alert your General Manager and Area Director right away.
8. On the days when change funds are due, the morning manager must deposit funds to cover the change fund amount coming in from the armored car. **DO NOT ACCEPT A CHANGE FUND IF YOU DO NOT HAVE THE MONEY TO PAY FOR IT – NO EXCEPTIONS.**

Printed Name_____ **Signature**_____ **Date**_____

CASH HANDLING RESPONSIBILITIES

MANAGERS

Our restaurants run a higher percentage of cash sales as compared to credit card transaction then most street side restaurants. That being said, there is a great opportunity for employees to mishandle our cash. Below are some key points of our cash handling policy that can help you protect the company from employees mishandling cash. By practicing these methods on a daily basis you can reduce our losses.

- All sales are to be rung real time
- Cash Audits are required to be done by managers daily
- No less than one cash audit per shift is required per cashier daily
- All cashiers should do blind drops
- All employees are required to ring up all sales by using a POS card – assigning only PIN number is not allowed
- Look at each cash handlers cash to credit card ratio % at the end of each shift. If you have employees who are significantly higher in credit card ratio then others on the same shift then you may have a problem with those employees mishandling cash
- Managers should never give their POS card to any employee to perform functions on the POS system.
- Voids should be less than **.5%** of sales at all times
- Double cash drawers are required – no one should share a drawer or allow someone other than themselves to handle their bank.
- Cash deposit logs must be filled out each shift.
- Comps are done on prepared food, voids are done when no product was wasted
- Managers should be involved with all voids and these should be done real time – never after the guest has left.
- All voids, comps, and discount tickets must be included in each person's check out and turned in with the weekly package
- The manager on duty should check out each cashier insuring each void, comp, and discount ticket is in their check out with their financial report, all totals match and each void, comp, and discount was approved and signed by a manager.
- Bottled drinks are free for managers but must be rang up real time and comped

Printed Name_____

Signature_____

Date_____