

Mesonero Handbook



Seventh Edition
July 2025
English Version

The company reserves the right to apply, amend, and/or modify this manual, policies, procedures, or practices related to human resources, compensation, or benefits in accordance with operational needs and labor laws.

Equal Employment Opportunity Employer.

Table of Contents

INTRODUCTION	5
WELCOME	5
PURPOSE OF THE MESONERO HANDBOOK	6
OUR HISTORY	6
OUR MISSION AND VISION	6
HUMAN RESOURCES DEPARTMENT	7
OPEN DOOR POLICY	7
COMPANY PROPERTY	8
PERFORMANCE EVALUATIONS	8
PERSONNEL RECORDS	8
SEPARATION FROM EMPLOYMENT	8
Resignation	8
Exit Interview	9
BASIC PRINCIPLES OF EMPLOYMENT	9
“AT-WILL” EMPLOYMENT”	9
INTRODUCTORY PERIOD	9
EQUAL EMPLOYMENT OPPORTUNITY POLICY	9
AMERICANS WITH DISABILITIES ACT (ADA)	10
PAYROLL PROCEDURES AND YOU BENEFITS	11
LEAVE OF ABSENCE	11
VACATION LEAVE	11
DISABILITY LEAVE	11
WORKERS’ COMPENSATION LEAVE/ACCIDENT OR INCIDENT REPORTING	12
FAMILY AND MEDICAL LEAVE ACT (FMLA)	12
USERRA/ MILITARY LEAVE	17
JURY DUTY AND/OR WITNESS IN A CRIMINAL CASE	19
MATERNITY LEAVE	19
BREASTFEADING RECESS	19
WORK WEEK	19
WORKING HOURS	19
ATTENDANCE REGISTRY	20
MEAL BREAK PERIOD	20
DIRECT DEPOSIT	20
OVERTIME PAY	20
PAYROLL DEDUCTIONS	20

MESONEROS MEAL DISCOUNT BENEFIT (SERVICE AND PRODUCTION AREA)	20
COMPANY POLICIES AND REGULATIONS	22
PROHIBITED HARASSMENT POLICY	22
SEXUAL HARASSMENT POLICY	23
NON - RETALIATION POLICY	24
DRUG AND ALCOHOL FREE WORKPLACE POLICY	25
REQUIREMENTS FOR MESONEROS HANDLING FOOD	25
THE UNIFORM	25
MESONERO DRESS APPEARANCE AND GROOMING STANDARDS	26
LOCKERS IN RESTAURANTS	27
MESONEROS PARKING	27
WELFARE OF OUR MESONEROS	27
LOST AND FOUND POLICY AND PROCEDURE	28
CASH HANDLING AND TRANSACTION COLLECTION POLICY FOR EMPLOYEES	28
CODE OF CONDUCT	32
DISCIPLINE PROCEDURE	33
NORMS OF CONDUCT	33
ATTENDANCE POLICY	37
USE OF COMPANY TELEPHONE/CELL PHONES	38
RE-EMPLOYMENT AND RESTAURANT TRANSFER POLICY	42
SAFETY AND SECURITY	42
ACCESS CONTROL, SECURITY CAMERA AND VIDEO SURVEILLANCE POLICIES	42
USE OF INTERNET, ELECTRONIC EQUIPMENT AND SOCIAL MEDIA PROCEDURE	43
WORKPLACE VIOLENCE POLICY	47
DOMESTIC VIOLENCE LEAVE	48

INTRODUCTION

WELCOME

Welcome to “Meson Sandwiches,” the home of the premium espresso, home-style breakfast anytime and awesome sandwiches. By joining our great family, you will now become a *Mesonero*¹ an advocate of taste, quality and service.

This, your *Mesonero Handbook* will guide you through the rules, policies and procedures established by our company to ensure operational consistency in the execution of our duties and responsibilities. It will also help you understand your benefits. A *Mesonero* understands that an atmosphere of harmony and teamwork translates into great, quality food and service excellence. To ensure our success, it is vital that you follow these rules and procedures.

As a *Mesonero*, you will have the responsibility to continue the legacy started by our founder in 1972 at our first store in the beach town of Aguadilla, Puerto Rico: “*to use only the finest ingredients and to treat customers like family.*”

I am honored to have you on board and wish you a long and prosper career with us.

Cordially,

Felipe Pérez
President

¹ For the purpose of our company, the term *Mesonero* applies to all employees including managers and executives.

PURPOSE OF THE MESONERO HANDBOOK

The purpose of this, our *Mesonero Handbook*, is to present the rules of the company in a systematic, organized manner to ensure uniformity. It serves as guide and orientation for our *Mesoneros*. It also serves as a reference guide to our supervisors and management for the proper performance and administration of the rules, policies and procedures of the company. It is of key importance that our *Mesoneros* know and understand the contents of this handbook in order to effectively perform their duties in a correct and orderly manner, to meet the Meson Sandwiches' objectives. Nothing in any company document is intended to be, or should be, construed as a guarantee of employment or benefits, nor do they create a contract of employment for any specified time.

We reserve the right to revoke, modify, change or eliminate, as necessary, any of the dispositions included in this handbook. In which case, you will be informed via any of the official communication methods established by the company.

OUR HISTORY

It all began on July 4, 1972, in the town of Aguadilla, Puerto Rico. Our Founder, Don Felipe, recognizing that the area of Marbella, Aguadilla, did not have a casual, family diner, decided to open a small deli to serve breakfasts, sandwiches and coffee. He called it *El Meson Sandwich and Beverage*, and relied on a simple recipe: use fresh ingredients and treat customers like family. It was successful from day one!

Over time, the menu evolved to please the different tastes of its customers; mostly Puerto Rican families, surfers en route to the beach, and North American residents of the Ramey military base. The Meson Special, the Pastrami and the Surfer were created during this time period, and are still popular sandwiches on the menu today,

The rest of the story you already know. Today, we have more than 1,800 Mesoneros and Meson Sandwiches has become the first chain of restaurants in Puerto Rico with a presence in the United States. And this is just the beginning.

Our story continues and, starting today, you have the opportunity to be a part of it.

OUR MISSION AND VISION

To perform their duties effectively, every innkeeper must know and direct their efforts to fulfill the mission and vision of our organization.

Mission

Serve the best sandwich of the highest quality, in the shortest amount of time, in a family atmosphere.

Vision

The objective of Meson Sandwiches is to offer the best sandwich in the world, made with painstaking passion and to make this experience accessible to all of our visitors.

Today, Meson Sandwiches is considered the best fast food alternative in Puerto Rico, serving our visitors a varied menu of the highest quality and flavor in a pleasant, welcoming environment.

Our success is based on the continued improvement of our processes for the satisfaction of each of our guests; and our purpose is to serve you quickly with great quality and care as an important member of our family.

HUMAN RESOURCES DEPARTMENT

The purpose of our department is to support our *Mesoneros* from the moment they are hired. The Human Resources Department is located in our headquarters and restaurant resource center located in Mayagüez, Puerto Rico. We advise and assist our *Mesoneros* in all employment matters like the following services:

1. Providing solutions and offering objective assistance and guidance on labor relations.
2. Orientation about your benefits rights such as: leave of absence and compensations; and company's regulations.
3. Create, revise and educate about our policies and procedures, assuring that all *Mesoneros* abide to the company's values achieving an excellent work environment.
4. Establish talent development programs.
5. Manage *Mesoneros* recognition programs.
6. Supporting *Mesoneros* activities through training and development programs.

If you need Human Resources assistant, you can contact our department staff at:
(787) 833-1239.

OPEN DOOR POLICY

We intend to provide an environment where you can bring your problems and complaints to the attention of management. You should present any problem or complaint to your supervisor. Your supervisor will respond to you as soon as practical, depending on the nature of the complaint and surrounding circumstances. If your situation is not satisfactorily settled, you may make contact or call human resources department. Human Resources will convey a decision or response to you as soon as practical.

Finally, if you are still not satisfied, you may ask for a meeting with all parties involved. If you are still not satisfy you could contact our President, where decision will be final.

When the matter is of a personal nature and you do not wish to discuss it with your supervisor, or it is not appropriate to discuss with your supervisor, you may go directly to Human Resources.

COMPANY PROPERTY

Mesoneros are expected to look after company property entrusted to their possession. As a rule, treat company property with the care that you would treat your own possessions. Company property should be used for company business and not for personal gain.

PERFORMANCE EVALUATIONS

The performance evaluation process provides *Mesoneros* and management an opportunity to:

1. Communicate and update performance expectations.
2. Mutually define performance goals.
3. Recognize performance achievements or areas of performance requiring improvement.
4. Identify ways to enhance the skills and knowledge required to success in his/her position.

We place equal emphasis on the importance of well-prepared written evaluations and comprehensive performance discussions. Managers and supervisors are asked to carefully evaluate each *Mesonero's* performance; including recognizing accomplishments as well as identifying any areas of performance that require improvement.

After completing the written evaluations, managers and supervisors discuss the evaluations with *Mesoneros*. During the discussion, managers and *Mesoneros* are encouraged to define goals, clarify performance expectations and address other issues of importance. Meson Sandwiches may conduct additional evaluations as deemed necessary. Senior management reserves the right to make any change it deems necessary to the annual performance evaluation, with or without prior notice or cause. Performance Evaluations are not linked to wage increase.

PERSONNEL RECORDS

Meson Sandwiches maintains employment records on each *Mesonero*, where it contains information regarding onboarding, promotions, transfers, leave of absences taken, awards, disciplinary actions, etc. When you were hired, you provided information to Meson Sandwiches. It is your responsibility to notify the company should there be any change in the information previously provided. The following is a partial list of items of which Meson Sandwiches need to be aware should they change: address and telephone number, name, number of dependents for withholding tax purposes, person to notify in case of emergency or accident, right to work in the United States or payroll deductions.

SEPARATION FROM EMPLOYMENT

Resignation

Meson Sandwiches recognizes that you may choose, for whatever reason, to leave our company. In considering the effect this might have on our operation, El Meson of FL, LLC. requests that you provide two weeks' notice to allow for a smooth transition. Such consideration may prove to be worthwhile should you ever wish to return to work for Meson Sandwiches. All company property must be returned upon resignation, including uniforms to avoid charges on your final paycheck.

Exit Interview

You are requested to participate of an exit interview upon separation from El Meson of FL, LLC. You may make arrangements at that time to continue your medical benefits, should you choose to do so, or to notify us if you decide not to continue coverage. Arrangements for the return of any keys and other company property at the exit interview prior to authorization of your final paycheck. Your final pay will be available on the next regularly scheduled payday after your separation and may be mailed to you (certified mail) unless you specify otherwise or unless otherwise required by law.

BASIC PRINCIPLES OF EMPLOYMENT

“AT-WILL” EMPLOYMENT”

All *Mesoneros* of Meson Sandwiches are "at will" *Mesoneros*. This means that the employment relationship may be terminated by you or El Meson of FL, LLC. at any time, with or without cause and with or without notice. No representation to the contrary is authorized and any such representation will not be binding on Meson Sandwiches unless it is in writing and signed by the President and the *Mesonero*.

INTRODUCTORY PERIOD

The introductory period is the opportunity that the *Mesonero* has to demonstrate that qualify for the position. The *Mesonero* will begin with a 90 calendar days introductory period.

During the introductory period all restaurant *Mesoneros* will be trained in accordance to our company training program and the Operational Manual of Meson Sandwiches, according to the responsibilities and procedures required for the position to occupy. Management may request tasks at any time that are not described in the Operational Manual of Meson Sandwiches or job description.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Meson Sandwiches, practices and promotes a non-discrimination policy and is completely committed to equal employment opportunity in the workplace principles for all of the *Mesoneros* and applicants for employment.

Meson Sandwiches will not accept under any circumstances, or tolerate a conduct that could constitute discrimination, sexual harassment or intimidation in the work environment.

Meson Sandwiches will provide equal employment opportunity without considering race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, genetic information, service in the military veteran designation. The company will evaluate all of the *Mesoneros* in an objective and fair manner in all employment phases including: recruitment, hiring, work conditions, benefits and compensation, performance evaluations, promotions, transfers,

treatment at work, discipline actions and employment terminations. If you believe that you have been discriminated against, you must follow the established procedure to report a claim regarding discrimination or sexual harassment as stated in this handbook.

Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and entities covered under Title II of GINA to inquire or request genetic information of an individual or a member of their family, except when allowed by law. In compliance with this law, we request that you do not provide genetic information when responding to a medical information application.

Genetic Information as defined by GINA means information about an individual's genetic tests, the genetic tests of family members of the individual, the manifestation of a disease or disorder in family members of the individual or any request for or receipt of genetic services, or participation in clinical research that includes genetic services by the individual or a family member of the individual. The term genetic information includes, with respect to a pregnant woman (or a family member of a pregnant woman) genetic information about the fetus and with respect to an individual using assisted reproductive technology, genetic information about the embryo.

Management is primarily responsible for seeing that El Meson of FL's equal employment opportunity policies are implemented, but all members of the team share in the responsibility for insuring that by their personal actions the policies are effective and are applied uniformly to everyone.

Any *Mesonero*, including management, involved in discriminatory practices may be subject to disciplinary action up to and including termination.

AMERICANS WITH DISABILITIES ACT (ADA)

Our company is committed to complying with all applicable provisions of the Americans with Disabilities Act and its Amendments ("ADA and ADAAA) as well as state and local laws regarding disabilities. It is Meson Sandwiches' policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job, with or without a reasonable accommodation. Consistent with this policy of non-discrimination, our company will provide reasonable accommodations to a qualified individual with a disability, provided that such accommodation does not constitute an undue hardship on the company.

Mesoneros with a disability who believe they need a reasonable accommodation to perform the essential functions of their job must contact their supervisor and the Human Resources Department. The company encourages individuals with disabilities to come forward and request a reasonable accommodation.

PAYROLL PROCEDURES AND YOU BENEFITS

LEAVE OF ABSENCE

All *Mesoneros* have the right to request a leave of absence depending on their needs. To obtain more information they can make reference to the posters available at the workplace, request information to the immediate supervisor or human resources department.

VACATION LEAVE

The company recognizes the hard work of our *Mesoneros* and therefore grants them paid vacation leave. This applies to Team Members, Team Leaders, and management positions, including but not limited to: Training and Development Assistants, Training and Development Managers, Assistant Managers, Managers, and General Managers, or any other managerial position.

Vacation accrual for the management team is as follows:

Vacation time begins to accrue upon promotion to a management position. However, vacation days may only be used after completing one (1) year in the role.

Vacation time may be used as personal leave. Accrued but unused vacation days will be paid out upon termination of employment, except in cases of dismissal due to performance issues or failure to provide the required two-week notice.

Below is the vacation accrual schedule for management positions:

YEARS OF SERVICE	MONTHLY HOURS ACCRUED	ANNUAL HOURS	ANNUAL DAYS
1 to 5 years	4.67	56	7
More than 5 years	8	96	12

Vacation accrual for service and production team members and leaders is as follows:

Paid vacation time consists of a maximum of five (5) days per year, provided they have completed one year of service with the company and work a minimum of 130 hours per month.

These vacation days are not cumulative and must be used within the corresponding year. Unused vacation days will not be carried over to the following year.

Unused vacation days will not be paid out upon termination of employment

DISABILITY LEAVE

The company may grant an unpaid leave of absence for illness or disability. To qualify for any leave of absence, you must have been with the company for a minimum of ninety days of regular employment. In order to request a disability leave of absence from your supervisor, you must submit a medical certification that includes the return date.

An approved disability leave may be granted for up to eight (8) weeks (yearly) without pay. Whenever possible, you are required to give at least 30 days advance notice of your pending need for a disability leave of absence. When such advance notice is not possible, you are expected to give as much advance notice as is possible, ordinarily at least two (2) business days.

WORKERS' COMPENSATION LEAVE/ACCIDENT OR INCIDENT REPORTING

The Worker's Compensation Act defines an employee's lesion as a personal injury or death as a result of an accident in the execution of tasks and when disease or natural infections that could not be prevented result from such lesion. All accidents during the *Mesonero's* shift must be immediately reported to the supervisor. All injuries must be reported to the management within 48 hours, no matter how slight or minor it is. A report of injury or illness for workers compensation must be completed, explaining the accident in detail. The *Mesonero* and the supervisor will be responsible of completing this form.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

FMLA provides eligible *Mesoneros* the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave a *Mesonero* may use is either twelve (12) weeks within a twelve (12) month period depending on the reasons for the leave. To be eligible for FMLA, you must:

1. Have worked at least twelve (12) months for El Meson of FL, LLC in the preceding seven (7) years [limited exceptions apply to the seven (7) year requirement].
2. Have worked at least 1,250 hours for El Meson of FL, LLC over the preceding twelve (12) months.

FMLA leave may be taken for the following reasons:

1. Birth of a child, or to care for a new-born child [up to twelve (12) weeks];
2. Placement of a child with the *Mesonero* for adoption or foster care [up to twelve (12) weeks];
3. To care for an immediate family member (*Mesonero's* spouse, child, or parent) with a serious health condition [up to twelve (12) weeks];
4. An *Mesonero's* inability to perform his or her job because of a serious health condition;
5. To care for a covered service member with a serious injury or illness related to certain types of military service (see Military-related FMLA Leave Policy for more details); or
6. To handle certain qualifying exigencies arising out of the fact that the *Mesonero's* spouse, son, daughter, or parent is on active duty, under a call, or ordered to active duty in the Armed Forces (e.g., National Guard or Reserves) in support of a contingency operation [up to twelve (12) weeks].

By definition, a "serious health condition" is an illness, injury, impairment, or a physical or mental condition that involves continuing treatment by a healthcare provider and is defined by the FMLA regulations as including any one or more of the following:

1. In-patient care (i.e., an overnight stay) in a hospital, hospice, or residential medical-care facility;
2. Continuing treatment by (or under the supervision of) a healthcare provider;
3. A period of incapacity (i.e., inability to work) of more than three (3) consecutive calendar days AND includes treatment for two (2) or more visits by a healthcare provider on at least one (1) occasion that results in a regimen of continuing treatment under the supervision of the healthcare provider;
 - a. A regimen of continuing treatment includes a course of prescription medication, which includes an antibiotic or therapy requiring special equipment to resolve or alleviate the health condition.
 - b. Taking over-the-counter medications are not by themselves sufficient to constitute a regimen of continuing treatment;

4. Any period of incapacity due to pregnancy or prenatal care.
5. Any period of incapacity or treatment for such incapacity due to a chronic serious health condition (including asthma, diabetes, or epilepsy);
6. Any period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective (including Alzheimer's disease, a severe stroke, or the terminal stages of a disease);
7. Any period of absence to receive multiple treatments (including a period of recovery there from) by a Healthcare provider (i.e., for restorative surgery after an accident or other injury) or for a condition that would likely result in a period of incapacity of more than three (3) consecutive days in the absence of medical treatment such as chemotherapy or radiation treatments for cancer, physical therapy for severe arthritis, or kidney dialysis.

Leaves of absence will be tracked on a rolling year. The twelve (12) month period is measured backward from the date a *Mesonero* wishes to start an FMLA leave. When a *Mesonero* is seeking FMLA leave they are required to provide at least a thirty (30) day notice to his or her Manager. If unforeseeable, notice must be given as soon as possible and include a completed Request for Leave of Absence form signed by the *Mesonero*. Even in emergencies, reasonable notice should be given.

A certificate by a healthcare provider is also required when a *Mesonero* is seeking FMLA leave. El Meson of FL, LLC must allow at least fifteen (15) calendar days to obtain medical certification and it must include:

1. A statement that the *Mesonero* or family member has a serious health condition;
2. The date on which the serious health condition commenced;
3. The probable duration of the condition;
4. A statement that the eligible *Mesonero* is needed to care for the spouse, child, or parent, and an estimate of the amount of time needed;
5. A statement that the *Mesonero* is unable to perform the functions of his position because of his or her condition.

Mesoneros are required to exhaust all available paid time off before taking FMLA leave. The paid time off will run concurrently with the FMLA leave.

A husband and wife who both work for El Meson of FL, LLC are limited to a combined total of twelve (12) weeks within a twelve (12) month period for the birth or placement of a child.

Mesoneros who are granted FMLA leave are required to seek permission from Meson Sandwiches if they intend to engage in other employment during the period of leave. Permission will be granted on a case - by - case basis.

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

Mesoneros returning to work at the end of FMLA leave because of the *Mesonero*'s own serious health condition must provide a certification from the healthcare provider verifying the *Mesonero*'s fitness to resume employment and ability to perform the essential functions of the position with the expected date of return. The fitness-for-duty certification will be limited to the healthcare condition for which the leave was taken.

A *Mesonero* must return from leave on or before the date agreed upon in the initial or amended leave authorization. If the *Mesonero* discovers that the amount of leave originally anticipated is no longer necessary, the *Mesonero* must provide at least two (2) business days' notice, when feasible, of an intention

to return to work, if such early return is foreseeable.

If, for a good reason, a *Mesonero* is unable to return to work on or before the day the leave expires, the *Mesonero* must apply, in advance and in writing, to the department manager for an extension. The granting of this extension will depend on the circumstance of the request, and the *Mesonero* will be notified whether the extension has been approved or denied.

Employment may be terminated if the *Mesonero* has exhausted the maximum number of months allocated for FMLA leave and:

1. Does not return to the job.
2. Is unable to return and perform the essential functions of the job.
3. Does not comply with all of the requirements of the FMLA leave.

However, in some of these instances, Meson Sandwiches' obligation may be governed by the Americans with Disabilities Act (ADA), workers' compensation laws, supplemental state laws, or the terms of long-term or short-term disability benefit plans, if any. Therefore, Human Resources will review each case prior to a determination.

Meson Sandwiches may deny reinstatement to certain highly-paid key *Mesoneros* when necessary to prevent substantial and serious economic injury to Meson Sandwiches' operations. A denial of reinstatement should be reviewed in advance by Human Resources.

Upon a timely return from a leave of absence, *Mesoneros* will ordinarily be reinstated to the same or equivalent job with equivalent benefits, pay, and other terms and conditions of employment, provided they are able to perform the normal work requirements of the position.

Meson Sandwiches is permitted by law and may make deductions from the pay of salaried *Mesoneros* for hours taken as intermittent leave required by FMLA without affecting the *Mesonero*'s exempt status.

1. *Mesoneros* must work with their department to schedule the leave so as not to unduly disrupt Meson Sandwiches' operations, subject to the approval of the *Mesonero*'s health care provider.
2. Meson Sandwiches has the authority to transfer the *Mesonero* temporarily to an alternative position with equivalent pay and benefits that accommodate recurring periods of leave better than the *Mesonero*'s regular position.

An *Mesonero*'s coverage, including family coverage, under a group health plan, group life insurance, and/or long-term disability insurance plan will be maintained on the same conditions as coverage would have been provided had the *Mesonero* been continuously employed. *Mesoneros* are required to pay their share of health insurance premiums while on leave.

Military Family

Military Caregiver Leave (MCL)

MCL is unpaid and designed to allow eligible *Mesoneros* to care for certain family members who have sustained serious injuries or illnesses in the line of duty while on active duty. The family member must be a covered service member, which means:

1. A current member of the Armed Forces, National Guard or Reserves, with a serious injury or illness who is undergoing medical treatment, recuperation, or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list.

2. A veteran of the Armed Forces, National Guard or Reserves, who was discharged or released under conditions other than dishonorable at any time during the five (5) year period prior to the first date eligible *Mesoneros* take FMLA leave to care for a covered veteran, who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

To be eligible for MCL, the *Mesonero* must be a spouse, child, parent, or next of kin of the covered service member. Next of kin means the nearest blood relative of the service member, other than the service members spouse, parent, child, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions; brothers and sisters; grandparents; aunts and uncles; and first cousins; unless the service member has specifically designated in writing another blood relative as his/her nearest blood relative for purposes of MCL.

The *Mesonero* must also meet all other eligibility standards as set forth within the FMLA policy.

Eligible *Mesoneros* must begin FMLA leave to care for a covered veteran within five (5) years of the veteran's active duty service, but the single twelve (12) month period can extend beyond the five (5) year period.

A serious illness or injury for covered service members who are not veterans is one that is received while in the line of duty on active duty (or existed before the beginning of active duty and was aggravated by service in the line of duty on active duty) and makes such service members medically unfit to perform the duties of their office, grade, rank, or rating.

A serious illness or injury for covered service members who are veterans is one that was received while in the line of duty on active duty (or existed before the beginning of active duty and was aggravated by service in the line of active duty) and manifested itself before or after service members became veterans; rendered service members medically unfit to perform the duties of their office, grade, rank, or rating; qualified veterans for a federal Department of Veterans Affairs Service Related Disability Rating of 50 percent or greater; substantially impaired veterans' ability to secure or follow substantially gainful occupation because of disabilities related to their military service; and became the basis of veterans' enrollment in the federal Department of Veterans Affairs Program of Comprehensive Attendance for Family Caregivers.

An eligible *Mesonero* may take up to twenty-six (26) workweeks of MCL to care for a covered service member in a single twelve (12) month period. The single twelve (12) month period begins on the first day leave is taken to care for a covered service member and ends twelve (12) months thereafter, regardless of the method used to determine leave availability for other FMLA qualifying reasons. If a *Mesonero* does not exhaust his/her twenty-six (26) weeks of MCL during this single twelve (12) month period, the remainder is forfeited.

MCL applies on a per-injury basis for each service member. Consequently, an eligible *Mesonero* may take separate periods of caregiver leave for each and every covered service member, and/or for each and every serious injury or illness of the same covered service member. A total of no more than 26 workweeks of MCL, however, may be taken within any single twelve (12) month period.

Within the single twelve (12) month period described above, an eligible *Mesonero* may take a combined total of twenty-six (26) weeks of FMLA leave including up to twelve (12) weeks of leave for any other FMLA-qualifying reason (i.e., birth or adoption of a child, serious health condition of the *Mesonero* or close family member, or a qualifying exigency).

A *Mesonero* seeking MCL must give thirty (30) days' advance notice to its supervisor and will be required to provide appropriate certification from the covered service member and completed by an authorized

healthcare provider within fifteen (15) days.

MCL is subject to the other provisions in our FMLA Leave Policy (requirements regarding *Mesonero* eligibility, appropriate notice of the need for leave, use of accrued paid leave, etc.). MCL will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Qualifying Exigency Leave (QEL)

Qualifying Exigency Leave is unpaid for non-exempt *Mesoneros* who need to tend to certain “exigencies” arising out of the covered active duty or call to covered active duty of a “covered military member” (i.e., *Mesoneros* spouse, son, daughter, or parent).

Up to twelve (12) weeks of Qualifying Exigency Leave is available in any twelve (12) month period, as measured by the same method that governs measurement of other forms of FMLA leave within the FMLA policy. Qualifying Exigency Leave may be combined with leave for other FMLA qualifying reasons; under no circumstances may the combined total exceed twelve (12) weeks in any twelve (12) month period. The *Mesonero* must meet all other eligibility standards as set forth within the FMLA leave policy.

Persons who can be ordered to active duty include retired members of the Regular Armed Forces, certain members of the retired Reserve, and various other Reserve members including the Ready Reserve, the Selected Reserve, the Individual Ready Reserve, the National Guard, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve.

Qualifying Exigency Leave is available to an eligible *Mesonero* whose close family member is called up from status as a retired member of the Regular Armed Forces; it is not available for a close family member on active duty or on call to active duty as a member of the Regular Armed Forces. A call to active duty refers to a federal call to active duty; state calls to active duty are not covered unless under order of the President of the United States pursuant to certain laws.

Qualifying Exigency Leave is available under the following circumstances:

1. Military events and related activities. To attend any official military ceremony, program, or event sponsored by the military that are related to active duty or a call to active duty status, or to attend certain family support or attendance programs and informational briefings.
2. Childcare and school activities. To arrange for alternative childcare; to provide childcare on an urgent, immediate need (but not every day) basis; to enroll in or transfer to a new school or daycare facility; or to attend meetings with staff at a school or daycare facility due to the covered military member’s active duty or call to active duty.
3. Financial and legal arrangements. To make or update various financial or legal arrangements to address the covered military member’s absence when on active duty or called to active duty; or to act as the covered military member’s representative before a federal, state, or local agency to obtain, arrange, or appeal military service benefits while the covered military member is on active duty or called to active duty and for ninety (90) days following termination of active duty status.
4. Parental care. To arrange for alternative parental care; to provide parental care on an urgent, immediate need (but not every day) basis; to transfer a parent to a new care facility; or to attend meetings with care facility staff due to covered military member’s active duty or call to active duty.
5. Counseling. To attend counseling (by someone other than a health care provider) for the *Mesonero*, the covered military member, or for a child or dependent when necessary as a result of duty under a call or order to active duty.

6. Post-deployment activities. To attend arrival ceremonies, reintegration briefings and events, and any other official ceremony or program sponsored by the military that occur within ninety (90) days following termination of the covered military member's active duty status. This also encompasses leave to address issues that arise from the death of a covered military member while on active duty status.
7. Mutually agreed leave. Other events that arise from the close family member's duty under a call or order to active duty, provided that Meson Sandwiches and the *Mesonero* agree that such leave shall qualify as an exigency and agree to both the timing and duration of such leave.

An eligible *Mesonero* may take up to seven (7) calendar days of FMLA leave for short-notice deployments beginning on the date covered military members are notified of an impending call or order to active duty to address issues that arise out of short notice (within seven days or less) of an impending call or order to active duty.

An eligible *Mesonero* may also take up to fifteen (15) days of FMLA leave for rest and recuperation to spend time with the covered military member on short-term, temporary rest and recuperation leave during a period of deployment.

An *Mesonero* seeking Qualifying Exigency Leave will be required to submit appropriate supporting documentation in the form of a copy of the covered military member's active duty orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the approximate start date and duration of the leave needed and the *Mesonero's* relationship to the military member.

Qualifying Exigency Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

USERRA/ MILITARY LEAVE

If you are a regular employee and are inducted into the U.S. Armed Forces, you will be eligible for re-employment after completing military service, provided:

1. You show your orders to management as soon as you receive them.
2. You have five years or less of cumulative service in the uniformed services while with the company.
3. You enter the military service directly from your employment with the company.
4. You apply for and are available for re-employment within ninety (90) days after discharge from active duty. If you are returning from up to six (6) months active duty for training, you must apply within a reasonable time (usually 30 days) after discharge.
5. You have not been separated from services with a disqualifying discharge or under other than honorable conditions.

Employees who serve in U. S. military organizations or state militia groups may take the necessary time off without pay to fulfill this obligation, and will retain all of their legal rights for continued employment under existing laws. These employees may apply accrued, unused PTO to the leave if they wish; however, they are not obliged to do so.

If you are a past or present member of the uniformed services, have applied for membership in the uniformed services, or are obligated to serve in the uniformed services, then Meson Sandwiches may

not deny you the following: initial employment, reemployment, retention in employment and promotion or any benefit of employment because of this status.

Under USERRA, the following health insurance protection applies:

1. If you leave your job to perform military service, you have the right to elect to continue your existing employer based health care plan for you and your dependents for up to 24 months while in the military.
2. 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) excepts for service connected illnesses or injury.

The US Department of Labor, Veterans Employment and Training Service (VETS) are authorized to investigate and resolve complaints of USERRA violations. If you are in need of assistance in filing this complaint or any other concerns, contact VETS at 1866-4-USA-DOL or visit the website at www.dol.gov/vets.

Leave for Active or Reserve Duty

Upon receipt of orders for active or reserve duty, an employee should notify the immediate supervisor, as well as Human Resources, as soon as possible, and submit a copy of the military orders to the immediate supervisor and Human Resource (unless he/she is unable to do so because of military necessity or it is otherwise impossible or unreasonable).

Return from Military Leave

Upon return from military service, an employee must provide notice of or submit an application for reemployment in accordance with the following schedule:

1. An employee who served for less than 31 days or who reported for a fitness examination, must provide notice of reemployment at the beginning of the first full regular scheduled work period that starts at least eight hours after the employee has returned from the location of service.
2. An employee who served for more than 30 days, but less than 181 days, must submit an application for reemployment no later than 14 days after completing his/her period of service, or, if this deadline is impossible or unreasonable through no fault of the employee, then on the next calendar day when submission becomes possible.
3. An employee who served for more than 180 days must submit an application for reemployment no later than 90 days after the completion of the uniformed service.
4. An employee who has been hospitalized or is recovering from an injury or illness incurred or aggravated while serving must report to Human Resources (if the service was less than 31 days), or submit an application for reemployment (if the service was greater than 30 days), at the end of the necessary recovery period (but which may not exceed two years).
5. An employee whose military service was for more than 30 days must provide documentation within two weeks of his/her return (unless such documentation does not yet exist or is not readily available) showing the following: (i) the application for reemployment is timely (i.e. submitted within the required time period); (ii) the period of service has not exceeded five years; and (iii) the employee received an honorable or general discharge.

JURY DUTY AND/OR WITNESS IN A CRIMINAL CASE

It is the duty of every citizen to be member of a jury when requested to do so. The *Mesonero* must notify his supervisor at least five (5) days prior, and will provide a copy of the official notification for jury duty. Furthermore, Mesoneros should complete an application for the time off, which should be sent to the Department of Human Resources with a copy of the Summons. This leave is without pay to non-exempt employees and with pay for exempt employees. Every *Mesonero* must be in communication with the immediate supervisor during the days serving as a jury or witness in consideration of work responsibilities.

MATERNITY LEAVE

Pregnant *Mesoneras* will not be discriminated against due to pregnancy or childbirth. *Mesoneras* who are pregnant will be treated the same way as other *Mesoneros* who may have other short-term disability.

Any *Mesoneras*, with at least 90 days of employment, who are not eligible for the Family and Medical Leave Act, will receive a maternity leave without pay for up to eight (8) weeks.

BREASTFEEDING RECESS

Given the nature of our operations and the lack of a childcare area, the company recognizes the lactation break as a break for the expression of breast milk, in accordance with the specified guidelines. Upon returning from maternity leave, the Mesonera must inform her immediate supervisor that she is a breastfeeding mother and will receive orientation regarding the process, her responsibilities, and other agreements.

She will be entitled to take a milk expression break for every three to four hours worked. The Mesonera will have access to a hygienic, safe, private, well-ventilated space with electrical outlets for the purpose of expressing breast milk. She may use this benefit for a period of twelve (12) months starting from her return to work after completing her maternity leave.

WORK WEEK

The work week begins on Tuesdays and ends on Mondays for weekly payroll purposes; pay days are scheduled for Mondays. Your schedule will be according to the restaurant's operational needs and the availability of the *Mesonero*, among other criteria. Weekly schedules are posted on the Bulletin Board every Saturday. Every *Mesonero* is fully responsible for obtaining and knowing their schedule.

WORKING HOURS

Your working hours and meal periods are scheduled according to the needs of operational needs and established schedule. Please ask your supervisor any questions that you may have about your working schedule. Also, be ready to work at your scheduled starting time. Please understand that you may not "work through any of the rest/meal periods in order to arrive late or to leave early or to work extra time. You must clock in/out for your thirty (30) minutes meal break.

The nature of our business requires flexibility in scheduling. *Mesoneros* are required to work overtime as operational needs, and your willingness to work overtime is a condition of employment.

Supervisors will coordinate and communicate *Mesoneros'* schedules, which may vary in accordance with the specific demands for each job.

ATTENDANCE REGISTRY

All non-exempt *Mesonero* is responsible for appropriately registering their attendance record in the system provided by the company. For example: at the cash register. The *Mesonero* must record his/her attendance four times on every shift when working over six hours: the beginning and ending of the shift as well as the meal break. It is strictly prohibited to record the attendance for another employee; any alteration or irregularity on your time sheet will be closely monitored and may result in further disciplinary measures including termination of employment.

MEAL BREAK PERIOD

The meal break period is for 30 unpaid minutes. This break will be programmed in the weekly work shifts. All *Mesoneros* must be punctual in starting and ending their shifts.

DIRECT DEPOSIT

Direct deposit is highly recommended for all *Mesoneros*. Direct deposit into a checking or savings account, is available, which offers the most convenient and efficient way to receive your paycheck each pay period. You may start or stop direct deposit at any time.

Mesoneros receive a pay voucher that details the amount earned, all deductions and the amount deposited to each bank account into which you have directed your funds.

OVERTIME PAY

Non-exempt *Mesoneros* will be paid overtime at the rate of time and one-half (1 1/2) for all hours actually worked over forty (40) in any one workweek (Tuesday - Monday). Overtime work must be authorized in advance by your supervisor. Leaves of absence, military leaves of absence and jury duty will not be considered in computing overtime for any workweek.

PAYROLL DEDUCTIONS

The standard deductions from your paycheck are: federal and state income tax, Medicare, Old Age and Survivor Disability Insurance (Social Security) and Wage Withholdings/Garnishments. You must authorize all payroll deductions in writing, other than taxes.

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your supervisor immediately. He or she will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly.

MESONEROS MEAL DISCOUNT BENEFIT (SERVICE AND PRODUCTION AREA)

As part of the benefit that the company provides to their *Mesoneros*, this discount will be granted only to *Mesoneros* and when they consume and purchase food at the restaurants. The *Mesonero* can select any product of the menu that can be reasonable to consume during their meal period; it can be main

course including: combos, extras, one complement, one pastry and one hot or cold beverage. This discount may not apply to certain offers, if so, will be notifying by writing.

In order to obtain the benefit of this discount, it is necessary for the *Mesonero* to present identification to the assigned *Mesonero* at the cash register and communicate that it is employee consumption before placing the order. The *Mesonero* at the cash register is responsible of communicating the shift manager that it is an order with an applicable discount for the transaction's authorization. This transaction can only be made while the *Mesonero* is on meal break, not during working hours.

All consumption must be marked at the cash register upon order placement. The *Mesonero* obtaining the discount must sign the purchase receipt and print his name in the designated area and return to the cashier.

Mesoneros are not allowed to prepare their own meal, or to request that it be processed without the order being placed and charged at the cash register.

The company may modify or eliminate this benefit at its discretion with a written notification.

Types of benefit:

- *Service and Production Team Members* - Are entitled to a 100% discount on the total amount of their purchase for individual consumption during their meal period. This discount applies only to classic sandwiches (turkey, chicken, pork, tuna, Virginia ham), a 16-ounce soft drink or a bottle of water. Sides or desserts will have a 50% discount. Only one sandwich, one drink or water bottle, one side, or one dessert is allowed per order.
 - In the event that the *Mesonero* does not want the options detailed above, they will receive a fifty percent (50%) discount on the menu items they can reasonably consume during their meal period; a main dish including combos, sides, a dessert, and a cold and/or hot beverage.
 - If accompanied by a family member or friend, a 10% discount may be applied to the purchase.
- *Service and Production Team Leaders* - A 100% discount is applied to the total purchase for individual consumption during their meal break. The discount is limited to: one sandwich, French fries, and a beverage; extras or desserts are excluded.
 - Only if accompanied by a family member or friend, a 10% discount may be applied to the purchase.

Discounts for Mesoneros during their time off - A 10% discount of the total purchase amount will be applied to all company personnel that is duly identified during their free time while visiting the restaurants. This discount will also be applicable to those who go together with the *Mesonero* (family or friends).

Mesoneros that do not abide by the consumption procedure will be subject to disciplinary actions

COMPANY POLICIES AND REGULATIONS

PROHIBITED HARASSMENT POLICY

Meson Sandwiches is committed to a work environment that is professional, productive, and free from intimidation, hostility, or other offenses, which might unreasonably interfere with work performance and/or employment opportunities. This policy applies to applicants, *Mesoneros*, supervisors, and managers, as well as those conducting business with Meson Sandwiches who may not be directly employed by Meson Sandwiches (i.e. consultants, patrons, vendors, etc.) It is the policy of Meson Sandwiches that harassment in the workplace based on a person's race, color, sex, religion, national origin, marital status, veteran status, age, sexual orientation, gender identity, disability or any other legally recognized protected category will not be tolerated under any circumstances.

Prohibited harassment includes but is not limited to unwelcome verbal, graphic, or physical conduct which is based on any protected characteristic and is disparaging to a *Mesonero* regardless of whether or not such conduct was directed at the *Mesonero*. Prohibited harassment does not refer to occasional comments, behavior, or compliments of a socially acceptable nature. It refers to unwelcome behavior based upon a protected characteristic that a reasonable person would find intimidating, ridiculing, denigrating, and insulting and that is sufficiently severe or pervasive to alter the conditions of the individual's employment and create a hostile work environment. Meson Sandwiches prohibits such conduct regardless of whether a *Mesonero* is on Meson Sandwiches premises, attending a company sponsored function, or participating in a company related activity.

Individuals will have different tolerance levels and personal definitions of "inappropriate behavior." Therefore, *Mesoneros* have an obligation not only to monitor their own behavior, but also to advise others when they feel or interpret another's behavior toward them as inappropriate, offensive and/or in a manner that creates a hostile or intimidating environment.

Prohibited harassment or discrimination may include, but is not limited to, the following:

1. Displaying or possessing derogatory or denigrating written or printed material, objects, pictures, memorabilia, posters, cartoons, caricatures or symbols which are based upon a protected characteristic;
2. Using Meson Sandwiches property, including but not limited to, bulletin boards, documents, computers, e-mail or voicemail systems to distribute, circulate, view, or receive derogatory or denigrating material, pictures, jokes or epithets which are based upon a protected characteristic;
3. Defacing company property or the personal property of anyone else with offensive jokes, taunts or epithets based upon a protected characteristic;
4. Directing derogatory, degrading or hostile language towards individuals based upon a protected characteristic;
5. Isolating, segregating, ostracizing or subjecting *Mesoneros* to less favorable working conditions based upon a protected characteristic; and/or
6. Making statements and treating *Mesoneros* as inferior based upon a protected characteristic.

SEXUAL HARASSMENT POLICY

Sexual harassment is understood as any type of non-desired approach, requests for sexual favors or any kind of verbal or physical behavior that is sexual in nature or that is reproduced using any kind of communications means including, but not limited to, multimedia through the internet or any electronic means, when one or more of the following circumstances occurs:

1. When being subject to such behavior, turns into an explicit or implicit work condition.
2. When submitting or rejecting to such behavior, is taken into consideration as criteria to make decisions that impact a person's employment.
3. When this behavior has the effect or purpose of impacting in an irrational manner the work performance of a person or when it creates an intimidating work environment, hostile or offensive to a *Mesonero*.

Sexual harassment may include obscene language, or language that is sexual in nature, portraying suggestively sexual objects or photos. Examples of sexual harassment include, but are not limited to:

1. Petitions in exchange for sexual favors.
2. Any threat or insinuation, whether it is implicit or explicit, that rejection from a *Mesonero* to sexual advance will result in negative effects over employment status, evaluations, salary, promotions, task assignments, shifts or other work conditions.
3. Any unwanted physical contact, language or sexually explicit gestures.
4. Undesired sexual flirting, advances, invitations, proposition, including suggestive comments, among others.
5. Verbal or written abuse.
6. Graphic or verbal comments or gestures about the body, or body parts of an individual.
7. Sexual games or jokes that are of sexual nature.
8. Showing objects, drawings or photos that are obscene or sexual nature.
9. Any descriptive sexual language.
10. Sexual nature jokes or insults related to sex.
11. Any insulting or derogatory language in reference to sex.
12. Offensive environment in general which may include one or more of the aspects mentioned above.
13. Use material that is sexual in nature that is reproduced using any means of communication including but not limited to multimedia tools through the internet or any other electronic means among others.

Sexual harassment may be caused by supervisors, *Mesonero* co-workers, customers or salespersons. Men and women may be victims of sexual harassment. Meson Sandwiches will not tolerate any form of sexual harassment that impact benefits, work materials or work performance of any person, creates a hostile work environment that is intimidating or offensive or harassing in any form.

The rejection of a *Mesonero* to submit to sexual advances or report of any sexual advance will not affect negatively his/her employment, evaluation, salary, promotion, work assignment or any other work condition or professional development.

Each *Mesonero*, especially those with administrative, managerial and supervision positions, must be observant to the facts or behaviors that may be considered offensive by fellow *Mesoneros*. Each supervisor has the responsibility to keep his workplace free from sexual harassment. That responsibility

includes discussing this policy with the *Mesoneros* and assuring them that no *Mesonero* is required to endure insulting or sexually degrading behavior or comments.

Procedure for sexual harassment or discrimination claims

Any *Mesonero* that considers being a victim of any kind of discrimination or sexual harassment in the work place must report such incidents immediately to the supervisor and/or Human Resources Manager of Meson Sandwiches. Even though it is not required, a *Mesonero* that is receiving unacceptable behavior of sexual or discriminatory nature may inform the aggressor that the behavior is not acceptable and that it is inappropriate. If it is not appropriate to inform the aggressor or if it does not solve the problem, any *Mesonero* that feels is a victim of discrimination or sexual harassment must report the situation to the Human Resources Manager.

Claims could be made by the alleged victim or by a witness even if the behavior is not directed to the witness.

Procedure to investigate discrimination or sexual harassment claims

Upon receiving a claim, the Human Resources Manager or a representative will investigate it. All information received during the investigation is considered confidential, except when necessary to perform an exhaustive investigation.

If a discrimination or sexual harassment claim reveals behavior out of the rules established here, corrective or disciplinary actions could be taken depending on the facts and circumstances. Depending on the nature of the behavior, the discipline may include counseling, work suspension without pay, or termination of employment. The disciplinary action may also be taken against a supervisor that knew about the behavior or claim and did not take appropriate timely action.

The *Mesonero* that originally presented the claim must be informed of the result of the investigation and the general nature of any disciplinary action taken if any.

NON - RETALIATION POLICY

Any *Mesonero* that submits a claim for discrimination, sexual harassment or any other situation that will affect his/her work environment or any *Mesonero* that collaborates in an investigation regarding this claim will not be adversely affected in terms of his/her employment, discriminated against or dismissed because of this complaint. If the *Mesonero* feels discriminated because of this, her/she must immediately report it to the Human Resources Department. This information will be investigated according to the procedures of investigation established in Meson Sandwiches. Retaliation or threats will be the base for corresponding disciplinary action which may include immediate termination of employment.

DRUG AND ALCOHOL FREE WORKPLACE POLICY

Meson Sandwiches is committed to have a safe work environment and promote welfare and good health of our *Mesoneros*. This commitment is threatened when a *Mesonero* consumes illegal drugs or alcohol in the work place, when the *Mesonero* arrives to work intoxicated and/or drugged or when he distributes or sells drugs at the work place or premises.

The objective of this policy is to maintain balance between respect for the individual and the need to maintain a safe, productive and drug free workplace. If any situation develops, help will be offered to those that need it and at the same time re-enforce that the consumption of illegal drugs and alcohol use while being a *Mesonero* Meson Sandwiches are not compatible.

1. It is a violation to company policy that the *Mesonero* sells, possesses, exchanges or requests that a third person sell illegal drugs or becomes involved in any way in the consumption of illegal drugs or alcoholic beverages at the workplace.
2. It is a violation to company policy that any person shows up to work under the effects of illegal drugs or alcohol; that is with illegal drugs or alcohol in their system.
3. It is a violation to company policy to illegally use medicines that are sold with medical prescriptions.
4. *Mesoneros* that consume prescribed medicines by a doctor will not violate the policy. If the medication impairs the ability to perform the job, the *Mesonero* will be required to notify to the immediate supervisor that he/she will be under the effect of these medicines until the doctor determines that treatment may cease.

REQUIREMENTS FOR MESONEROS HANDLING FOOD

El Meson of FL, LLC is committed with *serving health and safe food* for consumption. The main interest is that the customers trustingly consume the served food, therefore production and service of food should be made applying the knowledge on safe food management to prevent contamination or adulteration. All *Mesoneros* that work directly with restaurant food preparation must comply with the following requirements to continue working in Meson Sandwiches:

- Employee Commitment to Inform Illness Symptoms
- Employee Commitment with Food Safety
- Complete the Food Handlers Certification Program within sixty (60) days upon hire. A representative at Meson Sandwiches or a consuler will conduct the class and will submit certifications.

For more information, please refer to the Quality Control Section of the Operational System Manual of El Meson of FL.

THE UNIFORM

The uniform cannot be altered in any of its pieces nor will a substitute be used. Its use is exclusive during working hours, therefore personnel should not be identified with the company logo in personal or non-work related activities. The official uniform for the managers team has to be in compliance with the same specifications, except for the cap and apron, which are only used for training purposes.

According to the position the Mesonero occupies, the amount of uniforms that correspond to received will vary. For more information refer to recruitment procedure in the Human Resources Module on MOMS file.

El Meson of FL, LLC has established a uniform² to differentiate the work areas and existing positions. Our *Mesoneros* are the image of our company and is expected that everyone comes to work in a clean, ironed uniform. *Mesoneros* working in production and services areas in the restaurants will wear the following uniform:

1. Black chef coat
2. Black pants (not jeans or tight pants)
3. Black apron
4. Cap with company logo
5. Black shoes that are adequate to work in a restaurant setting (rubber sole and/or non-slip closed shoes)
6. Black socks
7. Identification card (must wear with name visible at all times in workplace)
8. Short white or black sleeve shirt with round neck
9. Black shirt with long sleeves, round neck or high neck (turtle neck) that is Lycra o Spandex (synthetic fiber) under the official shirt of the uniform³.
10. White long sleeve shirt that is Lycra o Spandex (synthetic fiber) under the official shirt of the uniform⁴
11. Any other apparel the employer considers necessary

Uniforms must be returned upon termination of employment, to avoid being deducted the cost on your final paycheck.

MESONERO DRESS APPEARANCE AND GROOMING STANDARDS

All *Mesoneros* must comply with the company hygiene standards.

In compliance with the law, all *Mesoneros* that work in the food industry and abiding by the personal hygiene norms established in the Federal Food Code (Chapter 2, Parts 2-3 and 2-4) all *Mesoneros* must comply with the following internal rules regarding personal hygiene in order to control food contamination caused by contact with human beings.

1. Shall keep their fingernails short/trimmed (should not extend beyond your fingertips), filed, and maintained so the edges and surfaces are cleanable and not rough. May not wear fingernail polish or artificial fingernails when working with exposed food.
2. Use of jewelry is prohibited⁵ during work shifts. This includes earrings, necklaces, rings, and bracelets.

²Two black chef coat, 1 apron, 1 cap and ID card are given by company; ID card must remain in the restaurant. The Mesoneros will use the uniform only during working hours, trainings and/or meetings (if required). None of the pieces of the uniform may be modified or replace. If the employment relation is terminated, the uniform and company property must be returned.

³Only for Mesoneros with visible tattoos.

⁴Only for supervisors, managers with visible tattoos.

⁵With the exception of the manager in charge of the restaurant, who may wear a watch with the purpose of managing the time of the *Mesoneros* in their work shift. The manager may also wear a plain ring such as a wedding band without stones and not rough.

3. Use daily clothing that is clean and in good conditions (pants, shirt, cap, and apron).
4. Hair should be worn short and completely covered with a cap. If hair is long and abundant it must be worn in a circular bun and completely covered with a hair net to prevent loose hairs. Sideburns are allowed one inch above the end of the ear. Hair cannot be dyed in eccentric colors (green, purple, and blue, among others). May not have visible tattoos⁶ and/or piercings.
5. Face should be shaved and without beards including goatee. Moustaches are not suggested and if used, they must be trimmed and neat.
6. *Mesoneros* that work in the production area and have long arm body hair, should take the adequate precautions by using hair restraints⁷ to prevent loose hairs.

LOCKERS IN RESTAURANTS

Most of the restaurants have lockers for *Mesoneros* to use during their shifts. Meson Sandwiches encourages everyone to only bring necessary items and leave valuables at home.

We expect that everyone will comply with the following rules:

- Lockers are on a first come, first served, based on availability.
- Lockers may be shared on same shift.
- *Mesoneros* must bring their locks/keys and keep locker locked during shift.
- Lockers must be left empty and clean as the end of the work shift
- Management reserves the right to open a locked locker when the *Mesonero* has left the shift.
- If you place an electronic device in it, ensure it “OFF”.
- Weapons, arms are not allowed.
- Illegal drugs are prohibited in lockers.
- Lockers are subject to unannounced inspections at random or per deemed necessary. To verify belongings, *Mesonero* will be notified ahead of time and he must be present during inspection.
- Meson Sandwiches will not be responsible for left items in the lockers.

Failure to follow our lockers’ rules will be subject to discipline measures, including immediate termination of employment.

MESONEROS PARKING

Most restaurants have a designated area for employees’ parking. Normally is away from the front door to allow clients to park the closest to the restaurant. Please ask your supervisor which is the designated area.

WELFARE OF OUR MESONEROS

El Meson of FL, LLC. seeks to maintain a healthy and safe workplace environment. To meet this, *Mesoneros* are requested to actively participate of efforts and notify immediate supervisors or the Human Resources department of any risk or harm to which they may be exposed during their workshift. They are requested to notify of any situation that goes against procedures, policies and behavior norms established in Meson Sandwiches and that impact their workplace. This will provide the

⁶ In compliance with uniform policy and if necessary use makeup for tattoos as per the criteria established by El Meson of FL, LLC.

⁷ Among precautions are shaving arms or using long black sleeve shirts (lycra).

opportunity to take care of the situation and resolve it. The company may take disciplinary action over those that make false accusations on purpose.

LOST AND FOUND POLICY AND PROCEDURE

Lost property” means any unattended, abandoned, misplaced, or forgotten item including but not limited to equipment, cash, jewelry, phones, books, keys, documents, or personal identification papers (driver’s license, credit cards, etc.) which are found within the boundaries of the restaurant, pending the identification of the rightful owner or appropriate disposal thereof. Once you find any of this items at the restaurant you should immediately handover the lost item to the manager in charge of the restaurant. The manager should send an email informing to administrative offices the lost item found in the restaurant premises. Also, complete the report of lost items.

- If the item is a firearm and / or a knife, you must immediately call the Police Department to pick it up. If it is found in a bathroom of our facilities, it must be locked until the police arrive.
- All other items will be stored in the safe of the restaurant under the custody of the manager, for a period of three days in a sealed envelope including the report of lost items found in the premises of the restaurant which must sign with their initials and date, legibly. In addition, the manager must write a note in the management communication book about the item found.
- Anyone coming to the restaurant to claim a lost item, must state their name and present photo identification, as well as providing information related to the item claimed before returning it.
- The manager must list name, date and time the claimant picked up the item, in the section of the report provided for lost and found at the premises of the restaurant.
- When the item is not claimed after five days, it would be discarded and the manager should informed by email the reasons to discard the item.
- When an individual claims for an item allegedly lost in the restaurant and for which there is no record of that fact, or if he / she understands that improper or inappropriate use of his / her item has been made, the client must be instructed to file an complaint at the nearest Police Headquarters.
- Once you have the claim number and police report information, you must contact the loss prevention department, for the proper follow-up of the claim.
- The manager shall send a report by email to the human resources manager and to the loss prevention supervisor with details of the situation including customer name, date, time and any other details relevant for the investigation.
- Failure to comply with this policy will be subject to disciplinary measures including termination of employment.

CASH HANDLING AND TRANSACTION COLLECTION POLICY FOR EMPLOYEES

The company established this policy with the purpose of maintaining a process to follow when cash shortage, surplus or mismanagement occurs. *Mesoneros* who handle company money, as well as those assigned to the cash register position, are responsible for the safety and proper handling of such assets. *Mesoneros* assigned to the cash register position shall comply with this procedure.

When a cash register is assigned to a Mesonero, he/she should receive an itemization (breakdown) of the petty cash for the work shift. The Mesonero must count the money received by the shift manager to

ensure that he/she has the correct amount of money before starting to use the cash register. The *Mesonero* must also complete along with the shift manager the itemization of petty cash received. If there is a discrepancy between the fixed petty cash and the amount received, you must record so in the document (Petty Cash Reconciliation) before starting to operate the cash register. This exempts you of the difference that the register may have for the amount declared as missing in the fixed itemization when performing the reconciliation.

Once a register is assigned to a *Mesonero*, transactions performed are his/her responsibility. The *Mesonero* should not allow any coworker to use it. Likewise, no employee (including managers) should use a register assigned to another coworker. All *Mesoneros* assigned to a cash register position shall remain in front of their register at all times. If for some reason the *Mesonero* needs to get away from the register area, he/she must be authorized by the manager on duty and make sure to leave the cash register closed until he/she returns.

The *Mesonero* is prohibited from exchanging money with another employee or customers. In case they need change, the shift manager must be notified immediately.

For any clarification of errors and/or cash transaction situations, the *Mesonero* should always call the manager on duty. This includes addressing guests' complaints regarding missing change, or other cash related claims. When requesting the assistance of a manager, proceed to:

1. Explain the problem.
2. Wait for the shift manager to make the corresponding correction.
3. If it is required to make a transaction refund, it must be authorized by the manager on duty and done immediately. It is not permitted to process refunds at the end of the work shift.
 - a. Cash out with a shortage of \$5.00 or more because they did not mark the refund before making the cash out report, is considered an imbalance and the appropriate disciplinary action will be taken. Failure process the refund is not an accepted justification to cancel the imbalance.
4. The *Mesonero* is not authorized to open the cash register drawer voluntarily. It only opens when sales are made. If a *Mesonero* is found with the cash register drawer open, performing any other transaction that is not among those mentioned above, which all require the presence and approval of the shift manager, he/she will be exposed to disciplinary actions.
5. The cash register is allowed to be opened, only in the presence of the manager on duty, when a disbursement payment (*paid out*) or *drawer skim* is required.
6. When the *Mesonero* assigned to the cashier position finishes his/her work shift, the manager is responsible of removing the cash register drawer in the presence of the *Mesonero*, and then, both will proceed to balance the cash register. When finished, both cashier and manager must sign the *cash out summary*.
7. Any shortage or overage of \$5.00 or more is a punishable offense. This reflects carelessness and/or negligence handling cash. Remember that any shortage or overage of \$5.00 or more must be recorded on the shift balance report. To avoid any imbalances, the employee will be trained with the internal procedure for handling payment transactions properly.
8. If after the cash register drawer has been reconciled, the cash management department detects an imbalance during the audit, the manager will be notified through the audit report. The manager will then take the corresponding disciplinary action with the cashier.
9. If there is any shortage or excess in the reconciliation of the cash register, the corrective actions detailed below will be taken.

Violation	Disciplinary action to be applied
First shortage or overage of \$5.00 or more	First written warning.
Second shortage or excess within a period of 60 days from the first shortage or excess.	Second written warning.
Third shortage or excess within a period of 60 days from the first shortage or excess.	The cashier will be released of the cash register position until the cash management department verifies the shortage or excess. If confirmed, suspension without pay for three (3) working days will proceed.
Fourth shortage or excess within a period of 60 days from the first shortage or excess.	The cashier will be released of the cash register position until the cash management department verifies the shortage or excess. If confirmed, termination of employment will proceed.

10. To maintain progressive discipline, violations will expire after 60 calendar days of the first shortage or excess.
11. Any difference of thirty dollars (\$30.00) or more will not be covered by this policy. The manager should administer the Release of Responsibilities of Cash Register Policy. This is with the purpose of letting the cash management department verify the shortage or surplus. A mismatch in such quantity is considered a severe negligence and the employee may be subject to immediate termination. In this situation, the case will be referred to the human resources department.
12. No *Mesenero* is authorized to use the POS terminals as an ATM for withdrawing cash. This equipment is for the sole and exclusive use of charging orders to our customers. Unauthorized use for cash back is strictly prohibited and subject to disciplinary actions. It is considered a serious offense:
 - a. To not report or omit sales, deposits and/or surpluses in the register.
 - b. To unjustifiably withhold employees', suppliers' or customers' deposits or checks.
 - c. To retain surplus forgotten by guests.
 - d. To change checks issued to employees, suppliers or customers.
 - e. To lose or disappear any official document used by the company to substantiate sales (reconciliation sheets, cash sales reports, inventory reports, work schedules, deposits and/or information about time worked by employees).
13. Any violation of these rules will lead to suspension or termination depending on the circumstances involved.
14. If the internal investigation, police or court investigation reveals that criminal conduct may have occurred, the company may file a corresponding criminal complaint and the authorities will decide on next course of action in the prosecution process.

Counterfeits money

The cashier has an obligation to exercise caution when accepting \$10.00 bills or higher. It is recommended to use a counterfeit money detector pen, which must be available in all restaurants. When a counterfeit bill is accepted without having taking measures to detect it, during the customer transaction, the bank creates a *debit memo* or the cash handling company may reject it. If the bank issues a *debit memo* generated by a counterfeit bill, it results in a shortage. For \$20 or less, the cashier

will be penalized for mishandling cash since he/she did not follow procedures accordingly (detect counterfeit bills.)

The cashier must obtain manager on duty's approval to accept \$50 bills or \$100 bills. The manager must verify its authenticity through its texture, paper, holograms or watermarks and security strip. The negligent acceptance of a counterfeit of this designation is considered a shortage; therefore, the corresponding disciplinary action will be implemented. Trends in accepting counterfeit bills will be evaluated with the employee to take further disciplinary action.

Money forgotten by customers

In the event that a customer forgets their change inside the restaurant or in the drive-thru area, it is the responsibility of the cashier to follow the following process:

1. Report it immediately to the manager on duty.
2. Immediately hand over to the shift manager the change left by client along with the cash receipt as evidence
3. The shift manager must make a deposit for the total amount of change. Cashier will staple the copy of the cash receipt along with the deposit slip or the receipt of the digital vault which will be sent to the cash handling department along with the cash out report.

Mismanagement

Mishandling situations occur when a transaction is performed incorrectly and thus reflects a difference when balancing the register. Mishandling may or may not lead to money loss, for example, when pressing the cash key cash instead of the credit/debit one. Some examples of situations of mismanagement are:

1. Doing cash transaction instead of a debit card one or vice versa. When balancing the register, the missing or surplus cancels the difference reported in the cash out document. If there is evidence of a transaction done incorrectly, a mismanagement disciplinary action will not be administered. (It is not recommended to do a refund to change the method of payment).
2. Losing or misplacing debit/credit card receipts or having a credit receipt not signed by the guest.
3. It is prohibited to exchange money with another cashier. If a Mesonero on the cash register requires change, it must be requested to the manager on duty. If there is a situation of money exchanged between cashiers, to be considered as mishandling, there must be a difference between the two cash out summary reports (a shortage or surplus for the same amount) and both differences must be canceled out.
4. When a manager provides change to a cashier and he/she does not provide the bill in exchange. The manager must make a detailed report indicating that no disciplinary action due to an imbalance needs to take place.
5. If a cashier does not verify the petty cash handed and reports it as full, a shortage or surplus of money may appear when balancing the register.
6. When a promo free sale is recorded incorrectly, e.i., a customer has five (5) promo free certificates and the *Mesonero* registers only one (1) product as a promo free sale instead of five. This increases sales and sales taxes for the value of four (4) products, resulting in a shortage of money that is not real.
7. When cashier forgets to give the change to a customer and the customer demands his money. The cashier must include a copy of the customer's receipt as evidence and complete the report for cash management claims.

8. If a *Mesonero* in the cash register position, retires from the position to enjoy their meal period and does not close the cashier properly (log out). The sales made by the replacing cashier that registered under the name of the former *Mesonero* in the cash register, affects the balancing of the two *Mesoneros*' registers.

It is established that a case of progressive discipline must be implemented when situations of mismanagement are identified. Corrective actions will expire after **60** days of the first situation of mishandling. The following table explains the behaviors and the corresponding progressive disciplinary action to be applied:

BEHAVIOR	DISCIPLINARY ACTION TO BE APPLIED
Two incidents of mismanagement.	First written warning.
Four incidents of mismanagement.	Second written warning.
Six situations of mismanagement.	If confirmed, suspension without pay for three (3) workingdays will proceed.
Eight situations of mismanagement.	If confirmed, termination of employment will proceed.

The company reserves the right to change the application of the established rules as required by any particular circumstances of each case and may amend this policy in accordance with the operational and technological changes that arise.

CODE OF CONDUCT

Our company requests that each *Mesonero* perform their tasks in an effective and efficient manner and that they meet their responsibilities with enthusiasm, according to the position they hold in the company. Our company has rules, policies and procedures with the purpose of guaranteeing our *Mesoneros* to work in an appropriate work environment, where they may perform efficiently meeting responsibilities and resulting in excellent service for the customers. In addition, our code of conduct establishes the behavior all of our *Mesoneros* must consistently exhibit:

1. Act with integrity while complying with assigned responsibilities.
2. Comply with law and be responsible of our actions.
3. Punctually arrive to work shift.
4. Be kind, honest, and trustworthy in performance and conduct towards other co-workers, supervisors, company officials and customers.
5. Demonstrate adequate work performance, being an example to follow, in task completion.
6. Meet company expectations regarding assigned tasks.
7. Address customers appropriately, with dignity and respect.
8. Do not participate or tolerate any type of harassment or discrimination.
9. Request attendance from corresponding officers if there are doubts about actions, procedures, policies or rules established in Meson Sandwiches.
10. Comply with rules of conduct, regulations, procedures and other policies established in Meson Sandwiches.

11. Protect and not disseminate confidential and/or privileged information related to company operations, such as: financial information, revenues, recipes and food formulas, sandwich elaboration process among others.
12. Make good use of time, work tools and company property to meet the tasks.

DISCIPLINE PROCEDURE

A *Mesonero* that does not meet the code of conduct, procedure, policies and other established rules will be exposed to the application of disciplinary measures. The established disciplinary procedure's purpose is to guarantee that *Mesoneros* perform efficiently in an appropriate and professional work environment free of anything that may impact the appropriate and normal functioning of the company. All behavioral incidents that have an effect over the work environment and that does not abide to the code of conduct, policies and procedures, will be evaluated by the immediate supervisors and/or human resources department in order to determine the applicable disciplinary action according to the severity and impact to the company. The severity of the disciplinary action will depend on the magnitude, nature, frequency, and impact that the improper conduct had over operations, work environment and safety of other *Mesoneros* and customers.

If an unpaid employment suspension is applied, it should be based on work days currently worked by the *Mesonero*. A consecutive violation of one of the rules of conduct, or various, is evidence that the *Mesonero* does not adapt to the tasks and responsibilities or to the work team and/or company. Therefore, a *Mesonero* that has been warned three (3) times, and has have one suspension within one year, regardless of the incurred faults, could be dismissed from employment. This does not prevent the company from termination of employment a *Mesonero* for the occurrence of just one incident. If there is a violation to the rules established here without an established rules in the following list, corrective actions will be taken according to the importance, severity and considering the impact it could have had in business and/or company operations. As a reminder, all *Mesoneros* of Meson Sandwiches are "at will" *Mesoneros*. This means that the employment relationship may be terminated by you or Meson Sandwiches at any time, with or without cause and with or without notice.

The intention of the disciplinary measures is not to penalize the *Mesonero*, but to correct or eliminate the inappropriate conduct, and progress on the desired behavior and performance.

NORMS OF CONDUCT

The following guide has been created with the purpose of clearly communicate to the *Mesoneros* and to make them aware of the conduct and behavior that the company considers objectionable, as well as to motivate them to avoid such behaviors. It describes some acts that justify the disciplinary measures that may be imposed as a result of acting against the expected rules of conduct, or against policies, or procedures established by the company. This list is not inclusive; any conduct that has an impact over the adequate and normal functioning of the company that is inconsistent with the expected behavior will result in disciplinary action up to including termination of employment.

Objectionable conduct mentioned below could be classified and ordered according to the disciplinary action that could be implemented based on the fault that was committed. *Conducts 1 to 13 are considered as minor faults*; therefore disciplinary action will be administered (ranging from written warnings to termination of employment). *Conducts from 14 through 40 are considered serious faults*

and are subject to suspension or termination of employment upon first occurrence. *Conducts from 41 through 52 are severe* faults and are subject to termination of employment. Any other conduct that is not pointed out in this handbook will be subject to the disciplinary action that is pertinent according to the fault and impact over the organization.

Types of behavior and conduct that the company considers inappropriate include, but are not limited to, the following:

Minor Faults:

1. Entering and/or remaining in the production, service, or office area of any restaurant establishment outside of scheduled work hours without prior authorization or justification, including during rest breaks.
2. Remaining in the production or service area during the designated meal break period.
3. Swapping work shifts with other *Mesoneros* without authorization from the immediate supervisor.
4. Completing assigned tasks inadequately or unsatisfactorily.
5. Demonstrating poor performance in task completion or failing to use work time appropriately during the shift.
6. Failing to clock in or out using the systems provided by Meson Sandwiches and according to the established procedures.
7. Consuming food during the work shift without proper authorization and outside the production and service areas.
8. Using the company phone for personal calls during the work shift unless it is an emergency and properly authorized.
9. Using mobile phones, music or video players, electronic or communication devices, or any device that connects to a network and becomes a distraction during work shifts, except for company-authorized personnel.
10. Using personal cell phones during work hours, including texting.
11. Mistreating work tools and/or company property or using them for non-work-related activities.
12. Failing to report ongoing criminal proceedings against oneself.
13. Failing to comply with the responsibilities outlined in the lactation break guidance and agreement document.

Serious Faults:

14. Failing to comply with personal hygiene or established uniform requirements.
15. Acting rudely, non-courteous or inappropriately towards supervisors, coworkers, or customers at the workplace.
16. Removing or taking items, products, and/or company property from the restaurant without authorization and/or failing to report it.
17. Insulting or using abusive and/or obscene language toward a supervisor, coworker, or customer; raising one's voice, making inappropriate gestures, shouting, or causing a disturbance in or around the workplace.
18. Any undisciplined behavior and/or act of insubordination, including but not limited to failure to follow instructions or refusal to acknowledge receipt of company documents.
19. Shutting down restaurant operations before the scheduled closing time without proper

authorization.

20. Failing to follow the lost-and-found procedure regarding immediate reporting or handover to management.
21. Any improper and/or undisciplined behavior, including illegal or immoral acts that intentionally or deliberately harm the company's interests or others' well-being.
22. Intentionally altering, falsifying, or destroying Meson Sandwiches documents or records, including work shifts, clock-in/out logs, attendance records, purchase receipts, etc.
23. Preparing food for personal consumption and/or for coworkers without proper payment.
24. Using drugs or alcohol during a work shift or arriving at work under the influence of drugs, alcohol, or other toxic/illegal substances and/or displaying signs of being under the influence.
25. Participating in or promoting gambling or any type of game on company premises during or outside work shifts.
26. Possessing firearms or illegal/dangerous items on company premises.
27. Using an unassigned cash register to process or mark orders.
28. Performing unauthorized register transactions, such as deleting orders, giving discounts, or processing fake orders.
29. Altering procedures, recipes, or products without shift manager authorization.
30. Refusing to cooperate with internal investigations when requested by a company official.
31. Interfering with or attempting to influence any Mesonero involved in an internal investigation.
32. Making sexual or offensive jokes during work shifts and/or using adjectives or pronouns to refer to coworkers, supervisors, company staff, or customers, including via social media apps.
33. Taking photos or videos with any electronic device during work shifts, either inside the workplace or of coworkers, supervisors, and customers, unless authorized personnel.
34. Violating policies, procedures, protocols, or regulations regarding sexual harassment, discrimination, interpersonal relationships, social media, safety, confidentiality, etc.
35. Failing to report symptoms of contagious or transmissible diseases.
36. Failing to comply with food safety protocols by handling food and preparation tools unsafely, thus compromising healthy and safe food standards.
37. Reporting to work with visible tattoos on the arms, i.e., without a long-sleeve uniform shirt per image and presentation rules. First incident results in a 1-day suspension.
38. Reporting to work with visible tattoos on the arms, i.e., without a long-sleeve uniform shirt per image and presentation rules. Second incident results in a 5-day suspension.
39. Engaging in fraudulent behavior on tests or documents administered by the company.
40. Failing to immediately report to a supervisor or HR officer any action, behavior, or situation that may affect your safety or that of a Mesonero.
- 41.

Severe Faults:

42. Conviction of serious crimes or acts against morality and/or criminal acts that threaten workplace safety.
43. Attempting or causing damage or destruction to company property, including sabotage or participation in actions that result in such damage.
44. Disclosing trade secrets, confidential, or privileged information regarding Meson Sandwiches processes and methods—specifically financial data, performance, sales, expenses, receipts, formulas (recipes), and product preparation processes.

45. Providing false statements and/or omitting information during internal or external investigations and/or audits.
46. Knowingly making false accusations regarding misconduct or illegal harassment by coworkers or concerning company matters.
47. Preparing, serving, and/or consuming unpaid products.
48. Being absent for three consecutive shifts without notifying the company.
49. Displaying offensive, threatening, disorderly, or improper conduct, including acts of violence such as fighting, assault, intimidation, or inciting violence on or around company premises.
50. Stealing or removing money or property belonging to coworkers, the company, or customers.
51. Distributing, selling, possessing, manufacturing, or exchanging controlled substances in the workplace or on company premises.
52. Leaving the workplace during a work shift without authorization or justification.
53. Reporting to work with visible tattoos on the arms, i.e., without a long-sleeve uniform shirt per image and presentation rules. Third incident will result in termination of employment.

Engaging in conduct that violates the employer's policies or instructions, is contrary to the law, involves illegal or immoral acts, or any behavior that affects or is deemed to affect company operations may be subject to disciplinary action—even if not specifically listed among these conduct rules or within this employee manual.

Any behavior that affects and /or is considered to affect company operations will be subject to the imposition of disciplinary actions even when it is not specified in this procedure or in this manual.

8 Discipline regarding face tattoos will expire annually using as a reference the first suspension.

ATTENDANCE POLICY

Due to the nature of our business, it is necessary to have an efficient performance in our operations at all times; absenteeism and tardiness is our worst enemy. Not only does absenteeism interfere with meeting work commitments and responsibilities, it also causes unnecessary interruptions to co-workers and may affect the services towards our customers.

Each supervisor will keep an updated registry for each of his *Mesonero* under his supervision, to track tardiness, absence, or leaving earlier (before shift ends). Each record will remain active for a cycle of 365 days which will begin on the employment date and will end a day before the anniversary date. After this period, the registry will be kept as part of the employment history. On the anniversary date, a new record will go into effect.

Required communication process

When the absence or tardiness is foreseeable, the *Mesonero* must contact his/her shift supervisor, at least one hour prior to the beginning of the shift, or upon learning of the absences or tardiness. The *Mesoneros* that are assigned to opening a work shift must call their immediate supervisor's personal phone as soon as possible, in the event that the workplace is closed. If the workplace is open, the *Mesonero* must call the restaurant and speak directly with the immediate supervisor in the time frame required by this policy.

If communication is not possible when trying to contact the immediate supervisor's phone, the *Mesonero* must leave a voice mail. Text messages will not be accepted as an official communication to excuse the *Mesonero*. If a text message is sent because there is no other method of communication, a call must be made as soon as possible during the first hour of the start of the *Mesonero's* shift to confirm that the information was received and be excused accordingly.

Only the *Mesonero* that is sick will be exclusively responsible for notifying the management team by phone at least one hour before the programmed work shift or when the absence is predictable. Calls from family members will not be accepted as an excuse, unless the *Mesonero* is physically unable to speak. If the situation requires it, the *Mesonero* will be responsible for calling the immediate supervisor to confirm the information and provide follow up regarding his/her health condition or situation and expected date of return.

In the case of absences due to sickness and when the condition requires consecutive absences, the *Mesonero* must maintain active communication with management and provide a medical certificate to justify the absences.

Excused absences, tardiness or early departure supported by law

Mesonero absences, tardiness or early exits that are supported by a legal leave or some legal statute will be considered excused if the *Mesonero* complies with Meson Sandwiches requirements as established in the Mesonero Handbook. Some leaves of absences supported by law are: workers compensation leave, family medical leave act, absences related to reasonable accommodation due to a disability, active military leave, military training, maternity leave, domestic violence leave, jury duty or witness in a criminal case leave or any other reason protected by a legal statute. The *Mesonero* is responsible for

providing the required evidence prior to his/her absence, arriving late or leaving early from work. These absences will be registered in the absenteeism, tardiness and early departure record.

Absences will also be considered excused if the *Mesonero* requested the time off in compliance with Meson Sandwiches' policy, and received the required approval for the leave.

Unexcused absences, tardiness or early departure

A *Mesonero* will be considered to have taken an unexcused absence if the *Mesonero* is absent from work during scheduled work hours without authorization. Tardiness or early departure from the assigned work shift will be considered unexcused. The management team could excuse tardiness or early exit if they are justified as established above (section Excused absences, tardiness or early departure supported by law).

Disciplinary actions or terminations

1. All unexcused absences, tardiness, or early exit as explained in this policy will result in disciplinary action.
2. Patterns of absenteeism, tardiness or early exits or a combination of those, will result in disciplinary actions.
3. Failure to maintain active communication may result in disciplinary action.
4. Early departures from his/her work shift without managerial authorization will be deemed as voluntary abandonment of his/her job and the *Mesonero's* employment may be subject to termination.
5. Absences for three or more days without the *Mesonero* communicating directly with the restaurant's management where he/she works will be deemed as voluntary abandonment of his/her job and the *Mesonero's* employment will be terminated.

The company reserves the right to apply disciplinary actions, up to including termination of employment to employees for unexcused or excessive absences, tardiness and/or early departure patterns.

USE OF COMPANY TELEPHONE/CELL PHONES

Company telephones are strictly for official use and it is prohibited for personal calls. If under any emergency a *Mesonero* needs to use the phone to make a personal call, the immediate supervisor must authorize it. If it's authorized, should be a brief call.

The use of personal cellular phones during work hours is strictly prohibited (including texting). Cell phones or any other electronic devices must not be in work stations or with the *Mesonero* during working hours. Please leave your cell phone in a safe place when you begin your shift.

All phone calls received at the restaurant should be answered by the shift manager. However, when he/she is not available, there must be someone designated to this task, preferable a service or production team leader.

Phone calls should be answered in a timely manner. We must maintain a positive attitude at all times and answer with an adequate tone of voice that is courteous, paced and clear. Our official greeting is

“Thank you for calling the Meson Sandwiches Family”, and subsequently asks “How may I assist you?”

We recommend having a pen and paper available in order to write the message or information given. When administrative office personnel call the restaurant, they should identify with the name and department where they belong.

When receiving calls from irate clients, please remain calm and courteous. Politely, advise the caller that he/she will be forwarded to the manager on duty, following the procedure that applies to manage service claims as established by the company.

When transferring calls to the shift manager, ensure you have the person’s name and reason for the call. Always thank the caller for holding during the call, and express your appreciation for his patience. Please notify the caller, should you require the caller to hold for a longer period of time, transferred calls to a co-worker may not be done until shift manager is advised and has authorized it. If you must take a message, please read the information back to the caller to ensure you have the complete and correct information. Please communicate the message as soon as convenient.

Please beware that for safety reasons, no one is authorized to provide any personal or company information, including work shifts, vendor information, insurance, etc. Redirect those calls to our Administrative Offices at (787) 833-1239.

NON-SOLICITATION AND NON-DISTRIBUTION POLICY

All *Mesoneros* are prohibited from participating in any type of solicitation for any purpose during work hours. Examples of solicitation or distribution include: memberships or subscriptions for any type of public or private endeavor, presents (gifts), products purchase or, office gambling.

This policy only applies during work hours. This policy does not apply while the *Mesonero* is not working such as during the meal break or before or after the work shift.

Mesoneros may not distribute petitions or notice to other *Mesoneros* in any kind of printed material during work hours. *Mesoneros* cannot distribute literature, pamphlets or other material in the workplace during or out of work hours. The *Mesonero* may distribute literature in areas that are not work areas such as the restroom or meal break area. Persons that are not employed by the company cannot enter company facilities without authorization to solicit or distribute any kind of material. You must report such activity to the immediate supervisor.

INTERPERSONAL RELATIONS AND EMPLOYMENT OF RELATIVES MEMBERS POLICY

The purpose of these rules is to clearly establish what the company’s expectations are regarding the *Mesonero*’s behavior, recruitment of spouses and/or relatives, dynamic of interpersonal relations between *Mesoneros* during and after work hours and at any work related or social event that is sponsored by the company or where the company is represented in any way. The company has established these rules based on management’s prerogatives, and all *Mesoneros* must satisfy moral demands as established by society while they work or represent in any way the company.

The rules established here apply to all general *Mesoneros* (administrative personnel, managers, and company executives). The rules and prohibitions contained here are applicable during and after work hours and at any official, sponsored, or social marketing event, or where Meson Sandwiches is involved. The conduct that is expected to be ruled is the *Mesonero*'s own and in relation to co-workers, customers, or visitors in official or social activities.

1. This policy includes all activities, official or social sponsored meetings convened or supported by Meson Sandwiches or where the company is involved in any way. *Mesoneros* should prevent behavior, approach, or language that is objectionable obscene, vulgar or of sexual nature in front of co-workers or any third person.
2. *Mesoneros* should prevent intimate or sentimental involvement with any person they come in contact with through work, including but not limited to co-workers, customers, and visitors. They should also prevent conduct of sexual nature, lascivious or provocative in front of co-workers or customers since this conduct has an impact over the performance and image of Meson Sandwiches.
3. Moderation and modesty should lead all *Mesonero*'s behavior before co-workers, customers, visitors and third persons, since all conduct that is obscene, vulgar or of sexual nature damages the good name of Meson Sandwiches and threatens a healthy work environment. The *Mesonero* will follow the rules established here.
4. *Mesoneros* are not allowed to be involved in an adulterous relationship with co-workers or any kind of sentimental relationship that affects the good and normal performance of the company. The company will consider this kind of relationship, as a severe fault. If such behavior is exhibited, disciplinary actions may be enforced, including employment termination of the *Mesoneros* involved.
5. If a consensual, romantic relationship develops between two single *Mesoneros* of any position, the company will take the necessary measures to prevent a clear conflict of interest due to the relationship. *Mesoneros* that get married and/or those who seek employment and are married with *Mesoneros*, Meson Sandwiches will abide to the non-discrimination policy with them, taking into consideration the legal dispositions regarding measures that could be taken to prevent performance conflicts.
 - a. In compliance with the disposition, if two (2) *Mesoneros* occupy a management or administrative position and are single, or management or administrative with *Mesoneros* that work in a same restaurant or department begin a sentimental relationship voluntarily, they must communicate it immediately to the supervisor and human resources department. Management will determine the best, to transfer one of them to another or restaurant. If the *Mesoneros* cannot be transferred, one of them will be asked to end employment in the company.
 - b. If the voluntary sentimental relationship is between two (2) non-exempt *Mesoneros* that work in a same restaurant or department. They may continue working in the same unit as long as it does not affect the good and normal performance of the company. If inappropriate behavior is observed between both and the sentimental relationship it impacts the normal performance of Meson Sandwiches, the company will take the necessary corrective actions that could result in termination of employment.
6. With the purpose of preventing wrong perceptions that could be interpreted as favoritism when employing spouses or family members⁹, the following is established:

- a. Only persons that are qualified for a vacant position in Meson Sandwiches may be hired. Spouses or relatives of *Mesoneros* could be recruited as long as there is no conflict of interest and or conflict of functions due to marriage and family bond. These cases need to be approved by Human Resources Manager.
- b. When there is conflict or apparent conflict of interest because of a spouse or relative, Meson Sandwiches will try to transfer the *Mesonero* or aspiring *Mesonero* (if the person is the best candidate for the position) to another restaurant or work area (if available). The candidate's or employee's position will not be under the direct supervision of a family member with higher hierarchy in the company.
- d. Work conditions, evaluations, promotions or disciplinary actions cannot be influenced by a relative with higher hierarchy in the company.

The company will carefully ensure compliance with the above provisions, because in the industry in which we work, a good image is the main ingredient for success. Any *Mesonero* who acts against the rules specified here will be subject to corrective actions, up to including termination of employment.

Romantic Relationships

Consenting "romantic" or sexual relationships between *Mesoneros* may at some point lead to unhappy complications and significant difficulties for all concerned, including the *Mesoneros* involved and other *Mesoneros* and supervisors interacting with them. Any such relationship may therefore be contrary to the best interests of Meson Sandwiches.

El Meson of FL, LLC recognizes the ambiguity of, and the variety of meanings that can be given to the term "romantic". It is assumed, or at least hoped, however, that either or both of the parties to such a relationship will appreciate the meaning of the term as it applies to either or both of them and will act in a manner consistent with this policy. If a romantic or sexual relationship should develop between *Mesoneros*, it is the responsibility of both to report the existence of the relationship to Human Resources. Human Resources shall inform others on a need-to-know basis of the existence of the relationship. El Meson of FL, LLC reserves the right to take steps that in its discretion deems appropriate, including but not limited to re-assignment of positions, job duties, responsibilities or restaurants/departments and re-assigning one or both of the participants in the relationship.

Furthermore, in order for Meson Sandwiches to deal effectively with any potentially adverse consequences such a relationship may have on the working environment, any person who believes that he or she has been adversely affected by such a relationship, notwithstanding its disclosure, is encouraged to make his or her views known about the matter to the relevant supervisor or human resources.

This policy shall apply without regard to gender or sexual orientation of the participants in the relationship described above.

Hiring of Relatives

Generally, El Meson of FL, LLC. will not hire relatives of current *Mesoneros* where one relative will report to another, where relatives actually or potentially may compete for the same position, where

⁹ Relatives are defined as parents, grandparents, siblings, grandchildren, nieces, uncles, cousins, step parents and step children, father- or mother-in-law, son- or daughter-in-law, brother- or sister-in-law.

relatives may be working together in small departments or locations, or where the hiring may otherwise have the potential for creating an adverse impact on work performance or create an actual or potential conflict of interest. For purposes of this policy, a "relative" is defined as a mother, father, mother-in-law, father-in-law, brother, sister, son-in-law, daughter-in-law, son, daughter, uncle, aunt, or first cousin of the present *Mesonero*. We ask that you not volunteer relatives for employment if the hiring of that relative would be contrary to this policy.

RE-EMPLOYMENT AND RESTAURANT TRANSFER POLICY

Former Mesoneros

Depending upon the circumstances, Meson Sandwiches may consider a former *Mesonero* for re-employment. Former *Mesoneros* seeking to be rehired are subject to the company standard pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with Meson Sandwiches, and must have provided at least two (2) weeks advance notice of their intention to terminate their employment with us.

Transfers

For *Mesoneros* transfers, we will take into consideration the job performance, availability at other restaurants and the operational needs. To obtain more information please contact your Area Supervisor or the Human Resources Department.

SAFETY AND SECURITY

ACCESS CONTROL, SECURITY CAMERA AND VIDEO SURVEILLANCE POLICIES

With the intention of safeguarding property, the safety of *Mesoneros* and customers, and considering the security demands of the nature of our operations, El Meson of FL, LLC put in place the current policy to regulate the surveillance system by video and recordings that are currently in place. Video monitoring and recordings have the purpose of guaranteeing the normal flow of operations as well as ensuring efficient and organized operation. They will also be used as an investigative tool during the imposition of disciplinary actions.

With the implementation of this policy, El Meson of FL, LLC has placed announcements in visible places throughout our facilities informing the *Mesoneros*, employment candidates, customers and visitors about the existence of the video surveillance system. These notices also establish that they do not register or record sound.

The cameras will be operated from an internal control system where video surveillance is located. All video cameras may be detected at site, since they are visibly placed on the walls and roofs of the establishment or in security boxes or domes. Video surveillance covers all of the establishment's areas including without limitation access points, entries, exits, preparation areas, cash register areas, refrigerators, office, etc. The security cameras cover all of the areas at the work place and all visitors or *Mesoneros* may be observed by these cameras. Some of the cameras have movement capacity and may

zoom in, and operate 7 days a week, 24 hours a day. Managers will be responsible for the custody and operation of the video surveillance equipment as well as the Loss Prevention Coordinator or security officers that provide service to El Meson of FL, LLC, if any.

Video camera recordings will be made in digital format and kept in a hard drive for a period of between two and four weeks, period during which recordings will take place over these original ones. The obtained images may be observed from internal installations that will be monitored by management, Area Supervisors, Loss Prevention Coordinator. Only the Human Resources Manager and those designated authorized personnel may see these video system recordings. In all other instances only management personnel may see the recordings based on the necessity to alert of situations, make decisions and as authorized by the Human Resources Manager.

Any behavior that is improper, illegal, against law or company policies that is detected by a security system will result in disciplinary action up to including employment termination.

El Meson of FL, LLC reserves the right to amend or change this policy in order to adjust it to the operation demands or video and recording system to be used. El Meson of FL, LLC will notify all *Mesoneros* of the installation of cameras in places that currently do not have any. Finally, any and all recording system operated by the administrator in a center of commercial facility where a company restaurant is located will also form part of these regulations and the images that are collected by this system will be used with the same purpose as those of the cameras operated by El Meson of FL, LLC.

USE OF INTERNET, ELECTRONIC EQUIPMENT AND SOCIAL MEDIA PROCEDURE

The company establishes this policy for regulating the access and use of the internet and electronic mail (e-mail), since both networking tools are provided by our company for business purposes. As we all are aware, computers, scanners, photocopiers, cell phones or mobile devices, and other equipment used to access the aforementioned services, are business property and are not authorized for personal use. This is why the company has decided to regulate the computer usage as well as the internet, the electronic mail (e-mail), among other.

Company networking equipment use:

Company property is computers, scanners, printers, photocopiers, cell phones or mobile devices, as well as the internet access and the electronic mail (or e-mail). The use of any of these devices must be work-related and also related to the *Mesonero's* functions. The use of internet, computers, scanners, printers, photocopiers and the electronic mail (or e-mail) for recreational or personal purposes is prohibited. Since computers and the internet access are company property, the company reserves the right to audit, monitor and control the electronic mail (or e-mail) to guarantee that its property is being used for company business. Periodic and/or random audits and inspections will be conducted over the message contents for controlling the effective use of the business resources and to confirm that the systems' usage complies with the aforementioned regulation. Likewise, inspections will be conducted for a complaint investigation or a particular situation is reported or discovered in the business.

It must be clear that the *Mesoneros* have no right or expectation of privacy related to any information or message created, received or sent through the company's internet, electronic mail (e-mail), text messaging, among other. Therefore, it must not be submitted or downloaded from the internet or

electronic mail systems any text, material or information non-business-related or not related to the *Mesonero*'s functions.

It is hereby established the most absolute prohibition and rejection of the use of the system to send, receive or create messages with discriminatory content and/or that might be constitutive of sexual harassment acts. It is strictly prohibited the access and/or transmission of obscene, profane, or offensive material through the internet, electronic mail (e-mail) or text messaging, including erotic material, jokes of any type, and any other comment that may be classified as discriminatory or that may create an intimidating, hostile or offensive environment of sexual nature. Therefore, periodic system verification will be done to pinpoint the sites visited in the internet by the *Mesoneros*, as well as the electronic mail (e-mail) they receive, the recipient, or senders of the electronic mail generated or received in the business.

The use of internet, scanners, printers, photocopiers or electronic mail (e-mail) should be limited to appropriate business use during work hours. Therefore, you are forbidden from installing software on the system that is unauthorized or for personal use.

The protection of our business secrets, marketing plans, client lists, recipes, sales data, cost of supplies, revenues, and financial projections are vital to the success of our company. Company property including computer files or similar electronic materials containing this information (except in the ordinary course of performing duties) may not, therefore, be disclosed without prior authorization. It is also prohibited to access literary property which violates copyright laws; proprietary information, or classified by any official or governmental entity.

Our policies against discrimination and harassment apply fully to our electronic system, and any violation of those policies is grounds for discipline. Therefore, no e-mail messages or social media post should be created, sent, or received if they contain hostile or offensive material concerning race, color, creed, ethnicity, religion, sex, sexual orientation, pregnancy, age, national origin, marital status, disability, veteran status or any other classification protected by law. Similarly, material that is harassing or inappropriate (including offensive material concerning race, color, ethnicity, religion, sex, sexual orientation, pregnancy, age, national origin, marital status, disability, veteran status or other characteristic protected by law) may not be downloaded from the internet or displayed or stored in any computer.

It is also prohibited the use of screen savers and desktop background with artist photos, models, sports people, and far less, nude or semi-nude calendar photos, among other. It is advised that the use of the access code, or password, does not imply that the *Mesonero* has a sole right for privacy over the computer used in the business nor will avoid an audit on its usage; will not remain established any complaint or privacy expectation related to the information stored or obtained in the computer.

Every *Mesonero* must be cautious in the use of the internet, electronic mail (e-mail) and/or textmessage. With the intention of protection the business information's confidentiality, or related to the company, will not leave information and/or documents open on screen whenever you leave the work area or finish the work shift. Every document must be closed to avoid access to unauthorized individuals.

Every electronic mail user must periodically verify the stored information and delete those messages aged over six (6) months, with the exception of those messages which contain information that need to be kept in the system, as per company's discretion. The company will conduct periodic monitoring of

messages received and/or sent to assure that they comply with the established policy. Also, those received and/or sent messages may be revised whenever information is received or a reasonable suspicion of a violation to this body of rules exists.

The users provided with business computing devices to be used at home must take additional precautions to assure the confidentiality and integrity of the business information by:

1. Assuring that the mobile devices, including portables and PDAs (example Palm and Pocket PC) are properly safe and not left on places visible to thieves, for example, in automobiles.
2. Assuring that the business resources are not used by outsiders.
3. Assuring that the business' confidential information is not seen involuntarily by third parties, for example usage of portables in public transportation, airport waiting rooms, among other.

The company will take severe disciplinary action, which may include the Mesonero dismissal of those *employees* who do not follow the rules hereof mentioned or that abuse of the electronic messaging system, internet, text messaging, internet, as it may apply.

Use of social media and electronic media

The social media such as: Facebook, Twitter, LinkedIn, Snapchat, Instagram and other existing or to be created, are media that allow an open dialogue and the exchange of opinions and information. Hence, these are very valuable tools to gather and broadcast news and information if used properly.

The business respects the rights of its *Mesoneros*. As a general rule, what they do at their free time is a private matter. Nevertheless, the behavior of all our *Mesoneros*, even at their break time, may have a significant impact in the general public's vision related to the integrity and business image. The rules of conflict of interests and ethics in the business, as well as the laws of the United States, provide the base for the current guidelines. These policies apply in the on-line activities such as: social media, blogs, wikis, videos, photos, audios, chats, among other.

When a *Mesonero*, identifying or not the association with the business, expresses his/her opinions in an electronic forum, it is expected that he/she acts in a consistent way based on the company's ethics and policies. The principles stated in this policy must be always followed. If any *Mesonero* has a doubt in regards to publishing something or not in the social media, he/she must consult these guidelines to obtain an answer. If, after consulting it, the Mesonero is not clear from the correct way of proceeding, the best practice is **not** to publish anything until he/she asks for advice to the Information Systems Manager or the Human Resources Director.

The purpose of these guidelines is not to avoid *Mesoneros* legitimately using the electronic media, but to point out those areas where situations may occur affecting the business' image. *Mesoneros* should not use social media to disparage our products, customers or competitors. What a *Mesonero* shares in the social media is public because the privacy expectancy does not basically exist. It is possible using the privacy controls to limit the information access, but these controls are not an absolute handicap to accessing that information. The reality is that if a *Mesonero* does not want something to be found on-line, he/she should not write it there.

Our *Mesoneros* must refrain on sharing topics that discriminate on color, sex, sexual orientation, genetic information, political or religious ideas, national origin, social condition, be a victim or be perceived as a domestic violence victim, sexual aggression or stalking, age or physical disability, mental disability, nervous or sensorial, or of any other kind or nature that compromises the business quality of the

products or services. The social media should not be used to libel or make derogatory remarks of competitors, customers, and/or third parties.

If you have any topic in the social media that does not comply with this policy, you should immediately act upon it or change it. Remember that you are responsible for what you publish in the social media.

Personal equipment use

All personal equipment used to connect to the company's local area network or any other resource available for any corporate purpose, is subject to this policy. The personal equipment must be in the company *Mesonero's* name to be used for connecting to the company's network.

Any violation to this policy will result in severe disciplinary actions, which may include or end in the dismissal of those *Mesoneros* that do not follow the guidelines aforementioned.

Safety First

It is of the utmost importance that all *Mesoneros* make the idea of "safety first" part of their work routine.

Our emphasis is on "safety awareness" with a preventive approach. This means we try to prevent accidents from happening. When accidents do occur, each case is reviewed to determine the cause and what can be done to prevent similar occurrences in the future.

Be aware of your working environment. Look out for loose wires, unsafe equipment, wet or damp floors, and precariously balanced objects that may cause injury. No *Mesonero* is authorized to disable or disengage any safety features on our machinery or equipment. You should promptly report any unsafe conditions to your immediate supervisor. At sure to comply and follow with all the safety measurements and procedures that are established by our company (may reference to our operational manual - MOMS).

Non-Smoking

It is the policy of El Meson of FL, LLC to promote good health among *Mesoneros* and to provide a safe working environment, and comfortable surroundings for both our *Mesoneros* and our visitors. Therefore, smoking is prohibited in the workplace except for designated areas. There are no exceptions.

Consent to Search

For the safety and well-being of all concerned, the company reserves the right to make searches of employees' personal effects that they bring onto the restaurant, and to search any packages or other similar items being removed from company premises. Additionally, the company reserves the right to search employee workspaces, as it deems necessary, without warning. All employees are subject to this policy, and your acceptance of, and compliance with, this policy is a condition of employment and continued employment.

In the event that an employee subsequently refuses to comply with a search request made by the appropriate company personnel at any time while on the premises, the employee may be subject to immediate termination.

Emergencies

The first priority of the company is the safety of its *Mesoneros* and guests. Immediately notify the appropriate emergency personnel should any emergency present itself. For any emergency requiring the Fire or Police Departments, or to summon ambulance/paramedics, dial 911.

Each restaurant has an exit procedure to be followed in case of a fire or any emergency requiring building evacuation. This procedure is rehearsed in periodic drills conducted by the organization. Make sure you know the location of both the emergency exits and fire extinguishers on your store. Should an alarm be activated for fire or other emergency, proceed to the nearest exit and leave the building. Remain in the Parking Lot area until the Fire Department announces that the drill or actual emergency is over.

WORKPLACE VIOLENCE POLICY

Security and protection are fundamental for the success of Meson Sandwiches and its *Mesoneros*. Meson Sandwiches seeks to provide *Mesoneros* with a safe workplace. As a result, Meson Sandwiches has taken steps to help prevent incidents of violence from occurring. It is our policy to expressly prohibit any acts or threats of violence by any *Mesonero* or former *Mesonero* against customers, visitors, or another *Mesonero* on company premises. In keeping with the spirit and intent of this policy, and to ensure that Meson Sandwiches objectives in this regard are attained, it is the commitment of Meson Sandwiches:

1. To provide a safe and healthful work environment.
2. To take prompt remedial action, up to and including immediate termination against any *Mesonero* who engages in any threatening behavior or acts of violence.
3. To take appropriate action when dealing with customers, former *Mesoneros*, or visitors to Meson Sandwiches who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
4. To establish viable security measures to ensure that Meson Sandwiches is safe and secure to the maximum extent possible; and to properly handle access to company facilities by the public, off-duty *Mesoneros*, and former *Mesoneros*.

Any *Mesonero* who displays a tendency to engage in violent, abusive, or threatening behavior, or whose behavior is deemed offensive or inappropriate, may be referred to counseling or other appropriate treatment, and will also be subject to disciplinary action, up to and including termination.

DOMESTIC VIOLENCE LEAVE

All *Mesoneros* that have worked for Meson Sandwiches three (3) or more months will have a right to receive up to three (3) days without pay under the Florida Domestic Violence Act. All *Mesoneros* will be eligible for this leave due to one or more of the following circumstances:

1. Seek an indictment for protection against domestic violence, repetitive violence or sexual assault;
2. Receive medical care or mental health counseling or both for the *Mesonero*, his/her family and household members to take care of damages that result from domestic violence;
3. Receive services from organizations for domestic violence victims such as shelters or rape crisis/domestic violence centers.
4. Preparing the *Mesonero's* home such that it is safer against the domestic violence aggressor or find a new home to flee from the aggressor.
5. Seek legal attendance to take care of situations that develop as consequence of domestic violence or to aid or prepare for court procedures that develop as a consequence of domestic violence.

All *Mesoneros* need to provide appropriate notification to the supervisor or management at least three days before the use of the leave except when imminent danger, health or security and family members impede the *Mesonero* from providing this notification.

All *Mesoneros* need to submit a form requesting a leave with the days and reasons as described above. Meson Sandwiches will take all necessary measures to keep domestic violence information confidential. The *Mesonero* will not be penalized, discriminated against or reprimanded for requesting a domestic violence leave as per this policy.

The company reserves the right to amend this handbook per deemed necessary.

ACKNOWLEDGMENT OF RECEIPT

MESONERO HANDBOOK

I, _____, certify that I received the *Mesonero Handbook* for Florida – Seventh Edition. I agree to comply with all of the norms and procedures established in this handbook. I understand that if I have any questions or concerns about this handbook, I will address them with my immediate supervisor or will contact Human Resources Department.

1. Open-Door Policy
2. Anti-Retaliation Policy
3. Drug- and Alcohol-Free Workplace Policy
4. Occupational Safety and Health Measures
5. Mesonero Meal Discount Benefit
6. Requirements for Mesoneros Handling Food
7. Mesoneros Dress Appearance and Grooming Standards
8. The Uniform
9. Cash Handling and Payment Transaction Policy
10. Attendance Policy
11. Lost and Found Procedure for Customer Items
12. Use of Company Telephone
13. Use of Internet, Electronic Devices, and Social Media
14. No Solicitation or Distribution Policy
15. Policy on Interpersonal Relationships and Employment of Relatives
16. Restaurant Lockers
17. Transfer and Rehire Policies
18. Access Control, Security Cameras, and Video Surveillance Policy
19. Workplace Violence Policy
20. Domestic Violence Leave
21. Code of Conduct
22. Disciplinary Procedure
23. Norms of Conduct

As a *Mesonero*, I understand that my employment is at-will and that either the company or I could voluntarily terminate the employment relationship at any time with or without a reasonable cause.

Received by: _____
Mesonero's Signature

month / day / year

Company Representative's Signature

HUMAN RESOURCES DEPARTMENT

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